Customer Success
Unlock the full potential of Autodesk technology.
At Autodesk, we passionately care about our customers. Jointly with our partner community, we want to create irresistible experiences that drive **successful outcomes** for all.

Elisabeth Zornes,
SVP Customer Success, Autodesk
Reach for the new possible

Fueled by the ingenuity of innovators, Autodesk is enabling individuals, project teams, and global firms with new ways to design and make the world around us.

Working at the nexus of converging industries, supply chains, platforms, and technologies, our Customer Success team and partner network are uniquely prepared to help you navigate complex and evolving landscapes to achieve the new possible.
Did you know that your Autodesk plan comes with more than traditional support?

Through your plan, you have access to a range of planning, support, and adoption resources designed for companies small and large. With these tools and services, you have an engine that can power your projects, your initiatives, and your business to new heights.

In addition, you can work with Autodesk Consulting: a boundary-pushing practice focused on delivering innovative solutions.

**Compare Autodesk Plans**
Chart your course to better business outcomes

Reaching your business goals is like any journey. Understanding where you want to go, determining the best path, and avoiding detours are all essential to success. In competitive industries with razor-thin margins, moving fast is even better, and sometimes you have to blaze entirely new trails.

Success Plans help your company set distinct, measurable goals with Autodesk and guide you on your journey to achieving them. With a thoughtful Success Plan, you can track progress across your initiatives and consistently capture the value realized for your company.
Success Planning Services

**Onboarding Assistance**
Start fast by quickly setting up new benefits within the first 90 days of your plan

**Managed Success Plan***
Work with your Autodesk CSM to build, execute, and capture value from your plan

*Enterprise Business Agreement (EBA) Only*
Our Success Plan helps us move forward and stay in line with what our objectives really are.

Manager, Practice Technology
Stay up and running with expert assistance

For both professionals and organizations, resolving technical issues quickly means minimizing disruption to projects. Moreover, time spent troubleshooting could be time spent gaining efficiencies through better workflows.

If your business relies on Autodesk software to deliver billable work to clients, then you know the value of “keeping the lights on and the trains moving.” That’s why our technical support team is ready to assist you if you run into issues.

Based on your plan, you can get help in the way that works best for you.
Technical Support Services

Web Support
Find answers on our knowledge network or submit a web case.

Live Support
Solve issues by speaking directly with Autodesk experts.

Priority Support*
Get a faster response and resolution to critical issues.

Proactive Support*
Reduce avoidable errors, improve deployments, and enhance end-user support.

Case Reviews*
Review your case trends and create a mitigation strategy.

*Enterprise Business Agreement (EBA) Only
Get ahead of the curve with Adoption Accelerators

Delivering quality billable work is often the number one focus for designers and engineers, so efforts to stay up-to-speed on the latest workflows are often lagging and fragmented.

That’s why we introduced our Accelerator program. With decades of experience helping companies adapt to technological shifts, Autodesk Customer Success teams continuously compile their best-practices into a catalog of Adoption Accelerators.

Accelerators are available in a few formats: ondemand courses, videos, and live coaching. Each Accelerator covers a particular workflow or topic and may include practice material, demonstrations, and even live Q&A with experts.
You can consume courses or schedule coaching sessions individually, at your own pace, or orchestrate them together in an Acceleration Plan. Either way, Accelerators help your teams integrate new workflows into their day-to-day projects with minimal disruption.

Ondemand Courses
Learning modules designed for busy professionals

Pre-Recorded Coaching
Videos created by Autodesk experts to guide your team on new workflows

Live Coaching*
Expert-led sessions tailored for your common business use cases

Ask an Expert*
Meet 1-to-1 with specialists to discuss specific technical topics.

*Enterprise Business Agreement (EBA) Only
Getting access to experts allowed us to gain a huge amount of time, and we are now in another dimension in terms of strategic partnership.

Director, Digital Construction & Methodology
Cultivate innovation and drive digital transformation

Across every industry Autodesk serves, firms are feeling pressure to transform as they strive to compete in a world that is increasingly digital, automated, and data-driven. Design and make processes are converging, the lines between industries are blurring, and big data is promising smarter cities, transportation networks, construction sites, and factory floors.

While there is no formula for innovation, it often arises where the right perspectives and exceptional problem-solving meet. In this sense, Autodesk Consulting is built to innovate.
Autodesk Consulting Innovation Areas

Data to Insights
Draw actionable insights with data analytics & machine learning

Platform for New Business
Expand your products and services using the Autodesk platform

Future of Work
Strengthen your resiliency with agile operating models

Sustainability
Ingrain sustainability into your business processes

Process Automation
Improve your productivity with holistic process automation
Advisory Services

Assess
Evaluate your current transformation strategy, processes, practices, and plans for implementation

Shape
Refine or define a strategy based on your business requirements and informed by Autodesk insight

Design
Define architecture from business, data, application, infrastructure, and integration perspectives

Validate*
Verify workflow automation, application integration, data connection, and API feasibility

Plan
Create a path to develop, integrate, and deploy the solution with visibility of key dependencies

*Not available for MAKE technology
1 Development environment only

Implementation Services

Plan
Schedule, budget, and plan implementation activities in detail

Define
Define and document solution processes and workflows

Configure
Adjust standard software settings and configure content

Develop*
Sprint-based development using public APIs

Deploy
Install or upgrade Autodesk technology in the solution

Train
Train key users and project teams on the new solution

Support
Analyze and troubleshoot implementation related issues

Terms & Conditions

Customer Success
Within our industry, no one else is doing this. It was a pioneer project for us. That’s why we partnered with Autodesk Consulting.

Director of Marketing
## Plan Comparison

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<th>Plan Type</th>
<th>Standard</th>
<th>Premium</th>
<th>Enterprise</th>
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- **Included with plan**
- **Optional add-on**
 Whether it’s a step increase in productivity or a completely redefined value chain, we’re ready to help you stay up-and-running, up-to-speed, and on track to reach your business goals.

Get started on the Customer Success Hub.