AUTODESK CUSTOMER SUCCESS
Unlock the full potential of your technology and data.
At Autodesk, we are a customer company that passionately cares about the success of 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
More than just software

Everyday, Autodesk is empowering innovators with new ways to design and make the world around us.

For over four decades, we’ve worked alongside a vast network of service providers to solve challenges for companies small and large, helping global firms transform their business and supporting ambitious upstarts who seek to challenge the status quo. And whether it’s an incremental process change or an ecosystem-wide shift, we’ve noticed a consistent theme.

It takes more than just industry-leading software to achieve your goals.
That’s why every Autodesk plan comes with Customer Success: an engine that can power your projects, your initiatives, and your business to achieve better outcomes.

**Compare Autodesk plans**

Through your Autodesk plan, you have access to a range of planning, support, and adoption resources designed to help you get the most out of your technology.

In addition, you can work with Autodesk Consulting, a boundary-pushing practice focused on creating innovative solutions.
Chart your course to better outcomes

Like other companies, you subscribe to Autodesk to deliver valuable services and best-in-class projects to your clients. And reaching your goals is like any journey: understanding where you want to go, finding the best route, and staying on track are all essential to success.

But that’s where the similarity ends. Your operating rhythms are different. Your teams are different. And your initiatives are different. So, your path to success is uniquely yours.
Success Planning helps your company set distinct goals with Autodesk and then guides you on the journey to achieving them. Using our Outcome Framework, you can build a Success Plan to focus your resources when and where they will have the most impact for your business.

From day one of your subscription, we’re here to help you reach critical milestones and create a plan that supports your initiatives and projects.

Along the way, we can help you track progress and capture the ROI achieved from executing on your plan.

Our strategic relationship with Autodesk and others helps us along the journey to ensure the success of our digital transformation.

Digital Construction Manager,
BAM Construction Ltd
Get started with Success Planning

Onboarding Plan
Get a fast start by accessing your new benefits in your first 90 days

Acceleration Plans
Implement Autodesk solutions faster by focusing your team on key capabilities

Customer Success Manager*
Work with your assigned Autodesk champion to build, execute, and capture value from your Success Plan

*Enterprise Business Agreement (EBA) Only
If your business relies on Autodesk software to deliver projects to clients, then you know the value of “keeping the lights on and the trains moving.” Resolving incidents quickly not only minimizes disruption to billable work, it also frees up time to spend on higher-value initiatives, such as developing new capabilities.

That’s why our technical support team is ready to assist if you run into issues. Based on your plan, you and your teams can get expert help in the way that works best.

“We now have a fast and stable scenario for creating installations. This means that the number of incidents concerning Autodesk installations has been reduced.”

IT Functional Head of Engineering Applications, Arcadis SSC Europe B.V.
Find answers on Autodesk Knowledge Network (AKN), submit a web case, or speak directly to a specialist.

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

**Live Support**
Troubleshoot issues by speaking directly with our experts

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

**Proactive Support***
Reduce avoidable errors and prevent issues before they occur

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

*Enterprise Business Agreement (EBA) Only
Get ahead of the curve with the latest workflows

Staying competitive requires your teams to keep pace with project collaborators and meet client demands for speed and quality. But with teams focused on projects, adoption of the latest industry workflows is often have lagging or fragmented.

Drawing from a breadth of knowledge, insight, and experience, Autodesk has compiled our best-practices into a catalog of Adoption Accelerators. Accelerators include courses, videos, and live coaching to help your teams integrate new workflows into their projects with minimal disruption.

“Autodesk helps us through the whole journey, from laying the foundations to determining workflows and procedures and providing technical support.”

Global Manager of Enterprise Technical Services, Cardno
Get started with Adoption Accelerators

Ondemand Courses
Learn with easy-to-consume modules designed for busy professionals

Pre-Recorded Coaching
Watch videos made by Autodesk experts that demonstrate the latest workflows

Live Coaching*
Get coaching on topics from our catalog that can be tailored for your common use cases

Ask a Specialist*
Ask subject matter experts questions related to specific topic or workflow

*Enterprise Business Agreement (EBA) Only
Additional plan details are available [here](#).

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<thead>
<tr>
<th>SUCCESS PLANNING</th>
<th>STANDARD</th>
<th>PREMIUM</th>
<th>ENTERPRISE</th>
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<tr>
<td>Onboarding Assistance</td>
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<tr>
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<tr>
<td>On-demand courses</td>
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<td>Ask a Specialist</td>
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Across every industry Autodesk serves, firms are striving 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 is often cultivated where agility, exceptional problem-solving, and cutting-edge technology meet. In this sense, Autodesk Consulting is built to innovate.

Autodesk has been recognized by Fast Company in it’s list of the World’s Most Innovative Companies

READ MORE
Autodesk Consulting works with:

- 16 of the ENR Top 20 Design Firms[^1]
- 17 of the ENR Top 20 General Contractors[^1]
- 13 of the ENR Top 20 Environmental Firms[^1]

[^1]: ENR 2019 Top Companies

Transformation Services offer flexible access to the full breadth of our consulting practice, from strategic advisors and solution architects to implementation experts. With Autodesk Consulting at your elbow, you can draw from insight across industries, markets, processes, and technologies – up and down the supply chain and around the world.

Put our knowledge, insight, and experience to work to help you navigate new frontiers and achieve breakthrough results that create lasting competitive advantage.

“Within our industry, no one else is doing this. It was a pioneer project for us, that’s why we partnered with Autodesk. Our customers love it.”

Director of Digital Marketing, JELD-WEN

READ MORE
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

Define
Define and document solution processes and workflows

Plan
Schedule, budget, and plan implementation activities in detail

Configure*
Adjust settings of standard software and configure content

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

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

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

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
Development environment only
### Better Business Outcomes

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<tr>
<th>Percentage</th>
<th>Description</th>
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<tr>
<td>20%</td>
<td>reduced design time</td>
<td>READ MORE</td>
</tr>
<tr>
<td>25%</td>
<td>reduced build time</td>
<td>READ MORE</td>
</tr>
<tr>
<td>50%</td>
<td>faster time to market</td>
<td>READ MORE</td>
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<tr>
<td>25%</td>
<td>reduced materials</td>
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<tr>
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<tr>
<td>50%</td>
<td>faster planning time</td>
<td>READ MORE</td>
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<tr>
<td>12%</td>
<td>increased productivity</td>
<td>READ MORE</td>
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Individual results vary and are not guaranteed.
Start your journey

With Autodesk Customer Success, your teams can unlock the full potential of your technology and data.

Whether it’s a step increase in productivity or a completely redefined value chain, we’re ready to help you on your unique journey to success.

Log into the Customer Success Hub and get started today

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