

MicroCAD Productivity Suite

The MicroCAD Productivity Suite is available to all MicroCAD Training & Consulting customers with an active Autodesk Software Subscription. The package is designed to supplement your Autodesk Subscription and provide you with the technical support you need to avoid costly downtime. Our experts offer phone, email, web, and remote-access support for both business and home-use licenses. With the MicroCAD Productivity Suite, you receive an escalated priority response time within 4 business hours. Some of the most common issues we cover are:

❖ Autodesk Administrative Issues

- Account access errors
- Contract Manager change
- Software Coordinator change
- Creating support cases for Autodesk

❖ Software Installation and Licensing

- Activation error messages
- Serial numbers/product keys
- Creating network license files (single server only)
- Network license manager set up
- Remote activation assistance

❖ Software Usage Questions

- Software error messages
- Knowledgebase articles

Why get the MicroCAD Productivity Suite?

Get the MicroCAD Productivity Suite to avoid costly downtime. With assistance from our experienced Support Specialists, you will be up and running quickly. If you get an error message or have questions, we will help you. You can feel confident that we will be here for you when problems arise.

What does the MicroCAD Productivity Suite not include?

It does not include hardware or OS failures, third-party add-ons, corrupt files, software we don't sell, and firewall/antivirus customization. Other support options are available on request for an additional fee, such as: Vault Support (configuration, database migrations, and deployments), remote and onsite installations, training and consulting.

MicroCAD Productivity Suite Specifics

The MicroCAD Productivity Suite includes our Productivity Tools Software Packages and advanced level Technical Support. You will receive Priority Phone Support with a 4 hour response time guaranteed. In addition to phone support you will receive technical support via web, remote access into your computer and correspondence via email. Several packages are available for different size organizations: 1, 10, 25 & 50 users. Contracts can be purchased for 6 months, 1 year or 3 year terms. The Productivity Tools Software Packages includes access to a set of third party add-on AutoCAD tools, Revit Tools and Civil 3D tools. Access to these tools will be limited to 1 license of tools per user.

Other MicroCAD Support Options

If the MicroCAD Productivity Suite is declined at the time of the Autodesk Subscription purchase, customers will still be entitled to MicroCAD Basic Support. Our Basic Support includes two 10-minute cases for one designated individual within a company. Basic support includes lower-tiered priority response times of 48 business hours and is limited to phone, email and web support. If further assistance is needed beyond the Basic Support case, or an escalation of time is needed due to deadline sensitivity, customers may choose to purchase a MicroCAD Productivity Suite at the higher price or choose one of the following options:

Hourly Support: Hourly support charges vary. It may be prepaid or charged per incident and includes file review/diagnostics, remote installation, point training, product use strategy, and help with Autodesk software upgrades. It also includes Vault configuration, database migrations and deployments.

Training: Onsite, remote, and customizable options are offered for Autodesk software training.

Consulting: Consulting Services include project work, software health checks, workflow, productivity reviews, and more.