

# Maximize the power of your design tools

With a **maintenance plan** you always have access to the most current and powerful set of Autodesk software and services.



# What does an Autodesk® maintenance plan offer?

Maintenance plans award you with the latest product releases and enhancements, flexible licensing, Autodesk cloud benefits and technical support, to get ahead

## Stay competitive with maintenance plans

Keeping your maintenance plan current provides you with access to the latest software and allows you to maintain a predictable software budget. Attaching a maintenance plan to your perpetual licenses is the economical way to stay ahead of your competition.

## The smart choice for a great value

Maintenance plans are a cost effective way to maintain and maximize your long-term investment in Autodesk software and related services.

Through immediate access to the latest Autodesk software releases, you can increase productivity by utilizing the newest technologies and time-saving features. And with maintenance plans, your software costs are more predictable. Whether you choose a one-year or multi-year contract, your costs are known for the entire term.

## Features and Benefits

Included are the following features and benefits:

- Access to the latest software releases so you're always up-to-date, giving you a competitive edge.
- A variety of licensing rights so you have the tools you need where you need them.
- Autodesk cloud benefits to help you increase mobility, improve collaboration, and optimize designs.
- Technical support for quick resolution of issues so you stay productive.

If you are on the fence about purchasing a maintenance plan—it's a simple determination—it's important to be on subscription for the long term of your firm's success.

### Andrew Watkins

Associate Principal  
Ayers Saint Gross Architects







## The Autodesk family of design suites provides comprehensive and powerful workflows for:

- Building Design
- Engineering
- Construction
- Infrastructure
- Product Design
- Plant Design
- Factory Design

With maintenance plans, you're able to connect your workflow on the desktop to mobile devices and the cloud. These workflows enable you to explore more design possibilities, achieve better results faster, and collaborate more effectively.

[www.autodesk.com/suites](http://www.autodesk.com/suites)

## Product enhancements and releases

### Stay ahead of the competition

With a maintenance plan you always have the latest and most powerful tools on hand. You can gain immediate access to software releases and product enhancements that can help you maintain a competitive edge all year long. Staying current with your maintenance plan lowers your cost to access the latest software, helping you maintain a predictable software budget. It's an economical way to stay ahead of your competition.

## Licensing Rights

### The freedom to work the way you want.

When collaborating across internal and external teams, you need the right software on hand at the right time and place. With the following licensing rights,\* a maintenance plan gives you more freedom with your software:

**Previous Version Rights:** Customers sometimes require you to deliver projects with a specific software version. With previous version rights, you're able to use both previous and current versions of desktop software to deliver your projects.\*

**Home Use Rights:** Work doesn't always happen in the office—with home use rights you're able use your software at the office or at home.

**Global Travel Rights:** Occasionally work requires you to travel far away from home—Global Travel Rights allow you to use your licensed software outside the country of purchase\*\* for up to 90 days.

## Support

### Get the assistance you need

Your success is a top priority to us, and we are here to support you. Whether it is through educational newsletters and communications or direct help from our product support specialists, we are committed to helping you get the most out of your subscription. Our most successful customers take advantage of the support we offer to achieve higher return on their Autodesk investment, shouldn't you?

### Exclusive newsletters and communications

We want you to enjoy your maintenance plan and take full advantage of all the benefits it has to offer. As a maintenance plan subscriber, you'll receive newsletters and communications with content just for you including:

- Announcements of product enhancements
- Tips and tricks to help you get the most out of your product and services

## Technical Support

A maintenance plan allows you to choose a level of technical support that best meets your needs and budget. Each option helps you with installation and configuration as well as troubleshooting issues with your software and cloud services.

**Basic Support:** Included in maintenance plans, Autodesk® Basic Support provides access to a package of Autodesk online support services. Basic Support provides access to:

- Community support forums
- One-on-one Autodesk web support
- Autodesk online support, including a knowledge base with help documents, tutorials, and training videos, and the opportunity to search an extensive collection of Autodesk technical solutions and community support forum threads

Maintenance plan customers can also choose to purchase the premium offerings with Advanced Support or Enterprise Priority Support to help implement solutions faster, maximize productivity, and minimize downtime.

**Advanced Support:** This level of support provides one-on-one telephone and web access to senior Autodesk support specialists. Advanced Support features unlimited, priority, one-on-one, extended hours\*\*\* global phone support from senior Autodesk support specialists, remote desktop assistance, and prioritized web support options.

**Enterprise Priority Support:** Autodesk® Enterprise Priority Support is a premium support offering for Autodesk's direct, large-enterprise customers. It provides the most aggressive response targets for Autodesk product support as well as case status updates and resolution/mitigation targets. This offering also features a comprehensive program of proactive support and other services, including the assistance of a support account manager who personally oversees all account needs.

# Autodesk cloud benefits

## Gain a greater advantage with the cloud

A maintenance plan awards you more capacity and capability with flexible access, better collaboration, and accelerated design innovation—dramatically improving the way you work. Maintenance plans provide you access to cloud services where you can improve the way you visualize and optimize your designs through the virtually infinite computing capacity of cloud.

## More cloud storage to work with

With a maintenance plan, the storage space available to you increases to 25 GB per seat. Saving files to the cloud allows you to access your work and connect with your teams, anytime, anywhere through the web or mobile applications. Today you can work wherever you're most efficient through a centralized workspace.

## Your safe and secure cloud workspace

The Autodesk cloud platform is built on a secure, reliable, and protected infrastructure specifically constructed for web services. Work and collaborate with confidence, knowing your data and authentication are safe and backed up.

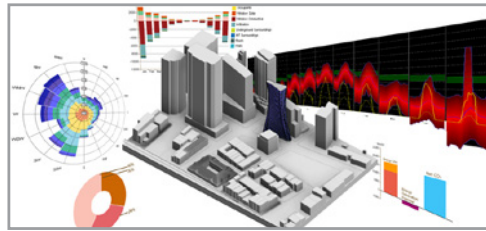
## Extend your work from the desktop to the cloud

With a maintenance plan for a commercial product or suite you gain access to a collection of cloud services and cloud-enabled products. The virtually infinite computing capacity of the cloud allows you to run tasks without tying up your desktop or the need for expensive hardware. Now you can test the performance of multiple design options and rapidly increase the number of visualizations as an integrated part of your workflow.



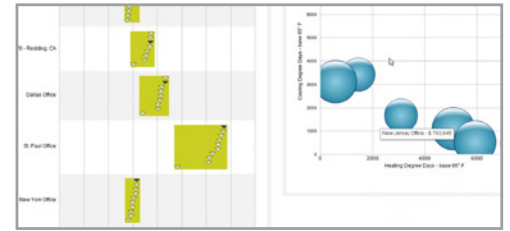
### Impressive rendering

Rendering in the cloud reduces the time and cost it takes to create compelling, photorealistic visualizations and panoramas—without tying up the desktop or requiring specialized rendering hardware.



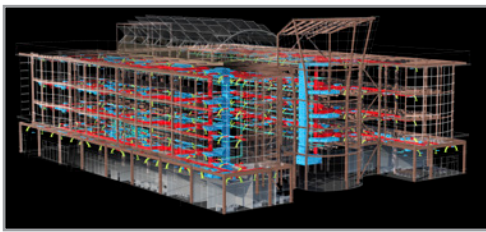
### Detailed energy analysis

Gain insight into energy consumption and building lifecycle costs in the early stages of design with Energy Analysis for Autodesk® Revit.®



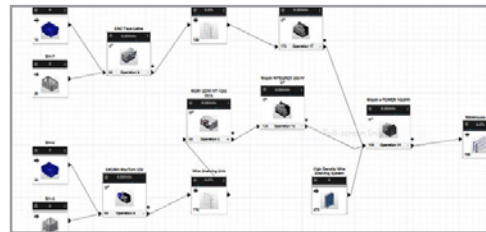
### Optimized efficiency

Autodesk® Green Building Studio® allows you to perform whole building analysis, optimize energy efficiency, and work toward carbon neutrality early in the design process with web-based energy analysis software.



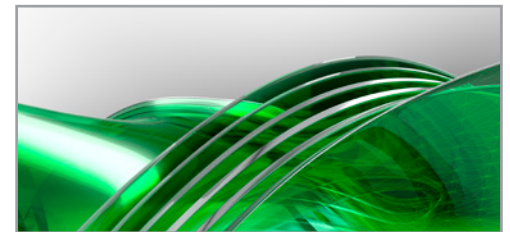
### Powerful structural analysis

Explore more design options and predict performance prior to construction with Structural Analysis for Autodesk® Revit.®



### Effective manufacturing analysis

Model, study, and optimize your manufacturing processes. Identify bottlenecks from planning through layout, and increase your efficiency with Autodesk® Process Analysis 360.



More Autodesk cloud services and products are available to maintenance plan customers. Discover the full list at

[www.autodesk.com/subscription-cloud](http://www.autodesk.com/subscription-cloud).



## Administrative tools

### Control and organize your benefits

Contract managers can easily manage your organization's maintenance plan benefits in Autodesk Account with the following reports and management tools:

- **Coverage report:** Track and manage software licenses and seats. View helpful details such as contract numbers, contract start and end dates, group names, and product details.
- **Renewal report:** Get renewal information regarding contracts that will expire in 90 days or less.
- **User management features and tools:** Control which users have access to certain maintenance plan benefits.
- **Usage report:** Keep track of the cloud credits consumed when using select cloud services.

## How to subscribe

### Reward your workflow with a maintenance plan

Your workflow deserves the latest technologies, services, and cloud benefits. Gain a significant competitive advantage and maximize the power of your design tools by obtaining a maintenance plan in any of the following ways:

- Attach a maintenance plan when you purchase a new license for Autodesk Design and Creation Suites.
- Attach a maintenance plan to the Autodesk software you already have.
- You could already be a maintenance plan customer. Log in to Autodesk Account and discover if you have access to the many benefits of a maintenance plan.

<https://accounts.autodesk.com/>

\* Maintenance plan benefits are subject to terms and conditions. All maintenance plan benefits and offerings may not be available for all products and/or in all languages. Access to cloud services requires an internet connection and is subject to any geographical restrictions set forth in the Terms of Service.

\*\* Software purchased in the EEA/Switzerland may be used across the EEA and Switzerland.

\*\*\*Extended Support Hours ("24x5") are determined based on three regional time zones (EST for the Americas, CET for Europe, the Middle East and Africa, and SGT for Asia-Pacific) and cover 24 hours per day, 5 days a week Monday through Friday, excluding Autodesk-observed holidays in the identified time zone only. Support availability during Extended Support Hours refers to telephone support requests; web support requests can be submitted at any time.