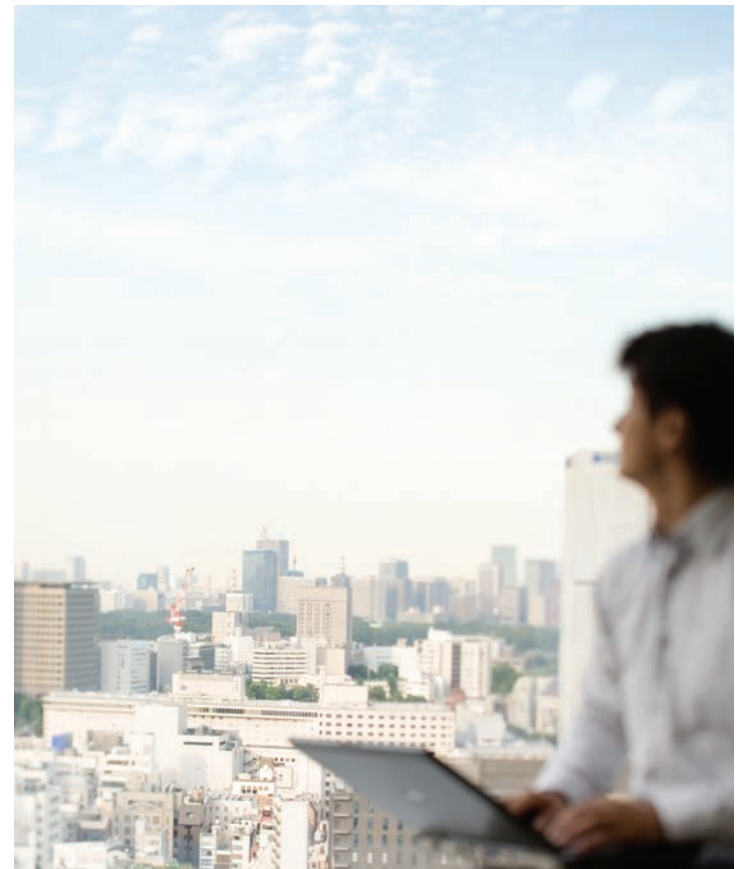




rand.com/imaginitt/ProductivityNOW

OVERVIEW



IMAGINiT
TECHNOLOGIES
A RAND Worldwide Company

Giving you the answer you need, quickly getting you back to the task-at-hand.

Design and engineering productivity is a key component to how well your business thrives. That's why IMAGINiT Technologies provides ProductivityNOW, a resource and service for Autodesk® design software users. Our service is designed to get the answers you need for your program and IT challenges, when you need them. Whether your team needs assistance with an installation, access to technical tips, or simply an answer to a question, IMAGINiT's ProductivityNOW program is the ideal solution for you.

Key Benefits

When you choose IMAGINiT as your technology partner, you can be assured of:

- Highly trained staff who accelerate your response time and issue resolution
- Excellence in the level of customer service provided
- Latest web-based call center technology, including Computer Telephony Integration (CTI)
- Certified, product specific support engineers
- Full- and self-service support options that capitalize on your application investment while maintaining productivity

Your company is unique; we offer a variety of support programs that cater to your individual requirements and needs.

ProductivityNOW COMPLETE

ProductivityNOW SUPPORT

ProductivityNOW SOLO



Answers from your trusted application technical advisors.

ProductivityNOW COMPLETE Full Service and Self Service Programs Combined

Need a comprehensive support plan? ProductivityNOW COMPLETE includes all of the features found in ProductivityNOW SUPPORT and ProductivityNOW SOLO. In addition, the ProductivityNOW COMPLETE program provides more online support options and enhanced eLearning tools.

- Unlimited access to our Certified Technical Support Engineers via toll free telephone, Live online chat, or email Monday through Friday - 8 am – 8 pm Eastern Time (ET)
- Initiate desktop sharing session and have a Certified Technical Support Engineer call you - for that difficult to describe issue
- Create support cases through ProductivityNOW SUPPORT portal anytime, from anywhere you have Internet access
- Guidance and issue resolution of your technical application difficulties from our Certified Technical Support Engineers
- Access to our ProductivityNOW SOLO knowledgebase with a host of online training and technical support resources
- Take advantage of our eCourseware and Knowledge Assessment Tools

ProductivityNOW COMPLETE is ideal for clients who value increased full- and self-service support options.

ProductivityNOW SUPPORT

Full Service Support On-line and Telephone

Full-service, one-on-one issue resolution, ProductivityNOW SUPPORT gives you:

- Rapid access to our experienced and highly skilled Certified Technical Support Engineers
- Live telephone and remote desktop support from Monday through Friday, between 8 am and 8 pm Eastern Time (ET)
- Live application assistance when you need it
- Access to IMAGINiT's ProductivityNOW SUPPORT portal

The ProductivityNOW portal gives you 24/7 access to our problem resolution knowledgebase, online activity reports, online case creation and management tools.

ProductivityNOW SOLO

A Self Serve e-Learning Support Program

Find the answers to your engineering software questions quickly, efficiently, and at your own pace, at any time, with ProductivityNOW SOLO (Searchable Online Learning Objects).

- Access learning objects on your topic of choice
- Obtain tips and techniques
- View video demonstrations
- Practice your skills with hands-on exercises

The ProductivityNOW SOLO knowledgebase gives you 24/7 access to our topic-specific Discussion Forums enabling you to communicate with fellow users to get additional answers to common software questions and the opportunity to share solutions, or provide insight to others.



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ProductivityNOW Programs At-a-Glance

| FEATURES | SUPPORT | SOLO | COMPLETE |
|--|---------|------|----------|
| ProductivityNOW Web Portal | X | X | X |
| Usage Reporting | X | X | X |
| Live Telephone Support (Monday – Friday 8 am to 8 pm ET) | X | | X |
| Support Case Knowledgebase | X | | X |
| Online Case Management | X | | X |
| Remote Desktop Support – Solutions Center Initiated | X | | X |
| Video Demonstrations – Instructional | | X | X |
| Discussion Forums – Public | | X | X |
| Discussion Forums – Private | | X | X |
| Previously Recorded IMAGINiT Webcasts | | X | X |
| ProductivityNOW SOLO Knowledgebase and Articles | | X | X |
| eCourseware and User Quizzes | | X | X |
| Hands-on Exercises | | X | X |
| IMAGINiT Industry Blogs | | X | X |
| Autodesk RSS Feeds | | X | X |
| Upload Your Existing Company Knowledge and Best Practices (Private portal set up for your users to access) | | X | X |
| Video Demonstrations – Support | | | X |
| Remote Desktop Support – Customer Initiated | | | X |
| Online Live Chat | | | X |

ProductivityNOW

We provide a support program designed to suit every need. Our different support options provide you with a variety of solutions to find that perfect fit for your organization's particular support requirements.