

Conquer Software Challenges Right Away

Ideate Technical Support

The experienced Ideate Support Team includes civil engineers, architects, designers, mechanical engineers and others with experience in facilities management, process piping, structural, and HVAC design.

The team stays current through off-site consulting work, classroom training and continuing education in their respective fields. And Ideate Support Management ensures that our support and delivery systems run smoothly. Check out the entire Ideate Technical Staff: ideateinc.com/about/techteam.html

The Ideate Portfolio of Support Services

Standard Support and Training Support Benefits

When you purchase Autodesk® products on subscription from Ideate, your Ideate Account Manager enrolls you with a Standard Support Contract free of charge. Training Support, similar to Standard Support, is provided free to all Ideate students for a period of 90 days after completion of any of our standard classes.

Premium Support Benefits

Premium Support provides the most direct access to the Ideate Support Team. You minimize risk to your design infrastructure, increase productivity and gain maximum benefit from your design technology investment.

- As a fixed-price, prepackaged offering, it lets you keep control of budgets
- You get problem resolution and support assistance for design, development, deployment and ongoing operations issues
- Your full access to online information services helps ensure that your IT staff remains current on Autodesk technologies and products

The Unique Advantages of Ideate Premium Support

Direct, toll free hotline access to technical account specialists who know your business and support history. Experienced support specialists:

- Track your technical problems throughout the resolution process and keep you informed of their status
- Follow-up to help make sure the problem was resolved
- Proactively supply information on your support issues, such as patches, and technical troubleshooting articles
- Facilitate the escalation of serious problems within Ideate and Autodesk
- Log problem resolution requests any time online or by phone during business hours – whichever is convenient for you
- Will in most cases provide two hour response to problems and one day problem resolution. Our average initial response time is eight minutes; resolution time under two hours
- Annual report on your support cases and cases/contact
- Additionally, onsite support service is available in which we dispatch our expert support personnel to your office to work on your problem until it is fixed

“EXCELLENT
service as
ALWAYS.”

—Clare B. Le Brun,
Valley Architects LLP

“We have high
EXPECTATIONS
of Ideate. We
WERE NOT
disappointed.”

—Mike Berline,
Berline & Associates

To purchase Premium Support, please visit ideateinc.com/support or call 888.662.7238.

A Quick Comparison:

Ideate Standard and Premium Support Contracts

	Standard	Premium
Access to Technical Support via Email	x	x
Access to Technical Support via Phone		x
Access to Ideate Premium Support Hotline		x
Access via Remote Desktop to Expedite Issues		x
Access to Online Customer Access Center for Viewing Support Cases	x	x
Number of Support Contacts	1	2
Targeted Support Response Time	4hr	2hr
Case Priority	Medium	High
Free Download of Ideate Explorer for Revit	x	x
Access to Ideate's 201 Level eLearning Classes	Typically \$50 to \$200	Free of charge

A Special Note to Government Customers: For information about the Ideate, Inc. support option for government customers, contact your Ideate Account Manager.

Compete and Succeed with Ideate Solutions

Ideate, Inc. is a leading Autodesk® solution source, providing innovative products, training, professional services and technical support for the Architecture, Engineering and Construction (AEC), civil, GIS and multimedia industries. Established in 1992, Ideate is recognized as an Autodesk® Gold Partner – Architecture, Engineering and Construction.

PRODUCTS

Our industry focused software products are designed to help your business be more competitive and successful. With years of experience, the Ideate team will help you choose practical software solutions that are specific to your business needs.

TRAINING

Ideate's five locations are Autodesk® Authorized Training Centers, as well as Autodesk® Authorized Certification Centers, providing globally recognized training and certification courses for professionals who use Autodesk products and solutions.

The Ideate training course roster features highly relevant, interactive and efficient training classes at Ideate training centers, at your location by arrangement and online. Very convenient eLearning through Ideate maintains your daily business operations uninterrupted.

PROFESSIONAL SERVICES

Ideate is also an Autodesk® Consulting Services Partner, receiving specific methodologies, tools and training to enable you to maximize your return on investment and success with Autodesk technology.

TECHNICAL SUPPORT

Receiving the correct answer in a timely manner from experts who know your business is what Ideate Support is all about. Our in-house technical support team lives, breathes and solves your day-to-day challenges and crises.

TOOLS

With a specific focus on Building Information Modeling (BIM), Ideate is also developer of Ideate Explorer for Revit, the simple, powerful tool that helps Revit® users explore, quantify and manage the 10,000+ building elements in a Revit building information model. Ideate Explorer is a division of Ideate, Inc.

Ideate Stands Committed to BIM and Committed to You

As a core design methodology, Building Information Modeling (BIM) is distinguished by intelligent, three-dimensional, parametric object-based design such that a change anywhere in the BIM model is a change everywhere, automatically and instantly. BIM allows a single virtual model to be shared between all AEC contributors, with each discipline able to contribute information and track all changes. Throughout the building lifecycle – concept, construction to decommissioning – BIM minimizes information loss and delivers extensive, immediately applicable information about project scope, schedule and cost.

Ideate, Inc. is the industry leader in Autodesk Revit implementations for BIM.

Ideate, Inc. solutions combine software and services specifically designed to help your business compete and succeed. To explore all Ideate brings you, visit www.ideateinc.com.

San Francisco

San Jose

Sacramento

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Seattle

Contact your
Ideate Account
Manager to
learn more:

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Autodesk®

Gold Partner
Architecture, Engineering & Construction
Silver Partner
Media & Entertainment
Authorized Government Partner

Autodesk®

Authorized Training Center
Authorized Certification Center

Autodesk®

Authorized Developer

Autodesk®

Consulting Services Partner

