



SUPPORT OPTIONS

FEATURES	PREMIUM	ADVANCED	BASIC
Response Time	< 90m	< 4h	< 8h
Onboarding Call	✓	✓	✓
Installation Guide	✓	✓	✓
Autodesk Account Setup	✓	✓	✓
Knowledge Center Links	✓	✓	✓
Access to Autodesk Support	✓	✓	✓
Network License Management	✓	✓	X
Access to Product Experts	✓	✓	X
PC Remote Access Support	✓	✓	X
Email Case Support	✓	✓	X
Call Support	✓	✓	X

*Response time is the maximum time before Support responds to a registered case, during the office hours

What's covered in your SUPPORT contract?

Support regarding the software's activation, functionality, and troubleshooting. Customer shall have knowledge equivalent to basic training on the products covered by their agreement.

What isn't covered in your SUPPORT contract?

Advanced installation problems, training, design assistance, and education. This can be solved by our consultants and is available as an additional service

Only software from current version and 3 previous version are covered.

ALTERNATIVE SUPPORT OPTION

Service Level Agreement (SLA)

We also offer **advanced consultancy** for areas that fall outside the support agreements. **These are arranged on a per company basis through SLA agreements:**

This includes such topics as:

- ❖ Installation of Products
- ❖ Advanced Configuration
- ❖ Deployment of Products
- ❖ User Training
- ❖ Design Assistance
- ❖ Consultancy Work
- ❖ Workflow Development

SLA Agreements include the **PREMIUM Support** plan and all its benefits.

Installation Fee	€50 fee per machine
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CONTACT US

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