



# Platinum Tech Support

Assistance, subscriptions, support account manager

## Autodesk Subscriptions Portal : On-site introduction to the Autodesk Subscriptions Portal

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- ✦ Manage your subscriptions contract directly with Autodesk
- ✦ Log web-based support calls directly to Autodesk
- ✦ Cadplan will monitor your web-based Autodesk requests to escalate when necessary – the back-up you need!

## Cadplan Technical Assistance

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- ✦ Priority Cue: Any support calls get immediately escalated for Platinum Clients.
- ✦ Same Day Support response time via email – to Cadplan ( [support@cadplan-cape.com](mailto:support@cadplan-cape.com) )
- ✦ Extended Business Hours Telephonic Support – Call us for support, between 07h00 – 19h00
- ✦ 6 on site & 4 hours off site support per month
- ✦ 10 Named Callers – logging your query: 10 specified users within your company who contact us.

## Your own dedicated Support Account Manager

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- ✦ Each Platinum Client will have Quarterly SLA Reviews with their dedicated Support Account Manager – at your office, at a time that best suits you! Working with you to best maximize your productivity.

**Call Nicole**  
**021 685 5153**  
to maximize your Autodesk  
investment

## Autodesk Products Supported

- AutoCAD LT
- AutoCAD
- AutoCAD Revit Architecture Suite
- AutoCAD Architecture
- AutoCAD Electrical
- AutoCAD Mechanical
- Autodesk Inventor Suite
- Autodesk Inventor Professional
- Autodesk Data Management
- Autodesk Design Review
- Autodesk Raster Design

## Cadplan Bureau and Consulting Services

Get our technical expertise at a fraction of the cost of employing your own staff. Manage expansions or overflows of design work by using our Bureau and Consulting Services – handled on a project by project basis.

## Cadplan Training

Cadplan is an internationally accredited training centre – with internationally recognized courses being offered.