

CADD CARE

Certified Helpdesk



EXPERTISE TO SOLVE YOUR SOFTWARE CHALLENGES

CADD Care Certified Helpdesk provides you with direct access to a full-time staff of expertly trained and highly qualified, in-house technical resources that will help you get your software questions answered quickly and accurately. Our technical experts have been providing product support to our customers for over 25 years. This proven experience has earned CADD Microsystems the Autodesk® Product Support Specialization, which provides you with peace of mind knowing that our services are vetted and approved by Autodesk® and are among the best in the country. You are not alone, so let us help you through whatever challenges you may face!

WHAT IS CADD CARE CERTIFIED HELPDESK?

Our Certified Helpdesk provides assistance for many issues encountered with Autodesk® and FM:Systems products including:

- ➔ Troubleshooting
- ➔ Performance Issues
- ➔ Error Messages
- ➔ Licensing Issues
- ➔ And more!

Based on your needs, our Certified Helpdesk team is equipped to provide you with assistance through multiple delivery options, such as:



E-mail



Phone



GoToAssist
by citrix

WHY DO I NEED CADD CARE CERTIFIED HELPDESK?

- ➔ Do you find yourself troubleshooting issues that seem to appear out of nowhere?
- ➔ Do you struggle with error messages that stop your workflow?
- ➔ Do you postpone upgrading your products due to licensing concerns?

We can help with all of these concerns and more!

BENEFITS

- Our Certified Helpdesk minimizes the downtime that often occurs with technical issues allowing you to stay more productive.
- Our experienced specialists will track your technical problems and work with you throughout the troubleshooting and resolution process.
- Our Certified Helpdesk team has a direct partnership with Autodesk, which guarantees that our experts are working together to solve your technical challenges.
- Our Certified Helpdesk assistance allows you to maximize your software investment and save valuable time.

Flip to the back of this brochure to see more details about our cost-effective options.



CADD CARE

To learn more, visit www.caddmicrosystems.com/helpdesk

 **AUTODESK.**
Platinum Partner
Architecture, Engineering & Construction
Engineering, Natural Resources & Infrastructure
Product Support Specialized

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HELPDESK SOLUTION OPTION COMPARISON

