

# CADD

## CADD CARE

### Why Choose CADD Care?

CADD Care Certified Helpdesk is a division of CADD Microsystems dedicated to providing world-class support for our customers. We're a small, but mighty team whose expertise includes over 15 years of combined support experience for Autodesk products, Certified Bluebeam technical support experts, and guidance and insight from some of the industry's most established professionals. Call your sales rep today to learn more about CADD Care Certified Helpdesk.

### What do we do?



Get you up and running with download, installation, and licensing support.



Resolve software errors and provide assistance troubleshooting Autodesk and Bluebeam software.



Investigate issues causing corrupt models, drawings, or PDFs.



Act as a liaison between you and the developer's technical support teams by escalating and managing tickets.



Connect you with industry experts who assist with consulting and training.



Create White Papers, Hardware Recommendations, Blog Posts, and a CADD Care Newsletter to help you stay up to date.



Provide support via phone, email, and remote assistance.

### What are people saying about us?

- "As a new client and first time user, the service was great. Our consultant took her time to address all of our questions and concerns."
- "Thank you for your excellent support - we appreciate your hard work."
- "Very prompt helpful service."
- "The rep was extremely helpful, flexible, kind, and patient. Downloading took longer than expected but they stuck with us, taking our calls the entire time. AutoCAD is now working on my new laptop and I am extremely happy. Thanks!"
- "The rep. was understanding and patient with the ticket and me. It was a pleasure working with CADD Care!"



**2,751** Cases    **1665** Calls Taken    **93.7%** Satisfaction

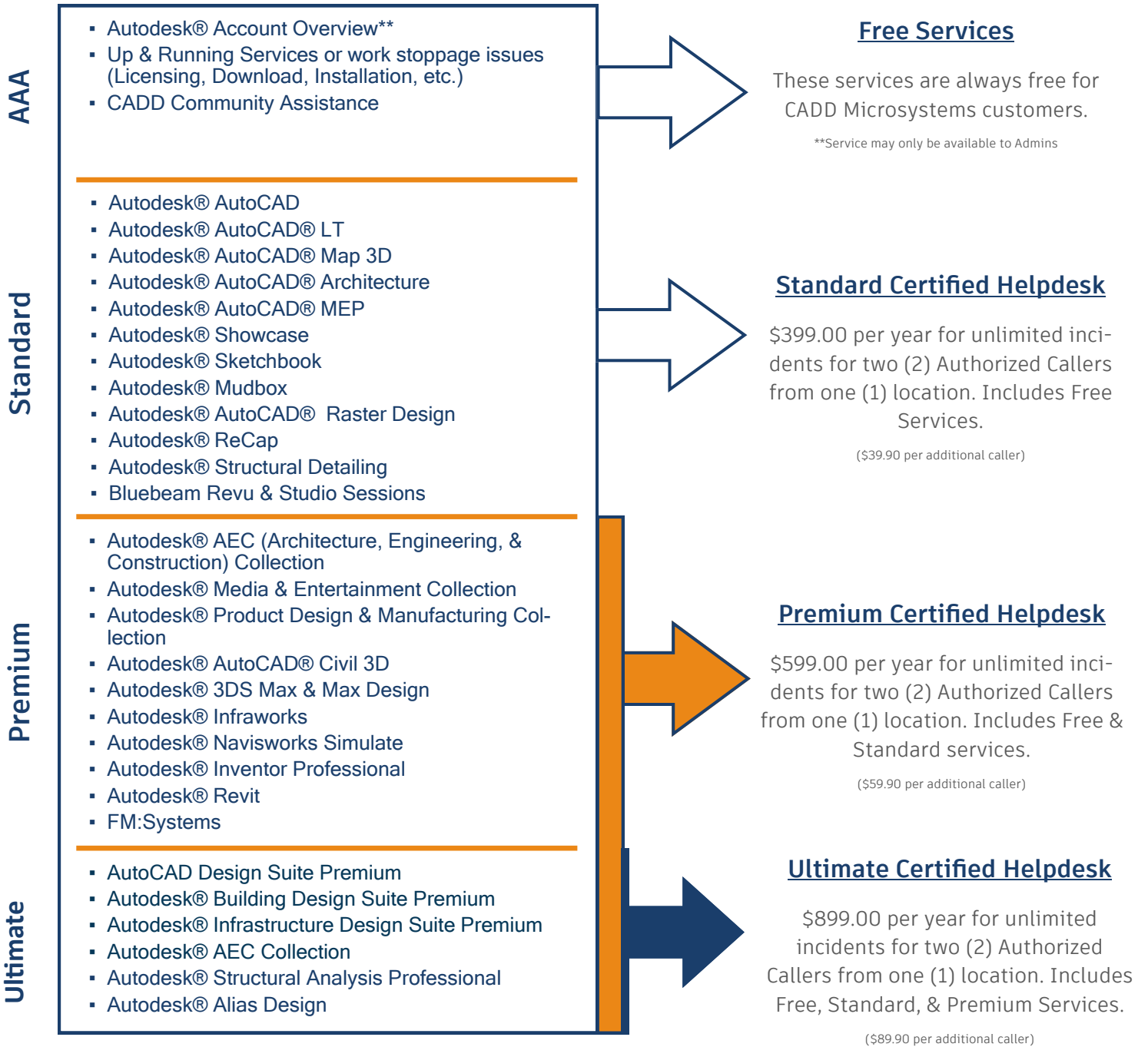
2021 CADD Care Statistics



(703) 924-5310 || [helpdesk@caddmicrosystems.com](mailto:helpdesk@caddmicrosystems.com)

Monday through Friday 8:00 AM – 5:00 PM

### Helpdesk Options & Pricing



For more information on our coverage, visit our website [here](#).