support
360

SUPPORT **360**
DELIVERING SUPPORT
THAT KEEPS YOU WORKING

www.cadline.co.uk

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CADLINE SUPPORT 360 DELIVERABLES

The effective installation and optimisation of design, data management and collaboration platforms need specialist expertise. Support 360 allows you to get on with your day job and leave the rest to us. Complete with genuine unlimited calls, simply select the cover to suit your business environment.

MEET THE TEAM

Customer Services

This is the team that you call when you need any type of help with your software. This could be a request to activate your licence, find out when your contract is due for renewal or ask for help with using your software.

Support Specialists

These are the teams that work with you to understand your software problem and offer the best fix in the shortest time. We have different teams for different problems. If you have a problem installing the software you will speak to a member of our systems team, if you have a question about using the software you will speak to one of our product specialists.

Industry Specialist

This team will work with you and advise on how best to implement your software. They have developed their expertise and experience by using these products in organisations like yours. Each team member has an in-depth knowledge of their assigned products and how they are best used in real-world environments. They are there to support you when you have a particularly complicated problem.

SUPPORT 360

Software Support

You use the software that we provide every day to do your job, to design something new and to deliver projects on time. Sometimes it breaks and sometimes you don't know how to do something with it. Either way you need to speak to someone who understands your problem and has the knowledge and experience to find the best solution, in the shortest time.

Our software support lets you do exactly that because we allocate your problem to the most suitable technical specialist as soon as you give it to us. If the software won't install correctly then an installation expert will handle the case, if your print-out looks wrong then the product specialist will get the case.

For your design software, choose either our Core Design or Advanced Design support package and then add Advanced Platform Cloud support for your Data Management, BIM 360 or Fusion Lifecycle requirements.

Our philosophy is that you need to understand the customer before you can solve their software problems.

System Support

We recognise that no two customers need the same level of support for their hardware, operating system or software installation. We have designed our systems support services to be as flexible as you need them to be. Whether you only need to call us occasionally for advice on a configuration, or if you need a virtual IT department, then our systems support service can be tailor-made to your requirements.

Installation Support

Our experienced engineers can minimise the normal downtime associated with adopting new software through our planning and installation services. Avoid the problems of misconfigured applications, missing content and poorly performing workstations by allowing us to install and configure your software. We can help eliminate the risk of non-compliancy, missing features and inefficient or problematic licencing.

SOFTWARE SUPPORT

Support 360 allows you to log unlimited support calls via phone, email or through our online Support Zone.

No hidden catches, no credits, just one team of experts available when you need them.

So.... what cover is right for you?

- Choose **Core Design** support to ensure the effective deployment of your software.
- Choose **Advanced Design** support to include all of those "how do I?" questions.
- Add **Advanced Platform & Cloud** support to include specialist expertise for data management, collaboration and Fusion Lifecycle platforms.

	Core Design	Advanced Design	Advanced Platform & Cloud
Planning, deployment and ongoing management of your software investment	✔	✔	
Activating your software and helping you comply with the terms of the licence	✔	✔	
Optimising the use of your software	✔	✔	
Diagnosing issues that may be preventing your software working correctly	✔	✔	
Helping you understand critical alerts and warning messages	✔	✔	
Guiding you on optimising your IT environment to support your software	✔	✔	
Access to more than 30 live technical webinars each year	✔	✔	
Open access to www.cadlinecommunity.co.uk	✔	✔	
Priority booking on scheduled training courses	✔	✔	
10% savings on all scheduled training courses	✔	✔	
10% saving on selected consulting services	✔	✔	
Ask us how do I? questions		✔	
Best practise for developing your design and models		✔	
Guidance on design workflows, product interoperability and collaboration services		✔	
Talk to industry specialists, highly experienced in using your software in a production environment		✔	✔
Guidance on updating your data management environment to a newer release			✔
Ask us about user permissions, information lifecycles and release processes			✔
Support for multiple data management interfaces			✔

ADVANCED PLATFORM & CLOUD SUPPORT

Advanced Fusion Lifecycle

As you develop new workspaces and workflows our specialist team will help support your growing environment whenever you need it. Advanced Fusion Lifecycle Support provides you with the guidance and advice you need to continue to adopt further functionality such as:

• BOM and Change Management
• Supplier Management
• Project Execution and Tracking
• Quality Management
• Document Control

Advanced Data Management Support

Our data management specialists are on hand to help further advise and develop your data environment beyond implementation. As data is a moving and expanding asset, your system and environment is supported to keep up with the demands of your projects and design teams. Your environment is documented and managed by our team to ensure support is relevant to your configuration and implementation including:

• Ongoing file and data structure
• Extending access to remote users and teams
• Collaborating with extended design teams and project stakeholders
• Developing extended capability and functionality
• Version and server upgrades and advice

Advanced BIM 360 Support

Our BIM 360 experts are on hand to help you manage, adopt and extend your system beyond implementation. Project data, files and models are an expanding and growing asset and we are there to offer the right advice as the demands on your environment increase. Further interoperability issues may be a consideration as will the need to extend access to field based users. Support includes:

• Ongoing file and data structure
• Model federation
• Project configuration
• User access and permissions
• Mobile access and extending project use

SYSTEM SUPPORT SERVICES

Unmanaged System Support Services

- Access to direct support for any user through the Cadline Helpdesk
- Unlimited support cases with remote diagnostics where appropriate

Customise your requirements:

- Management and configuration of all laptops, desktops and servers, enforcing company security procedures and implementing configuration policies
- Management of equipment warranties and manufacturer relationships
- Install, move or re-purpose supported software, updates or hardware
- Scheduled and emergency site visits delivering proactive and reactive equipment plans

Installation Support

Key Benefits of our Installation Services

- Expertise– The installation is carried out by one of our experienced engineers using industry best practice
- Hassle free– Applications are installed, licensed and configured to best suit your requirements and environment before we leave your site
- Compliancy– We will ensure all applications are deployed in accordance with the terms of the license agreement

Complex installations require specialist skills

- The installation of Autodesk software is highly specialist. For example, Autodesk Collections can have up to 22 components, each of which needs to be installed and configured differently with their own specialist requirements

Hardware Installations

- When you need to combine your specialist software installations with new hardware, our team of Microsoft Certified engineers have the skills you need

cadline community

What is Cadline Community?

Cadline Community is the UK's leading technical portal providing you with the latest information and opinion on design, data and collaboration platforms. Our technical authors cover a range of industries including BIM, Manufacturing, Infrastructure, GIS and more!

BLOGS
Follow our Industry Specialists as they comment on new developments and challenges.

VIDEOS
Technical presentations and 'tip and tricks' recorded by our technical specialists.

MY PRODUCT SECTION
See all of the latest Blogs, videos and FAQ's related to your favourite product in one place.

ENHANCED SEARCH
Search the entire site by product, blogger or section.

FAQS
Common questions and answers for all products from our quality accredited helpdesk.

WHITEPAPERS
Documents for discussion, 'tips and tricks' and in depth technical solutions.

SUPPORT ZONE
Online technical support facility, which delivers an additional service to our telephone based support.

ON-DEMAND WEBINARS
Catch-up on our most popular webinars.

Cadline Community App

- Access Support, Blogs and more on your mobile device
- Available for Android & iOS
- Search "Cadline Community" in your app store
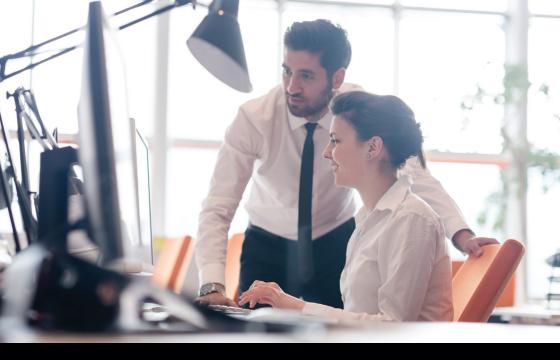
Access the Support Zone

In addition to our Helpdesk why not log your support calls online in the Cadline Community Support Zone.

Through the Support Zone you can:

- Log your support calls
- Access and track your calls
- Request authorisation codes
- Access the intelligent FAQ database
- Activate and manage your support contract

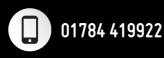Join over **1 million visitors** a year and become part of **Cadline Community**

www.cadlinecommunity.co.uk

FIND OUT MORE

For further information about how we can help you,
please contact the Support team at Cadline on:

01784 419922   support@cadline.co.uk