A2K SUBSCRIPTION

Program Overview

A2K SUBSCRIPTION

A2K Subscription is a gateway to our global knowledge and learning networks where you can access exclusive productivity apps & offerings, easily access software license information, and connect with our support and customer service teams.

PROGRAM OBJECTIVES

- To better connect our customers in to A2K’s broad portfolio of solutions
- To connect our customers to our world-class technical experts.
- To connect our customers to our global knowledge network
- To provide best-in-class customer experience to our clients.

WHAT'S INCLUDED IN ANZ

1. Online knowledge base and ongoing learning
2. Access to Design Content Library
3. Technical Support
4. Dedicated Customer Service Team
5. A2K Subscription Portal

ONLINE LEARNING

Gain access to our advanced productivity platform and e-Learning system (Pinnacle) specifically designed for the architecture, engineering and construction industry and offers a wide range of:

- Basic learning paths
- Tips and tricks
- How-To videos
- Learning content and guides
- Invites to free face to face productivity workshops

DESIGN CONTENT

Design Content provides access to 2D and 3D building information models for Australian and New Zealand products. This includes manufacturer-specific and generic libraries suitable for architects, engineers (all disciplines), designers and specialist consultants/contractors.

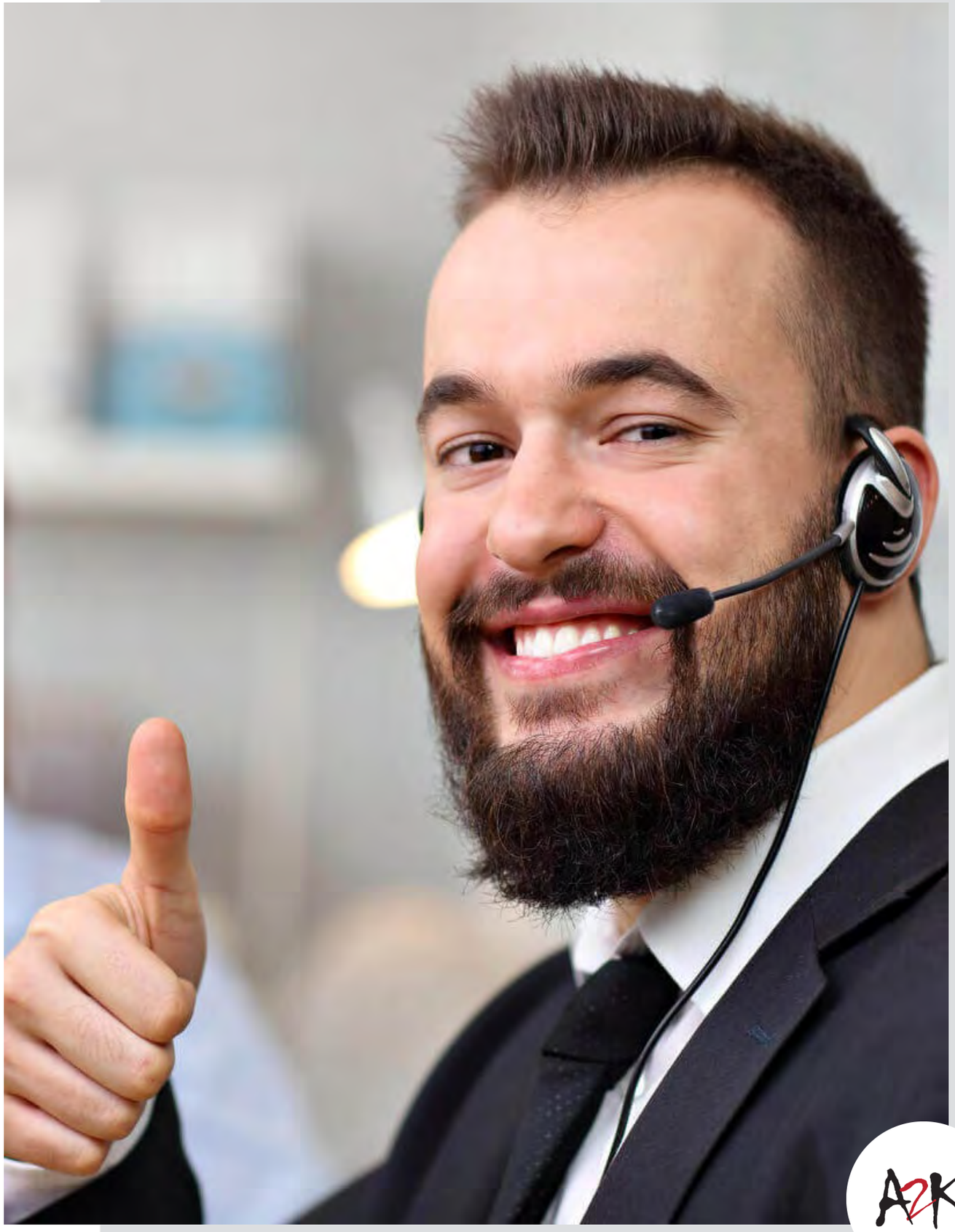
https://www.designcontent.com.au/

TECHNICAL SUPPORT

A2K’s world class technical team is comprised of certified, industry-leading technical experts who are passionate about helping our customers.

Access unlimited phone, online and email technical support via our easy-to-use, cloud-based support system with purpose-built tools that accelerates the support submission and resolution process. Submit, review and manage support cases, such as:

- Configuration issues and error message resolution
- Troubleshooting and technical product issues
- License Manager and deployment issues



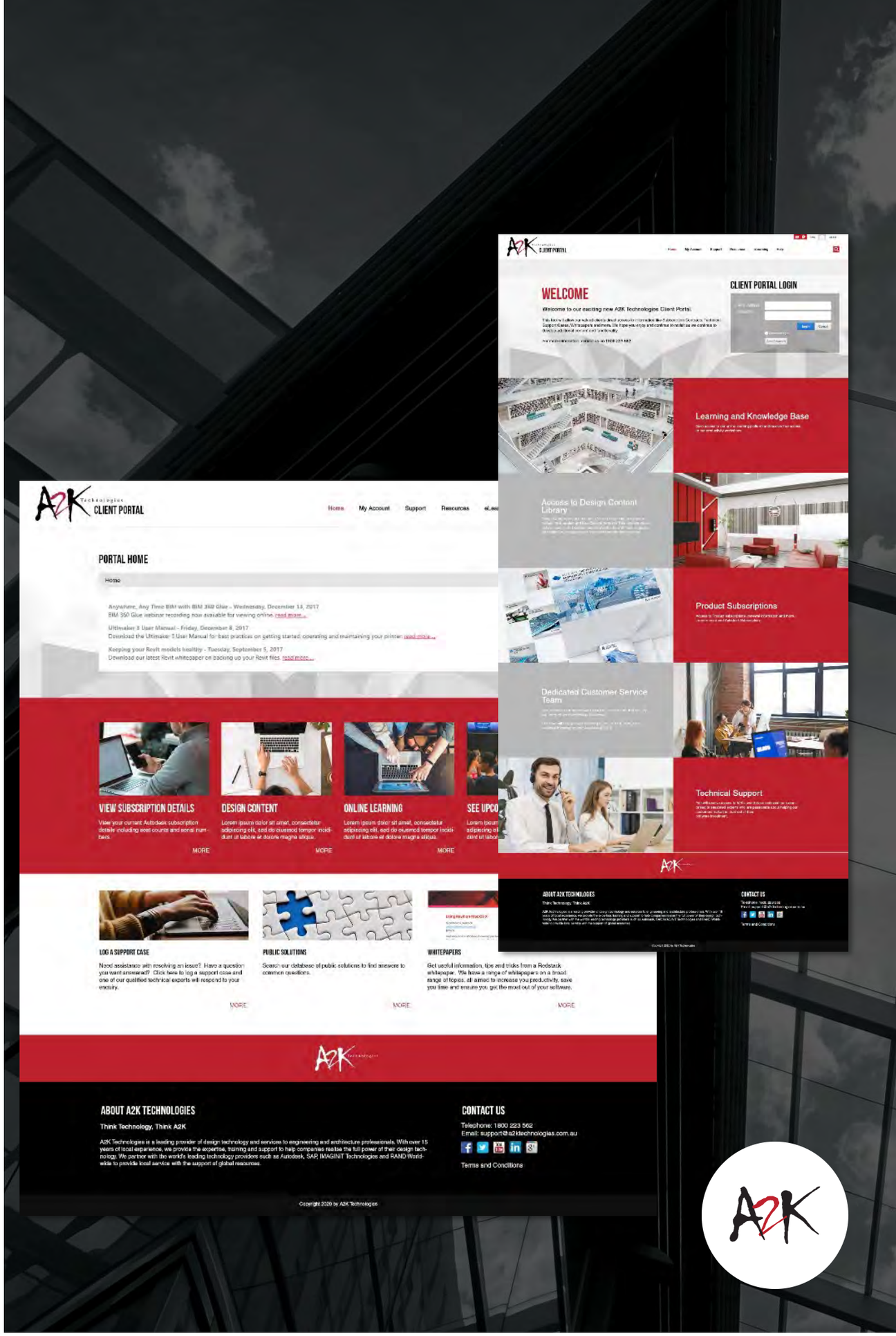
CUSTOMER SUCCESS TEAM

Our experienced customer success team will help guide you through licensing issues and provide best practices in managing your Autodesk account, so you get the most out of your technology investment. Your dedicated customer care team member will help with:

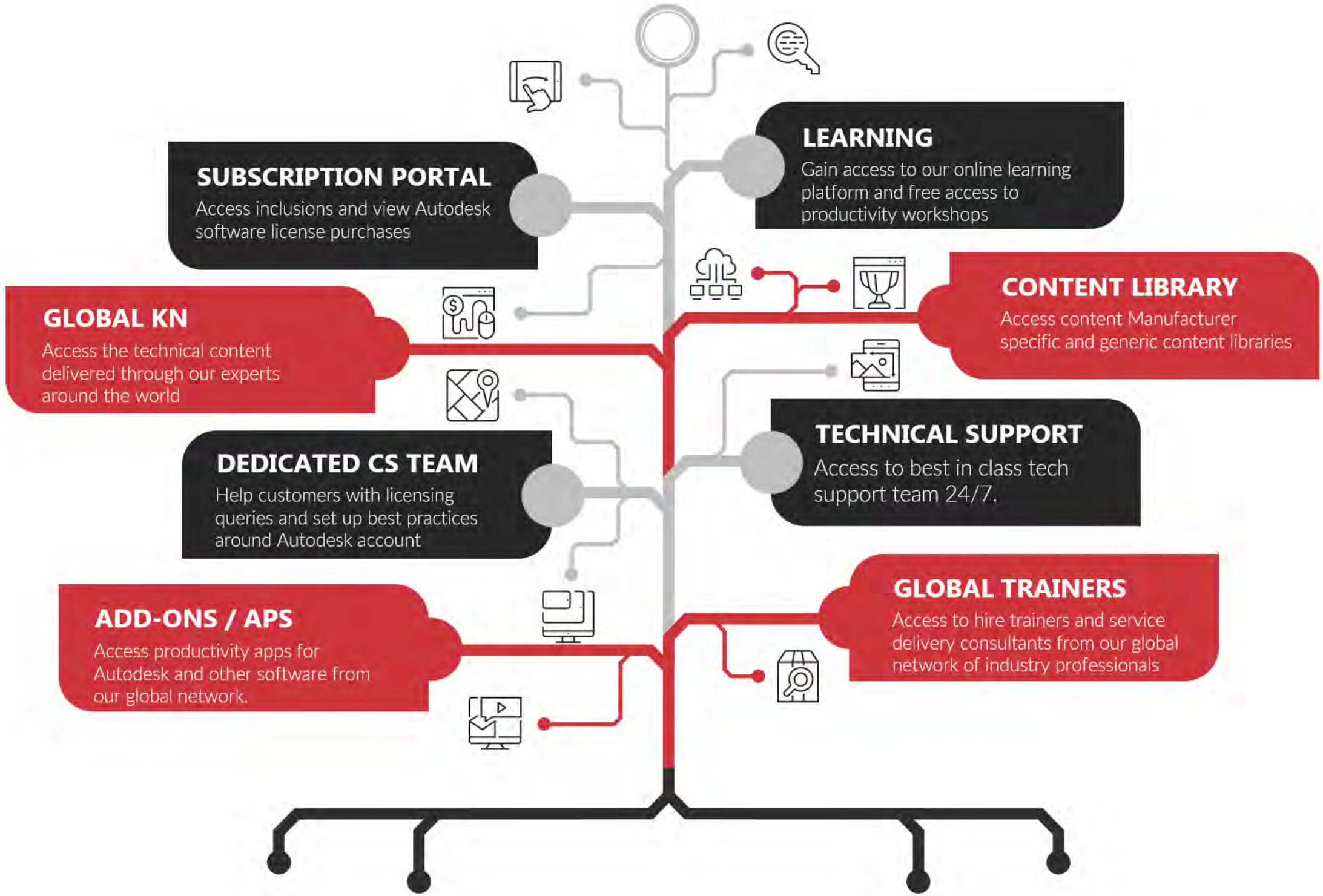
- Autodesk Account set up
- Assigning users and licenses
- Access downloads and updates
- Create license files
- Installation and activation
- Troubleshoot licensing issues
- Voluntary License Reviews

ALL ACCESS PORTAL

The A2K Subscription portal will provide a single point of access for customers to access all of the inclusions, log support tickets as well as give them visibility in to all of their Autodesk software purchases.



ROADMAP


LEARNING
Gain access to our online learning platform and free access to productivity workshops
SUBSCRIPTION PORTAL
Access inclusions and view Autodesk software license purchases
CONTENT LIBRARY
Access content Manufacturer specific and generic content libraries
GLOBAL KN
Access the technical content delivered through our experts around the world
TECHNICAL SUPPORT
Access to best in class tech support team 24/7.
DEDICATED CS TEAM
Help customers with licensing queries and set up best practices around Autodesk account
GLOBAL TRAINERS
Access to hire trainers and service delivery consultants from our global network of industry professionals
ADD-ONS / APS
Access productivity apps for Autodesk and other software from our global network.

1800 223 562 | INFO@A2KTECHNOLOGIES.COM.AU

WWW.A2KTECHNOLOGIES.COM.AU