Support

Support 360

The effective installation and configuration of CAD systems requires specialist knowledge. Cadline's support services allow you to get on with your day job and leave the deployment and maintenance of your software and hardware to us. Whether you want assistance in the installation of your software & hardware, or support for your CAD systems, Cadline Support 360 has the package for you. Simply choose which option or options suit your requirements and let us take responsibility for a reliable and efficient setup.

Software Support

The Cadline Helpdesk allows you to log unlimited support calls via phone, email or through our online Support Zone. We offer two levels of software support, Business as Usual and Intended Use. Choose Business as Usual for when you want assurance that we are on hand to assist you in deploying your software effectively. Choose Intended Use for when you want the added insurance that you are using your software efficiently and that any project-delaying software issues will be resolved as quickly as possible.

Systems Support

At Cadline 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. If you only need to call us occasionally for advice on a configuration matter then we can provide access to our support specialists through our unmanaged support. If you need a virtual IT department then our managed support service may be the best fit for you.

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 libraries 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

Business As Usual or Intended Use Software Support via our ISO 9001:2008 accredited helpdesk

	Business As Usual	Intended Use
Planning, set up and ongoing management of your Autodesk portfolio	✓	✓
Licensing your software and keeping compliant	✓	✓
License usage optimisation	✓	✓
Diagnosing issues that may be preventing your Autodesk software working correctly	✓	✓
Understanding system alerts and warning messages	✓	✓
Optimising your IT environment for use with your Autodesk software	✓	✓
Access to over **30 industry live technical webinars** per year	✓	✓
Open access to **www.cadlinecommunity.co.uk**	✓	✓
Priority booking at **FREE** Industry seminars	✓	✓
Access to **FREE** Autodesk App's on **www.cadlinecommunity.co.uk**	✓	✓
Priority booking on scheduled training courses	✓	✓
10% savings on all Autodesk scheduled training courses	✓	✓
10% saving on all Cadline Consultancy fees	✓	✓
Access to experts to answer your 'how do I?' questions	-	✓
Diagnosing design and modelling issues	-	✓
Guidance on Suite interoperability	-	✓
Understanding product alerts and warning messages	-	✓
Support delivered by Industry specialists experienced in using Autodesk software in a production environment.	-	✓
Advice on engineering issues and challenges	-	✓

Additional Benefits

Systems Support

From configuration to your virtual IT department

Unmanaged System Support Services

• Access to direct support through the Cadline Helpdesk to one or more nominated, competent employees.
• Unlimited support cases for the nominated users.
• Remote diagnostic for cases where appropriate.
• Your nominated IT person will be expected to perform routine tasks such as setting up new users and installing printers. Training is available if required.

Managed System Support Services

• Access to direct support for any user through the Cadline Helpdesk.
• Unlimited support cases.
• Remote diagnostic and fix where appropriate.
• Management and configuration of all laptops, desktops and servers, enforcing company security procedures and implementing configuration policies.
• Equipment inventory and vendor relationship management.
• Management and maintenance of equipment warranties and the handling of escalated cases directly with each relevant equipment manufacturer or vendor.
• A scheduled, monthly site visit by a Cadline engineer to perform regular maintenance of your business critical servers and infrastructure, report on the health of your systems and advise on areas for improvement.

Additional Options

• Installation of new supported software, updates or hardware.
• The movement of supported equipment, software licences or user settings.
• The addition of new supported equipment or configuration changes.
• Pre-paid site visits to ensure the regular maintenance of your network.
• Emergency Support days to provide an engineer at short notice when you have a business critical failure and need on-site assistance.

Installation Support

Easing the pain of downtime
and eliminating risk

☙ 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.
- Increased value– Utilisation of the options file and cascade licensing to ensure the right licence is available to the right people at the right time.
- Compliancy– We will ensure all applications are deployed in accordance with the terms of the licence agreement.
- Installation warranty– If you have any questions or queries about the work we have carried out, installation engineers are on hand to take your call.
- Access to Cadline Community – We will set up user access to *www.cadlinecommunity.co.uk* and introduce you to the content on the portal.

☙ Have you considered the time it can take?

- Autodesk Suites can take up to 10 hours to install
- The software download contains up to 7 .zip files
- Suites contain up to 15 different products
- There are approx 600 possible permutations in a suite install
- Over 30GB of disk space is required for a complete suite install

☙ Complex installations require specialist skills

- The installation of Autodesk software is highly specialist. Does your IT department or incumbent IT services provider have the right skills and knowledge?

Hardware Installations

When you need to combine your specialist software installations with new hardware, or need assistance in configuring your IT environment, our team of Microsoft Certified engineers have the skills you need. We specialise in configuring PC's, Laptops, Servers & Printers; Network Architecture; Security; Licensing; Email & Data solutions; SQL & Oracle databases.