

MicroCAD Productivity Suite

Our commitment to our customers' success led to the development of our all-in-one Productivity Suite.

We packaged up our top 3 requested services into 1 suite:

- 1) Priority technical support
- 2) Advanced tool sets for your software
- 3) Personalized session with our Industry Experts.



When your Company's needs exceed the offerings in the Productivity Suite, we also offer Consulting Services, Hourly technical Support, Custom Training as well as Staff Augmentation. Speak to your Account Manager.

PRIORITY TECHNICAL SUPPORT

Gives you top-priority, unlimited access to our Helpdesk with live experts to answer your emails and phone calls in a 4 hour response time. This gives additional support to offset your IT Department's workload. It does not include product training, hardware, viruses, 3rd party addons, etc. Examples of FAQ support issues covered:

- > Autodesk Administration and Licensing Assistance, Guided Installation Instruction
- > General Software Usage Questions, Error messages

ADVANCED TOOL SETS FOR YOUR SOFTWARE

Our **Advanced tool sets** are custom add-ins to AutoCAD, Revit and Civil 3D

- > **Revit Tools** is a series of add-in utilities for Revit Architecture, Structure and MEP. The tools extend the capabilities of Revit in various key areas. They are easy to use and make working in Revit easier and more efficient.
- > **Civil 3D Tools** is a set of essential productivity plug-ins that will make your work in Civil 3D fast, easy and efficient. These tools will dramatically reduce the number of tedious tasks and help you focus on your engineering challenges.
- > **AutoCAD Tools** is an add-on, containing a series of helpful tools and commands for AutoCAD. It's designed to extend the capabilities of AutoCAD with various key features, including expanded annotation capabilities, a selection filter, and the ability to convert and define 2D and 3D polylines.

PERSONALIZED SESSION WITH OUR INDUSTRY EXPERTS

Workflow Performance analysis. As part of the Productivity suite, MicroCAD will offer you an annual complementary session to review your current workflow and processes. The analysis will be performed by one of our industry experts, and who will share a summary of recommendations and action plan on how to optimize your operation. The process must be scheduled within 90 days of the support contract start or renewal date.



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