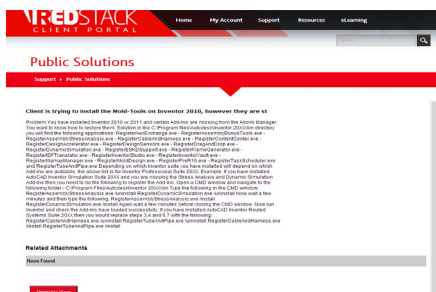


Redstack Support and eLearning Options

Answers when and how you need them.

Our support services encompass support for a broad range of Autodesk design solutions and are tailored to suit your individual requirements. Choose the option that best suits your needs:

Redstack Client Portal



This tool provides direct access to subscription contracts, searchable solutions, whitepapers. View your subscription and support contract details, log and manage support cases, access videos and more. The Redstack Client Portal is exclusive to our Autodesk subscription and support clients. To find out if you have access, contact us on 1300 667 263 or login via redstack.com.au.

The Redstack Client Portal gives you:

- Online case logging, review and management
- Extensive database of searchable solutions
- View and manage your Autodesk subscription details
- View and manage your Redstack support contract details
- View a range of Redstack technical whitepapers
- View a range of recorded Redstack webcasts

Flextime Support

Hourly phone, email and online web-based Autodesk product support.

Flextime options provide a high level of value by allowing you to pre-purchase your support hours with the flexibility of choosing when and how you use them. Flextime Support gives you access to the Redstack Client Portal PLUS....

- Live, toll-free access to the Redstack team of Autodesk certified technical experts
- Support from qualified experts on a broad range of Autodesk products
- 24/7 access to Redstack Client Portal
- Remote desktop support
- Online case logging and management
- Searchable common solutions database
- Case review and management tools
- How-to training

Support and eLearning Features:

- **24/7/365 access to self help resources via the online Redstack Client Portal**
- **Online case logging, review and management**
- **Review and manage your Autodesk subscription details**
- **Review and manage your support contract details**
- **Access to technical whitepapers on a broad range of topics**
- **Live access to a team of technical specialists with a broad range of expertise and experience**
- **Support from dedicated individuals who are experts in their product lines across different industries**
- **Searchable common solutions database**

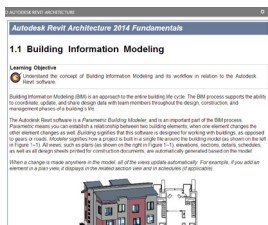
Flextime Professional

Hourly phone, email and online web-based Autodesk product support PLUS... Support for Data Management Vault products with option for onsite Autodesk product support Flextime Professional gives you all the great features and benefits of Flextime Support with the added flexibility of support for Data Management Vault products. Flextime Professional gives you 24/7 access to the Redstack Client Portal, all the benefits of Flextime Support

PLUS...

- Support for Data Management Vault products and
- Option for onsite support

ProductivityNOW eLearning (solo)



Subscription based access to online self-paced courses, proficiency assessment quizzes and practice exercises. Accessible through the Redstack Client Portal, ProductivityNOW eLearning provides 24/7/365 access to a range of self help and eLearning tools including:

- Content based on Autodesk Official Training Guides (AOTG) created by ASCENT
- eCourseware for Building, Architecture, Civil Engineering and Manufacturing industries
- Courses cover concept with supporting examples, explanations, procedures and illustrations
- Videos embedded in the courseware that provide insight from our instructors
- User quizzes to help track your proficiency with the software
- Searchable curriculum that allows you to search on a particular topic, module or feature
- Practice and drawing files to reinforce the learning content

ProductivityNOW Complete

Combine the benefits of Support and eLearning

Annual per-seat, phone, email and online web-based troubleshooting Autodesk product support and eLearning access.

ProductivityNOW Complete is a comprehensive Autodesk product support and eLearning package, combining Annual Support and Knowledge Source Portal. Whether your team needs assistance with an installation, access to technical tips, or simply an answer to a question, ProductivityNOW Complete is the ideal solution for you.

ProductivityNOW Complete provides all the benefits of the Redstack Client Portal, ProductivityNOW eLearning and Flextime Core, offering the most comprehensive solution and the greatest value for money.

Who is Redstack?

Redstack (formerly IMAGINiT Technologies) is a leading provider of design technology and services to engineering and architecture professionals. With over 15 years of local experience, we provide the expertise, training and support to help companies realise the full power of their design technology. We partner with the world's leading technology providers such as Autodesk, SAP, IMAGINiT Technologies and RAND Worldwide to provide local service with the support of global resources.

Are You Enabling a Culture of Innovation?

In our experience, strategically optimizing technology creates a cause-and-effect cycle that goes far beyond dollars and cents.

Investment in technology with high quality support and training leads to...

- Optimized workflow and more highly skilled people, which leads to...
- Higher-quality output and greater productivity, which leads to...
- Greater revenue, happier people, and ability to attract and retain top talent.

More Information

Contact Redstack

P: 1300 667 263

E: solutions@redstack.com.au

W: redstack.com.au