AEC Systems Australia & New Zealand

Your Autodesk Subscription with AEC Systems

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Brisbane QLD 4000
Australia

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Lvl 1, Bld B, 661 Newcastle St, Leederville WA 6007
Australia

NZ
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Newton,
Auckland
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AEC Systems business partnership with Autodesk

First established in 1996, AEC Systems has offices in NSW, VIC, WA, QLD and Auckland, New Zealand.
AEC Systems is recognised as the leading CAD/IT Services and consulting organisation for the Architectural,
Engineering and Civil markets in Australia and New Zealand.
Our close and long standing relationship with Autodesk makes AEC Systems the best provider for your Subscription Contract.

Why buy Autodesk Subscription with your software?

1. Predictable Budgeting: Improved forecasting with 1 year or multi-year contracts
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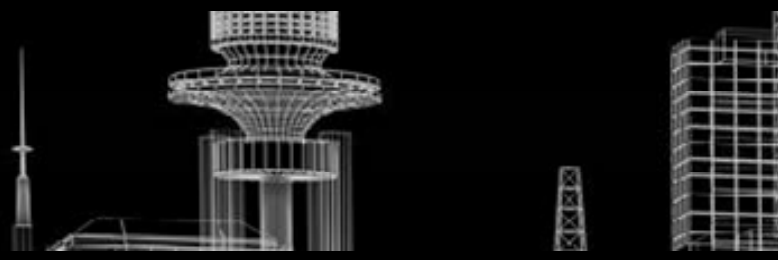
6. Simplified Software Management: Centralized management of licenses, e-Learning and web support
7. Subscription Center: Provides a variety of exclusive community features and allows you to manage your contracts
8. Community Access: Exclusive webcasts and training opportunities for subscribers
9. Beta Program Pre-qualification: Be the first to experience new products and provide critical feedback

AEC Systems provides additional benefits

- Regular events and seminars on the latest software development in all fields of Architectural, Engineering and Civil
- AEC Systems Support Service from qualified technicians
- Tips & tricks on the efficient use of Autodesk software
- User Group Forums & Workshops
- Free entry to AEC Systems' Annual Technology Day - *valued at $1295 pp*
- Bi-monthly AEC Subscriber newsletter keeping you up-to-date on events and seminars

Contact us on:	Australia 1300 368 609	New Zealand 09 379 5092
Visit our website:	Australia www.aecsystems.com.au	New Zealand www.aecsystems.co.nz

Autodesk
Premier Solutions Provider



Online Support for Subscribers

- Your subscription contract entitles you to receive free online support for the term of your contract
- Technical Support from a qualified technician
- Prompt technical responses from
  Monday to Friday between 9.00am until 5:00pm
  (Public Holidays not included)
- 24 hours, 7 days access to the AEC Systems support website to track progress of your support issue
- Tips & tricks on the efficient use of Autodesk software
- Secure user ID (log-in) and password is provided to check your support resolution progress on our support website. This will ensure you are kept up to date with the status of the technical issue and its resolution
- Urgent issues will be resolved as priority if deemed that the issue affects production
- A wide range of communication methods - E-mail, Phone, Fax or Web

The following must however be noted:
The online support process does not replace our training and onsite support services.
If required, appropriate authorised training courses and/or onsite support from our technical staff is available at an additional cost. Please contact your Account Manager for more information.

Web Support

All subscription customers can access support by visiting our website and going to the support page

www.aecsystems.com.au

www.aecsystems.co.nz

Clients need a log-in to access the support site. You can request access by registering online

Phone, Fax and E-mail Support

Our helpdesk support staff will log your issue and assign it to the appropriate technical specialist to ensure a speedy resolution and tracking

Subscription customers can also access support by:

Emailing
support@aecsystems.com.au
support@aecsystems.co.nz

Faxing
1300 362 140 (AUS)
09 379 5237 (NZ)

or

Phoning
1300 368 609 - press "3" (AUS)
09 379 5092 (NZ)

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