

BENEFITS

Vault Managed Services & Support offers comprehensive, expert-driven solutions for your Autodesk Vault needs. Our team leverages extensive experience to provide seamless data management, ensuring your system is secure, efficient, and reliable.

- Access to Expertise: Direct access to experienced professionals who can provide guidance and resolve issues quickly
- Rapid Problem Resolution: Fast response times for troubleshooting, minimizing downtime, and ensuring full Vault functionality
- Recovery: Quick restoration of applications and systems, reducing the downtime that can impact business operations
- Timely Updates: Ensure your software is always up to date with the latest features and security patches
- Health Checks: Routine health checks to ensure the system is running smoothly and to identify potential problems early
- Customer Satisfaction: Enhances service quality through personalized experiences



SERVICES & DELIVERABLES

- Technical Support
 - Help Desk: 7 am - 7 pm (Central US) access to the help desk for immediate issue resolution
- Application Support
 - Client and Vault Server support
- Vault Server Backups
- Patch Management: Application of security patches and software updates
- Configuration Changes and Enhancements
 - Minor Configuration Changes
 - Introduction to New Features
- Five vouchers for admins or users to attend Vault courses
- Vault Server Migration (Annually, to New Version)
 - Comprehensive Vault Server migration service that ensures your system is upgraded to the latest supported Autodesk Vault version.



ASSUMPTIONS

- Client to make sure to have Autodesk systems requirements
- Client will provide access to Vault or Network locations
- Client will provide required information and feedback in a timely fashion
- Response in 2-4 hours



COURSES

- DM 101 | Autodesk Vault for the Users
- DM 201 | Vault Professional Essentials
- DM 501 | Vault Daily Administration
- Autodesk Vault for Non-CAD Users
- Autodesk Vault for Inventor Users
- Autodesk Vault for AutoCAD Users
- Autodesk Vault Change Orders
- Autodesk Vault Sharing and Plotting
- Autodesk Vault Data Standards
- Adminstrating Sovelia Vault