KETIV
SUPPORT

PROVIDING YOUR TEAM WITH CONSULTING AND TRAINING SERVICES TO HELP RESOLVE ANY PROBLEMS

KETIV

SUPPORT

With our Lifeline Support services, you can get expert help whenever it's needed.

Our Lifeline Vault Care service provides support as problems arise as well as proactive maintenance for your Vault deployment to keep it functioning optimally.

KETIV

LIFELINE SUPPORT

Get your team back to work with quick problem resolution.

GET THE MOST FROM YOUR SOFTWARE INVESTMENT AND GET YOUR TEAM BACK TO DOING WHAT THEY DO BEST WITH KETIV LIFELINE SUPPORT.

Maybe you're having trouble opening a data file from a customer. Maybe your software is delivering an unexpected error. Or maybe a new feature isn't giving you the results you want. Whatever the case, when someone on your team encounters a problem using essential software, work can't get done and projects can't move forward.
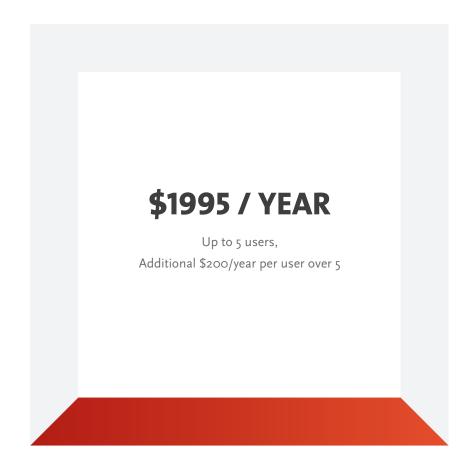
With KETIV Lifeline, help is there when you need it. Through one-on-one phone support and remote desktop access, our technical specialists can help you diagnose and resolve problems quickly. As an Autodesk Platinum Consulting Partner, we're trained in best practices and focused on innovation. And we've helped hundreds of companies complete thousands of projects and products.

LIFELINE SUPPORT / PRICING

- **Installation, activation, and subscription management** – Whether you're upgrading a perpetual license or renewing a subscription plan, we can help you get your new release up and running in an optimal way.

- **Configuration** – We make sure your deployment is optimally configured for your hardware, operating system, peripheral cards, and equipment, and so you can inter-operate at peak performance with all partners, vendors, and customers.

- **Troubleshooting** – Whenever problems come up, we're standing by to help.

- **Product usage and application support** – If you're having trouble getting certain results for a project, our team brings deep subject matter expertise in both your software and your industry. We'll even take the problem directly to Autodesk if necessary, allowing you to focus on your project while we do the legwork.

- **Case management** – We track each problem closely. If you run into the same problem again, you can access all your cases and resolutions in our system, anytime.

- **Autodesk Virtual Academy** – All Lifeline customers are invited to tune in to our weekly AVA education classes hosted online.

$1995 / YEAR

Up to 5 users,
Additional $200/year per user over 5

Let's build better products.

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LIFELINE VAULT CARE

Full Lifeline troubleshooting, plus proactive care of your Vault database.

FOR CUSTOMERS THAT COUNT ON AUTODESK VAULT FOR FILE SHARING, COLLABORATION, AND VERSION CONTROL, WE OFFER AN ENHANCED SUPPORT PACKAGE, KETIV LIFELINE VAULT CARE.

In addition to the full troubleshooting and consultation services of KETIV Lifeline Support, it includes proactive servicing of your Vault database to ensure that it continues to function reliably.

Once a year, we'll upgrade your Vault deployment, check your SQL Server deployment, and configure settings. Every quarter, we'll validate your backups, defrag and re-index your storage, and install service packs and hot fixes for Vault and SQL Server. Our Vault specialists also help facilitate communication and understanding between your IT department and your designers, engineers, and other users. All work is done virtually, so remote access is required.

Don't wait for your Vault database to become corrupted or overloaded. With KETIV Lifeline Vault Care, you can keep your Vault deployment healthy and your teams working and collaborating productively.

KETIV

LIFELINE VAULT CARE / PRICING

$6995 / YEAR

Up to 5 users,
Additional $350/year per user

or

UPGRADE FROM KETIV LIFELINE SUPPORT
TO KETIV LIFELINE VAULT CARE

$4995 / YEAR

Up to 5 users,
Additional $150/year per user

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