

# Technical Support from Avatech

Quick. Comprehensive. Capable.  
Customizable. Affordable.



## Avatech Support—Altogether Smarter

Avatech provides the highest levels of quality, customer service, and technical expertise. That's why maximizing your performance and productivity while minimizing your technical hassles has never been easier or made more sense.

## Your Time Matters to Us

We know that you don't have time to be bogged down by technical difficulties and we guarantee a rapid response when you contact us. Every call is tracked to monitor progress, ensuring complete resolution. The support team employs Web-based technology for remote diagnostics and fast issue resolution; a support specialist can fully address your support issue by seeing your screen, checking error messages, and fixing the problem quickly.

## The Expertise You Need, When You Need It

Avatech Solutions is the only design automation provider with a national center for technical support. We answer your questions quickly and completely—with a volume of 1,000 calls monthly, we've probably already encountered your problem and can help you fix it.

The National Support Center provides technical support via e-mail and a toll-free phone number Monday through Friday from 8:00 a.m. to 7:00 p.m. ET.

## Flexible to Meet Your Needs

Save over Avatech's normal hourly rate by purchasing blocks of time in advance and choose how to use your contract time with one of our Flextime plans. When a need arises, choose which delivery method works best for the situation; support is provided via traditional telephone and onsite contact, and through innovative distance diagnostics and web conferencing. Flextime clients use their time for emergency diagnostics, research and analysis, usage advice, upgrade planning installation, configuration assistance, and more.

*"Avatech has helped take the stress out of dealing with those little problems that can cause big headaches. The support staff has always been very helpful and very knowledgeable."*

— Lisa Etzel, Widewaters Group

*"I would rate Avatech's support on a level equal to the support I am used to from IBM, Compaq, and Hewlett Packard which I consider very good."*

— Frank Costa, Electrical Construction

*"Your phone technical support is BY FAR the best valued technology service I have ever used."*

— Ryan Suydam, Phillips Architecture

## Support for the Way You Work

By partnering with you to determine your needs, Avatech creates support programs specifically designed to help your particular business operate more efficiently and effectively. We offer customized support for the full range of Autodesk, ARCHIBUS, and Leica Geosystems products.

## Leading Organizations That Have Chosen Avatech for Technical Support

3M	Leo A. Daly
Becton Dickinson and Co.	Naval Surface Warfare Center
ConAgra Foods	Northrop Grumman
Cripe Architects & Engineers	Pella Corporation
HDR Architecture	Raytheon Systems, Co.
Kimley Horn Associates	State of Missouri
Knapheide Manufacturing	U.S. Army Corps of Engineers
La-Z-Boy	University of Texas

# Avatech Support Plans

	GOLD SUPPORT	CORE SUPPORT	FLEXTIME SUPPORT
<b>PRICING</b>	\$150 - \$300 Per Seat	\$250	Per Block
<b>SUPPORT HOURS</b>	Unlimited	2	1-4 hours: \$150 each 5-9 hours: \$140 each 10-49 hours: \$130 each 50+ hours: \$120 each
<b>PHONE SUPPORT</b>	✓*	✓	✓
<b>EMAIL SUPPORT</b>	✓*	✓	✓
<b>ONLINE SUPPORT</b>	✓*	✓	✓
<b>HOW-TO SUPPORT</b>		✓	✓
<b>ONSITE SUPPORT</b>			✓**

Your organization will be supported by industry experts who understand the everyday use of your software. Choose the plan that best meets your needs.

\*Gold Support covers troubleshooting, installation, and configuration issues, but does not cover “how-to” questions.  
\*\*Onsite support is billed at a rate of 1.5 hours per hour onsite.

## Lots of Ways to Contact Tech Support

Toll free: 800-808-7645

Email: support@avatech.com

Web: avatechsupport.blogspot.com

## Support Hours for Coast-to-Coast Availability

Monday through Friday from 8 a.m. to 7 p.m. ET

## About Avatech Solutions

Avatech Solutions, Inc. (OTCBB:AVSO) is America’s leading professional services company for design and engineering technologies. Avatech advances the way organizations design, develop, and manage building, infrastructure, and manufacturing projects. Fortune 500 and Engineering News Record’s Top 100 companies work with Avatech to gain a competitive advantage through technology consulting, implementation, training, and support services. One of the world’s largest integrators of Autodesk software, Avatech designs systems that accelerate innovation while improving quality and profitability. For more information, please visit [www.avatech.com](http://www.avatech.com).