

AUTODESK®
MAYA® 
8.5

Platinum Membership



Autodesk®

AUTODESK MAYA 8.5 PLATINUM MEMBERSHIP

Get the most out of Autodesk Maya.

No matter the size of your facility, if you're working on tight deadlines, pushing creative or technical boundaries, or using multiple hardware platforms, the features and services of the Autodesk® Maya® Platinum Membership program can help you maximize the value of your investment in Maya software.

Platinum Membership is a top-tier support and maintenance program designed to deliver the features you want, including access to the most up-to-date versions of the software, extensive technical knowledge through the company's expanded telephone and online support services, and superior license flexibility.

AUTODESK MAYA PLATINUM MEMBERSHIP KEY BENEFITS

Access to Upgrades	<ul style="list-style-type: none">• Early access to all Maya updates and version upgrades if and when available
Speedy Solutions	<ul style="list-style-type: none">• Unlimited weekday hotline access—19 hours a day• Insider Case Management of hotline cases, licensing, and reported bugs• New Autodesk Customer Loyalty Service Desk• Fast answers through Ask Autodesk experts and database
Knowledge Resources	<ul style="list-style-type: none">• Timely and convenient Maya 8.5 interactive training session• Comprehensive Insider Technical Solutions documentation, including tech alerts, up-to-date articles, tutorials, and other valuable learning resources
Flexibility	<ul style="list-style-type: none">• Front-of-the-line license relocations—same or different operating system
Cost Savings	<ul style="list-style-type: none">• Free, downloadable Learning Tools DVD• Free MasterClass• Complimentary shipping of new releases
Community	<ul style="list-style-type: none">• Access to industry experts and other Maya users via Ask Autodesk

What do I get?

All Software Upgrades and Updates

Get Autodesk Maya upgrades here! Not only does Membership include notification of all product updates, it also gives you online access to every new version of Maya that comes out during the term of your Membership.

Telephone, Email, and Online Support

When a product-related challenge arises, tap into the extensive knowledge of Autodesk's Product Support Specialists. These experts provide easy-to-understand solutions to your technical questions. Enhancements to the escalation procedures and the case routing system improve response and resolution times, so your productivity roadblocks are eliminated faster.

Weekday Hotline Support Hours

(Americas, Europe, Middle East, Africa, Australia, and New Zealand)

Autodesk's extensive hotline service—accessible 19 hours a day on weekdays—means you can quickly obtain the answers you need to overcome your production challenges. On weekdays the hotline is open from 3 a.m. to 10 p.m. EST (9 a.m. to 4 a.m. CET).

Weekend Licensing and Installation Support

(Americas, Europe, Middle East, Africa, Australia, and New Zealand)

Software installation and licensing support is now only a call away, even on the weekend. Platinum Membership also entitles you to on-demand weekend support, from 6 a.m. to 6 p.m. EST (12 p.m. to 12 a.m. CET).

Autodesk Insider Case Management—with management functionality for super users

(Americas, Europe, Middle East, Africa, Australia, and New Zealand)

Using this 24-hour, online system, you can instantly determine the status of your reported bugs, hotline case, or the Autodesk product licensing status of anyone in your facility. For hotline cases, the ability to view your Product Support Specialist's update notes means you can track your case as it progresses. Plus, you can add your own notes or close a case.

Also, as part of this Platinum Membership offering, Platinum Membership companies can, upon request, designate super users for their organization. Super users are individuals who have the ability to view all of their company's Autodesk hotline cases. This valuable feature enables large facilities to efficiently manage hotline usage. Super users get enhanced administrative privileges that allow them to set the access level of their facility's users within the case management system.

Ask Autodesk

For Platinum members who are particularly pressed for time, Autodesk offers this fast, easy-to-use online support service. Ask Autodesk lets you instantly access an extensive database of questions and answers, a Platinum member discussion forum—even Maya product experts.¹ This feature, available exclusively in the Platinum Membership program, helps you find the solutions you need to get up and running again quickly.

New Autodesk Customer Loyalty Service Desk

The Platinum Membership Customer Loyalty Service Desk, new with the release of Maya 8.5, helps you get the most out of Platinum Membership. A Customer Loyalty Service Desk representative will contact you on a regular basis to discuss your service needs and provide the information you, and other Maya users in your facility, need to take full advantage of the features of Platinum Membership. You can also contact your Customer Loyalty Service Desk representative at any time to escalate any service concerns or to pass on your feedback. Your Customer Loyalty Service Desk representative serves as a conduit through which you can make your suggestions known directly to the Platinum Membership management team. To contact a Customer Loyalty Service Desk representative, email Platinum_talkzus@autodesk.com.

Interactive Training Sessions on Maya 8.5 Features

From January through March 2007, you can get the essential skills you need to take advantage of the new features of Maya 8.5. The Maya Platinum Membership hour-long, interactive training session, hosted by one of Autodesk's Product Support Specialists, instructs you how to begin producing industry-leading effects and animation. Check in regularly for additional Platinum-exclusive learning sessions and tutorials on a wide variety of topics over the course of the term of your Membership. Knowledge is power. Combine knowledge with industry-leading tools, and gain a distinct competitive advantage.

Bug Fix Notification Report

The bug fix notification service means that you are among the first to know when Maya issues specifically relevant to you have been resolved. With each new Maya upgrade, you receive an email detailing each bug you have reported (that has been resolved) and notifying you that it has been fixed in the current release.

New Tech Alerts

Platinum members can now log on to www.autodesk.com/maya-techalerts at any time for easy-to-find information on all known Maya issues and, in many cases, their workarounds. These web pages are updated weekly so information is always current and accurate.

Monthly Downloadable Learning Tools DVDs

Platinum Membership gives you 30 days of no-charge access to never-before-released Learning Tools DVDs² (regularly priced at US\$29.99–\$69.99 SRP). These intermediate and advanced-level DVDs cover a wide variety of Maya topics relevant to 3D graphics and animation professionals. A new DVD is available as a downloadable movie from the members' website on a monthly basis—giving you ongoing learning opportunities on a variety of Maya topics.



Images Courtesy Warner Bros, VFX by Mokko Studio



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License Relocation³ Flexibility

Platinum members may change hardware or operating systems as needed—quickly and at no extra charge. The Maya Platinum Membership program gives members priority for license relocations, so your downtime is minimized.

Different Operating System Relocations (for example, from Windows® to Linux® operating systems)

The Autodesk Maya Platinum Membership program gives you the ability to move your software licenses from one type of operating system to another—fast and free of charge. Member transfers get first priority, plus the cost of transferring licenses from one type of operating system to another is included in the Membership fee.

Same Operating System Relocations

As an Autodesk Maya Platinum member with a stand-alone license, you won't have to sacrifice productivity when you upgrade or replace your current workstation. As with different operating system relocations, your transfers get first priority and you're not required to pay an extra fee.

Autodesk Insider Technical Solutions and Knowledge Base

Maya Platinum members gain priority, online access to information on technical issues, bug report status, and more.

- *Best Practices Support*—Quickly learn how to make your current workflow more efficient with “best practices” documentation and white papers on key aspects of Autodesk software.
- *Tech Notes*—Access these technical reports, with emphasis on current trends and user tips. Tech notes, available exclusively to Platinum members, are updated weekly.
- *Current Bug Status*—Call in for an up-to-the-minute status report on any bug logged by your company.
- *Technical Solutions Knowledge Base*—Use an online searchable database of solutions and workarounds created from issues logged from real support cases. This database is updated continually.

Additional Savings

Platinum members receive free shipping on software upgrade and update packages.



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¹ Product experts available throughout the day, Monday–Friday.

² After this one-month period, most downloadable Learning Tools DVD will be available for purchase at the Autodesk store.

³ Available for all Maya-supported platforms (Microsoft® Windows®, Linux®, and Mac OS® X) and license types (stand-alone and network).