

BUSINESS AND OPERATIONAL SUPPORT

*Specialised in Autodesk
Water tools*



A support and assistance solution tailored to the business, technical and organisational needs of teams using Autodesk Water software.



User support

- Response to daily requests, assistance with getting started, resolution of simple issues
- Access to our Mantis ticket management tool for tracking and resolving requests



Operational support

- Technical problem or malfunction in software installation
- Working environment
- Software or hardware installation or configuration
- Assistance with performing a specific action or procedure



Project support

- Assistance with the preparation, deployment or monitoring of specific projects.



Data & server support

- Database administration and management (creation, backup, restoration, migration).
- WorkGroup Server installation.
- Assistance with integrating new data sources and interoperability with existing systems.



Access to resources and training

- Technical data sheets in French on the software's features available on request.
- Quarterly newsletters to keep you informed of developments, best practices and feedback.
- Invitations to themed technical workshops to deepen your knowledge and exchange ideas with our experts.
- Training: regular inter- and intra-company sessions to improve user autonomy (based on quote).



Business support

- Launching calculations and configuring simulations.
- Assistance with modelling hydraulic networks and systems.
- Processing input and output data (cleaning, structuring, integration).
- Analysis of results and interpretation of simulations.
- Production of customised data sheets and tutorials tailored to your use cases.
- Access to a dedicated FAQ section, regularly updated.

Prompt assistance



Request handling & Resolution

REVIEW

24 hours to 1 week

AVERAGE

24 hours to 10 days

LOW

48 hours to 30 days

Select your package

Name of the offer	Trial Pack	Standard Pack		Hours & On-call duties
	 InfoWorks ICM  InfoDrainage  InfoWorks WS Pro  InfoWater Pro	 InfoWorks ICM  InfoWorks WS Pro  InfoWater Pro	 InfoDrainage	
Duration	1 day	1 year		9:00 AM to 5:30 PM Working days
Price excluding VAT	700 €	2850 €/year		
		1700 €/year		
Content	One-off support	Standard annual support		No on-call duty
Specific conditions	No commitment, Limited access	Annual subscription 		

For further information, please contact us :

gestion-hydro@geomod.fr