

Autodesk® Buzzsaw® Benefit for Vault Professional Subscribers

Questions and answers

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Autodesk Buzzsaw Benefit for Vault Professional Subscription Summary

With the purchase of Autodesk Vault Professional with subscription, customers will be entitled to a Buzzsaw site with an equivalent number of Buzzsaw users. For example, if a customer purchases 12 seats of Vault Professional with subscription, they will be entitled to a 12 user Buzzsaw site benefit. The Buzzsaw site storage is calculated by multiplying the number of users by 5 GB. In the example, a single 12 user site would include 60 GB of storage.

How long is the Buzzsaw benefit valid?

The expiration date of the Buzzsaw site will be the same as the expiration date of the Vault Professional subscription. As long as the customer renews the Vault subscription, the Buzzsaw site will remain available.

How does a customer sign up for the Buzzsaw benefit?

A customer can sign up for the Buzzsaw benefit from the Autodesk Subscription Center. The link to the Buzzsaw Benefit form is in the Product Enhancements section under Downloads. Once the customer selects the link to the form, they will be taken to a form page where they need to provide a Buzzsaw trial site name, confirm the customer information provided, and agree to terms, conditions, and the privacy policy. Once the form is submitted, GBS will process the site and confirm via e - mail with the customer when processing is complete (up to 3 business days to process)

How do I renew a customer's Buzzsaw benefit?

Renewal occurs in the same manner as the original Buzzsaw Benefit order and is not automatic. It is recommended that you discuss the renewal of the Buzzsaw benefit when discussing Vault Professional subscription renewal. Customers logging into the Buzzsaw site 10 days before the scheduled expiration date will get an in - program notice of pending expiration. Once the customer renews their Vault Professional subscription, they should submit the Buzzsaw Benefit form to GBS for renewal processing. Note that GBS requires 3 business days to process an order.

Can a customer augment their Buzzsaw benefit site?

Yes. A customer can augment their Buzzsaw benefit site with additional Buzzsaw users with a minimum 5 seat Buzzsaw order. The additional seats will need to be submitted with pricing and expiration that coincides with the Vault Professional subscription expiration. The upgrade procedure is the same as a regular Buzzsaw purchase or upgrade and will be pro - rated to the end of the existing Buzzsaw term.

Can a customer use the Buzzsaw benefit to apply to an existing Buzzsaw site?

No. If a customer already has a paid Buzzsaw site and purchases a Vault Professional subscription, the benefit seats must be applied to a new Buzzsaw site. We cannot apply the Buzzsaw benefit to an existing site or split the benefit across multiple existing customer sites due to operational constraints.

Can a customer receive Buzzsaw Professional as a benefit?

No. This program only provides a seat-to-seat benefit for a standard Buzzsaw site. A customer can purchase a Buzzsaw Professional site separately if desired. Additionally, the Buzzsaw site provided as a subscription benefit to Vault Professional cannot be upgraded to a Buzzsaw Professional site

Is product support provided with this benefit?

Yes. Standard Buzzsaw support is provided to all Buzzsaw users. For support details, please see:

<http://autodesk.com/buzzsaw - support>