

# Questions and Answers for Autodesk FMDesktop Customers

This document provides questions and answers about Autodesk® FMDesktop® products and the partnership between Autodesk and FM:Systems.

## **About FMDesktop**

### **Q1. What changes are being made to the Autodesk FMDesktop business?**

**A1.** Autodesk is partnering with FM:Systems to provide support for our existing Autodesk FMDesktop subscription customers until their subscription term ends. At the time that your term ends you will have the option to renew your FMDesktop subscription with FM:Systems until January 14, 2011. Additionally, as part of our recently announced partnership, Autodesk FMDesktop users who are no longer on subscription can:

- Renew lapsed subscription contracts at the previously paid subscription price and without a penalty charge anytime before January 14, 2011.
- Under subscription, choose to transition their licenses to FM:Systems product licenses without additional costs. Additionally, FM:Systems will offer free training to help facilitate a smooth transition to their product.

Support renewal details will vary depending on the Autodesk FMDesktop subscription end date and FM:Systems renewal date. FM:Systems will contact you to review your specific options.

### **Q2. What is the plan for Autodesk FMDesktop products?**

**A2.** Autodesk has selected FM:Systems, our Preferred Industry Partner for facilities management, to provide support for Autodesk FMDesktop products and to offer additional options for FMDesktop customers. As an Autodesk FMDesktop customer, you can continue to receive support for the remaining term of your subscription contract and, during that period, consider migration options to FM:Systems' FM:Interact and FM:Space products.

### **Q3. Can I continue using my Autodesk FMDesktop software?**

**A3.** Yes. As an Autodesk FMDesktop customer, the software is licensed to you under a perpetual license, so you may continue using the existing software indefinitely. However, if you are a current Autodesk FMDesktop subscription customer, FM:Systems will now provide Autodesk FMDesktop support until the end of your Autodesk FMDesktop subscription contract.

### **Q4. What if I need additional FMDesktop licenses?**

**A4.** Additional licenses of Autodesk FMDesktop products are not being sold by Autodesk or FM:Systems.

### **Q5. Will Autodesk continue to invest in facility management and operations?**

**A5.** Yes. The facilities management segment is important to Autodesk. We will continue to leverage model based design and our BIM portfolio to help you manage building performance today and throughout the building lifecycle. Additionally, we will continue to work with our strategic partners, like FM:Systems, who support BIM solutions to help complete our workflow.

**Q6. What do I need to do now?**

**A6.** There is no required action you need to take at this time. FM:Systems will be contacting you shortly to discuss your options. For immediate questions you can contact Jon Luby of Raptor Software at 603-488-1628 or visit [www.raptsoft.com](http://www.raptsoft.com).

**Q7. What is the Preferred Industry Partner Program?**

**A7.** The Autodesk Preferred Industry Partner Program is a framework for participating industry partners to engage and collaborate with Autodesk in delivering solutions in specific industries and geographic regions.

**About FM:Systems**

**Q8. Why did Autodesk choose to partner with FM:Systems?**

**A8.** FM:Systems is our Autodesk Preferred Industry Partner for facilities management and offers technology that supports Autodesk BIM solutions. They are a major player in the facility management space with a 93% customer satisfaction rating. FM:Systems is uniquely positioned to provide the necessary resources to successfully support you and assist with the development of functionality to integrate BIM solutions with facility management software systems.

**Q9. How is FM:Systems' product, FM:Interact, different from FMDesktop?**

**A9.** FM:Interact provides the space management, occupancy management and facility maintenance offered by Autodesk FMDesktop products, and offers these additional capabilities:

Real Estate Portfolio Management	Lease Administration	Project Management
Environmental Sustainability	Move Management	Strategic Planning

**Q10. Does FM:Systems software support Autodesk® Revit® Architecture software?**

**A10.** Yes. Floor plans and data from Revit Architecture models can be utilized in FM:Interact via a DWF publishing process. The FM:Systems' Revit Integration Component, which provides a direct link to FM:Interact data in the Revit environment, is being developed by FM Systems and will be available in the first calendar quarter of 2010.

**Q11. How do I find out more about FM:Systems software?**

**A11.** Contact Jon Luby of Raptor Software at 603-488-1628 for more information or visit [www.raptsoft.com](http://www.raptsoft.com).

**Getting Support**

**Q12. Who do I contact for support?**

**A12.** If you are an Autodesk FMDesktop customer with an active subscription you can contact the FM:Systems customer support help desk at +1-800-648-8030, ext # 2 or [fmdsupport@FMSystems.com](mailto:fmdsupport@FMSystems.com). You may also register for FM:Systems customer forums at <http://www.FMSystems.com/forums/> .

**Q13. What if I do not have a current subscription agreement for my Autodesk FMDesktop product? What are my options?**

**A13.** FM:Systems has made special arrangements to give you the opportunity to reactivate lapsed subscription contracts without a penalty or reactivation fee. Please contact Jon Luby at 603-488-1628 or Raptor Software ([www.raptsoft.com](http://www.raptsoft.com)).

**Q14. Can I purchase FM:Systems solutions?**

**A14.** If you are interested in FM:Systems solutions, and you are an Autodesk FMDesktop subscription customer, you will be able to migrate to FM:Systems products with similar capabilities and with no additional license costs. FM:Systems will provide you the same number of licenses of comparable FM:Systems products as currently licensed by you for FMDesktop. Additional functionality that is not available in the Autodesk FMDesktop products (Real Estate Portfolio Management, Project Management, etc.) and additional seats for current capabilities may be licensed for an additional fee. Please contact FM:Systems for more details on the migration offer.

**Q15. Will I lose data when migrating from Autodesk FMDesktop products to FM:Interact?**

**A15.** Autodesk and FM:Systems are jointly developing data migration routines to help ensure migration of data. FM:Systems has also developed service offerings to provide migration and training services for you. FM:Systems support or consulting services can assist you with this process.

**Q16. How can I get training for FM:Systems software?**

**A16.** FM:Systems will offer special training classes at its headquarters in Raleigh, North Carolina to help you learn FM:Space and FM:Interact. There will be no fee for these training classes for Autodesk FMDesktop customers.

**Q17. Do I have to pay for customer support for FM:Systems software?**

**A17.** FM:Systems will honor your existing Autodesk FMDesktop subscription plan and provide support for Autodesk FMDesktop products during the term of your current Autodesk FMDesktop subscription. If your subscription plan has lapsed, FM:Systems will offer a reactivation plan that provides support for either FM:Systems products or Autodesk FMDesktop products for a year at the subscription price previously paid and without a penalty charge. Support plans for FM:Systems software may be renewed after the first year at FM:Systems' standard support fees.