



Autodesk Garner's Prestigious International Business 'Stevie' Award for Revit Client Support Team's Excellence in Customer Service

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Revit Organization Receives Top Ratings for Speed of Contact, Speed and Quality of Resolution, and Overall Client Satisfaction

SAN RAFAEL, Calif., June 11 /PRNewswire-FirstCall/ -- Autodesk, Inc. (Nasdaq: ADSK), the world's leading design software and digital content company, announced today that the Autodesk Revit Client Support Team has received an International Business Award for the Best Customer Service Team from the prestigious New York-based Stevie Awards organization. The Revit Client Support Team was honored because of its speed and quality of service, as well as its high rate of customer satisfaction.

"Just as Hollywood celebrates its own, we think it's important to salute companies who set the standard for business integrity, creativity, and productivity," commented Michael Gallagher, founder and president of The Stevie Awards. "It is a pleasure for us to give Autodesk the recognition it deserves."

Called "the business world's own Oscar(R) Awards" by the New York Post, the Stevie Awards recognize the accomplishments of prominent companies and business people worldwide. This year the International Business Awards received more than 500 entries from 30 countries. Winners in other categories included Oracle, FedEx, UPS, Monsanto, Hitachi, and DaimlerChrysler.

"I was honored to accept the Stevie Award on behalf of the Revit Client Support Team," said David Heaton, director of Autodesk Infrastructure and Building Consulting. "The team's diligence and hard work have made an extraordinary difference in facilitating the adoption of the Autodesk Revit building information modeling platform worldwide."

Revit Client Support Earns High Marks

Providing timely ongoing service to Autodesk Revit users, the Revit Client Support Team has developed an international reputation for excellence. Speed of service is an important criterion for evaluating the success of product support. Over the past year, the Revit Client Support Team has been able to offer its clients assistance from a degreed architect within minutes of a client's request for assistance. A recent client satisfaction survey found that respondents gave the Autodesk Revit Client Support Team ratings of 4.54 to 4.79 out of 5.00 on average, with little deviation, in the four categories of speed of contact, speed to resolution, quality of resolution, and preparedness of support staff.

"The dedication, background, and training of the architects on the team are fundamental to the achievements of this lean service organization," said Steve Burri, manager of the Autodesk Revit Client Support Team, who submitted the application for The Stevie Award. "The entire organization's commitment to putting the customer first is one of the key reasons for the success of the team, which in the end, allows the client to win."

Web-based technical product support is a benefit of the Autodesk Subscription Program. Autodesk Subscription is the easiest way to keep design tools and learning up to date. For an annual fee, customers benefit from the latest versions of their licensed Autodesk software, web support direct from Autodesk, self-paced training options, and a broad range of other technology and business benefits. For more information, contact your Autodesk Authorized Reseller or visit www.autodesk.com/subscription.

To facilitate adoption of the Autodesk Revit building information modeling platform, Autodesk also offers implementation consulting services. Autodesk Consulting, including integrated consulting and training, helps building industry professionals worldwide maximize the value of their investment in Autodesk technology. For more information about Autodesk Consulting, see www.autodesk.com/consulting.

About Autodesk

Founded in 1982, Autodesk, Inc., is the world's leading design software and digital content company. Autodesk offers solutions for professionals in building design, geographic information systems, manufacturing, digital media, and wireless data services. By delivering progressive products and services, Autodesk helps customers create, manage, use and maximize the value of their digital data throughout the lifecycle of their projects. For more information about the company, see www.autodesk.com.

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