

FY27 EBA Relationship Survey

Thinking about your overall relationship with Autodesk:

1. How likely is it that you would recommend Autodesk to a friend or colleague?

Not at all likely										Extremely likely	
0	1	2	3	4	5	6	7	8	9	10	

Why did you give this score?

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2. How would you describe your level of involvement in the purchase or renewal of Autodesk products and services?

- I am a primary decision-maker
- I share decision-making with input from others
- I am involved in the decision-making process, but others make decisions
- I am not involved in the decision-making process

3. Which of the following describes your role and/or responsibilities with Autodesk products and services? Select all that apply.

- **[EXECUTIVE]** I hold an executive position in the organization I work for (e.g. C-level, VP-Level and above)
- **[SOLUTION BUYER]** I am responsible for identifying, evaluating, and coordinating the selection of the software
- **[TECH ADMIN]** I am responsible for the software/user/subscription management, deployment and usage across the organization
- **[TECH MANAGER]** I am a technology manager responsible for creating new projects and setting company standards, trainings, timelines, and deliverables
- **[END USER]** I use the software to carry out my job responsibilities
- **[DEVELOPER]** I write code and customize software
- I do something else (please specify below)

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ASK ONLY IF Q3=DEVELOPER

4. Are you a member of the Autodesk Developer Network (ADN)?
ADN is a program designed for developers who create custom solutions using Autodesk technologies.
- Yes
 - No

ASK ONLY IF Q4=YES

5. How much does ADN contribute to your development projects?

1 – No Contribution	2	3	4	5 – High Contribution	N/A
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ASK ONLY IF Q4=YES

6. How could the ADN Program better support your development or business needs in the future?

DO NOT ASK IF Q2 = I AM NOT INVOLVED IN THE DECISION-MAKING PROCESS

7. Considering benefits, license model, services, and products, how would you rate the **value for price** your organization receives from Autodesk?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Why did you give this score?

Thinking about your **experiences** with Autodesk, how would you rate:

8. The way Autodesk **engages** with your company (acting with integrity, keeping commitments, being transparent, optimizing current state, listening, offering solutions to improve your business)?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Please tell us more.

9. Your **account team's** ability to work with you to **build, manage, and execute a plan** to help you achieve your objectives, goals, initiatives (understanding of your internal and external business challenges, what success looks like to you, understanding of your business processes)?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Why did you give this score?

10. **Consulting and/or Developer Support Program (DSP) Services** (timeliness of engagements, subject matter expertise, availability of resources, project management)?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Please tell us more.

Thinking about **Autodesk products, services, and solutions**, how would you rate our ability to provide:

11. Product **Access** and **License Management Tools** (ease of access to the products you need, usage insights, flexible reporting)?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Please tell us more.

12. **High Quality Products** (easy to use, reliable, secure, product features and performance, interoperable with other products, version compatibility, supports workflows, and automation)?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Why did you give this score?

13. **High Quality Cloud Services** (secure and reliable services, service uptime, resiliency)

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Why did you give this score?

14. **Technical Services & Support** (subject matter expertise, effective problem solving, timeliness of responses, Autodesk Coaching (previously Accelerators) planning & delivery, proactive/reactive support)

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Please tell us more.

15. Products, services, and solutions that effectively **address my business challenges which can help me achieve my desired business outcomes or goals** (Winning Business, Reducing Accidents, Reducing Errors/Rework, Managing Project Complexity)?

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Why did you give this score?

16. Please rate our products and solutions **compared** with other suppliers of like offerings.

Poor 0 1 2 3 4 5 6 7 8 9 Excellent 10 N/A

Please tell us more.

17. I view Autodesk as a:

- **Solution Provider** *Interactions are routine*
- **Trusted Advisor** *Cooperation is based on mutual respect and understanding*
- **Strategic Partner** *Shared goals to achieve business outcomes*

ASK IF Q17 IS NOT STRATEGIC PARTNER

What can Autodesk do to become your Strategic Partner?

ASK IF Q17 = STRATEGIC PARTNER

What makes Autodesk your Strategic Partner?

18. Is there anything else you would like Autodesk to know?