



View of the Charlotte-Mecklenburg Government Center and Uptown from Marshall Park

City of Charlotte Boosts Efficiencies with ProductivityNOW eLearning and Support

About the City

Charlotte, North Carolina is the 16th largest city in America and home to 860,000 people. More than 8,000 people work for the City of Charlotte in various roles, including first responders, engineers, scientists, and attorneys, as well as professionals in the IT, transportation, business, and aviation departments. All of them work together to achieve the City's goals of providing high-quality service and being responsive to those who need the most help.

The Challenge

"Employees across the City of Charlotte have used Autodesk Civil 3D and AutoCAD for many years," said Dana Rice, Application Administrator, City of Charlotte. "As our Department of Transportation (DOT) and in-house engineering teams started expanding their use of Autodesk software to include InfraWorks, Map 3D, Vehicle Tracking, Revit, and more, we decided to look into the most efficient way to get them all up to speed on the training they needed."

When detailing what the city needed in a training program, Dana identified these requirements:

1. **Cloud-based.** "Our teams used to work full time in the same building. Now with most people working from home at least part time, a cloud-based solution is critical."
2. **Customizable to an individual's needs.** "We wanted to ensure that each person learned the specific features relevant to their jobs."
3. **Autodesk-approved.** "We wanted to avoid bad habits or inefficiencies that come from scouring the many sources available on the internet and focus on the correct workflows and solutions."
4. **Utilize the software versions used by the City of Charlotte.** "Even if differences between software versions are minor, they cause a user to slow down as they figure out the right way to get the result they want. Training on our current versions eliminates that problem."

The Solution

A long-time satisfied customer of IMAGINiT for Autodesk software and software training, Dana reached out to her Account Manager. Following discussions, IMAGINiT recognized that the City of Charlotte's team would require ongoing professional development and quick access to technical support, so recommended IMAGINiT's ProductivityNOW Professional eLearning and support platform, which delivers:

- **Flexible course assignment options** that allow:
 - Individuals to self-select courses and enroll in workgroups together
 - Managers to auto-enroll employees into learning paths or specific courses and track completion

- **On demand access** to hundreds of searchable, self-paced, video-enhanced eLearning courses developed by ASCENT, a top Autodesk Authorized Publisher, on all major Autodesk products
- **Priority Support**, which provides unlimited access to technical support for troubleshooting errors, product performance failures, product installation, and network licensing

To ensure the City of Charlotte got a strong return on their investment, IMAGINiT also recommended user training at the beginning of the subscription period to ensure user adoption.

The City of Charlotte accepted the proposal and secured licenses for its inhouse engineering and DOT teams.

The Results

Self-Directed Learning

"The in-house engineering and DOT teams are up and running smoothly on ProductivityNOW," said Dana. "We started by having managers assign courses but quickly transitioned to a user-selected method, because the system is so user friendly. Now, individuals find and select the courses that provide the information they need and complete those courses at times convenient to them."



View from the 277 Loop

Onboarding

In addition to using ProductivityNOW to help existing employees learn Autodesk software tools, the in-house engineering and DOT groups use it to help onboard new employees. With 24/7 access to all the learning material, the new employees, many of whom work from home, have ongoing access to review course material and search for specific answers whenever needed.

Ad-hoc and Emergency Support

The City of Charlotte teams regularly reach out to the IMAGINiT support team with questions as needed, which is critical to keep projects moving smoothly. In one instance, IMAGINiT's support team proved to be invaluable when a large Autodesk licensing service update clashed with the City of Charlotte's internal security system, which had been heightened since the previous service update. "Approximately 50 percent of our computers that got the new licenses simply shut down," said Dana. She reached out to IMAGINiT support experts who:

- Identified that it was not a worldwide issue and developed a temporary workaround that immediately brought most computers back up
- Remoted into one of the impacted computers and pinpointed the root cause of the problem
- Created detailed instructions on how to fix the problem, so that users could continue working while the IT department developed a permanent solution to eliminate the clashing
- Provided support to the team as the City of Charlotte implemented the solution on each computer

"Whether we are addressing long-term strategic plans or calling frantically with urgent technology problems, IMAGINiT is there for us," said Dana.

Contact us to discover how ProductivityNOW can help transform your organization's CAD professional development.

Solutions Beyond Software

IMAGINiT Technologies, a division of Rand Worldwide, helps architects and engineers become more proficient in the use of 3D technologies to design, develop and manage complex engineering projects faster and more cost-effectively.