

# GAI Consultants Increases Proficiency in Autodesk Software with ProductivityNOW

Founded in 1958 by Carnegie Mellon University engineering graduate students, **GAI Consultants** is an employee-owned engineering, planning, and environmental consulting firm. Its engineers, planners, scientists, and other professionals take pride in the services they provide for transportation, development, government, and industrial clients.

## Rapid Growth Changes Training Needs

GAI's vision is to "strategically grow our business, nationally and internationally, in partnership and trust with our clients and staff." To achieve this vision, it has opened offices and acquired companies in growing markets, leading to rapid growth throughout the United States.

With this growth came new challenges; GAI needed to:

1. Increase its staff's proficiency in Autodesk software
2. Rethink its onboarding and ongoing learning strategy to accommodate a workforce in multiple locations
3. Increase its Autodesk software users' access to support

## GAI Consultants and IMAGINiT Technologies

"GAI moved its Autodesk software business to IMAGINiT several years ago when they grew to the point of needing a business partner instead of simply a software reseller," said Elizabeth Schmeltzer, an Account Manager at IMAGINiT.

Timothy Martin, CAD / Technology Manager, GAI Consultants said, "Over the past few years, IMAGINiT has demonstrated its commitment to helping us achieve our goals, so when we identified a need to change our Autodesk software training strategy, we turned to them."

Timothy continued, "In past years, we purchased blocks of support hours from IMAGINiT, and we have been pleased with their support team's knowledge and responsiveness. When discussing our training needs with Elizabeth, we learned that we could get unlimited support hours plus all the online training we needed with ProductivityNOW."

ProductivityNOW is IMAGINiT's eLearning and support platform that provides access to thousands of online training videos, white papers, and other resources. The platform is powered by the Pinnacle Series from Eagle Point Software company.

"Elizabeth connected us with our ProductivityNOW Success Advisor to help us get up and running and I have to say it was an honor and a privilege to work with her, and it was and continues to be a pleasurable experience," said Timothy.



Along with their three-year Autodesk software renewal, GAI acquired access to ProductivityNOW for 250 of their CAD users.

"With ProductivityNOW, all of our Autodesk software users, regardless of location or level of experience, have 24/7 access to comprehensive training videos, specific workflow demonstrations, details of software upgrades, and more, as well as access to an expert support team via email, phone and chat," said Timothy. "Our employees are empowered to get the training they need when and how they need it. This energizes them and motivates them to focus on collaborating more across disciplines and developing innovative ideas to address our clients' challenges."

## Expanding Use Throughout the Firm

As the design and engineering staff dive into ProductivityNOW, Timothy continues working with the IMAGINiT team to drive adoption in other departments across the firm. "We are working to ensure the GAI organization recognizes value from their investment in ProductivityNOW so we are staying engaged and presenting new information to them on a regular basis," said Elizabeth.

"I appreciate that IMAGINiT is in it for the long haul," said Timothy. "They've demonstrated that their goal is to deliver services that help GAI achieve its mission, which is to meet our clients' challenges by empowering our employee-owners to transform ideas into reality."

## 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.