

## CUSTOMER SUCCESS STORY

### Hammontree Gets Answers Quickly with IMAGINiT's ProductivityNOW



[Hammontree & Associates](#) is a well-established, well-respected civil engineering, surveying, design and development firm in Ohio. For more than 50 years, its professionals have provided engineering solutions, plans, and specifications on projects in a wide variety of areas, including oil and gas well site development; environmental site assessments; water treatment, sewage, and waste design; civil site development; soil evaluations; surveying; transportation systems; and landscape architecture.

Committed to attracting and retaining the best talent, Hammontree's philosophy is to "invest in technology and training to deliver the services required to make every project a success." One of the technologies it invests in is Autodesk Civil 3D software, and it turns to IMAGINiT Technologies for training and support.

### Growing Civil 3D Use; Increasing Training and Support Needs

Hammontree meets regularly with Elizabeth Schmeltzer, an AEC Account Executive with IMAGINiT to keep them current on company activities and to learn how Autodesk technology and IMAGINiT's related services can help them achieve their goals. It was at one of those meetings that Hammontree learned about [ProductivityNOW](#), IMAGINiT's solution to Autodesk software support needs. ProductivityNOW is an eLearning platform that can include access to IMAGINiT's expert support team.

At a lunch and learn session hosted by Elizabeth and Joe Hedrick, an ISD Team Manager with IMAGINiT, Joe demonstrated Civil 3D workflows and Elizabeth asked Hammontree how their software users stay current on updates, complete training, and get immediate answers to software challenges. Melinda Chase, Project Engineer, Hammontree said, "When the users gave inconsistent answers about how they stay current on Civil 3D software, Elizabeth and Joe let us know that everyone could get on the same page by using the IMAGINiT ProductivityNOW portal, which provides on-demand access to support and training." Melinda continued, "Fortunately our CEO and Managing Partner Charles Hammontree was in the room, so Elizabeth and Joe could demonstrate ProductivityNOW's value to potential users as well as the person who could approve the subscription."

Intrigued, Hammontree requested a deeper dive into the technology, and Todd Stuart, IMAGINiT's ProductivityNOW Solution Manager, came in to show all the features and benefits. "This is where the magic happened," said Melinda. "Todd presented all the details on the ProductivityNOW Support offerings, and we committed to subscribe while in the meeting."



North Canton Gold Star Memorial

### Time Freed to Spend on Projects

"Our engineers use the eLearning tools and support available through ProductivityNOW to help them stay focused on projects instead of the software," said Melinda. "The eLearning technology is easy to learn, use, administer, and the support team is invaluable."

With ProductivityNOW, Hammontree gets:

- **Consistent information in all offices** – All users across the company have access to the same training material. Instead of watching different how-to videos on YouTube, they access consistent, reliable information. Also, the company uses ProductivityNOW for standards management, so users always have quick access to current information.
- **Unlimited access to outstanding support team** – Users no longer spend time searching the internet for answers. They can call, email, or chat with IMAGINiT's experts and quickly get the right answers, even to tough questions. "IMAGINiT can even fix corrupted files through email or access our computers remotely to diagnose and fix problems," said Melinda.
- **eLearning material in a variety of formats** – "Whether an individual wants to watch a video or follow written step-by-step instructions, ProductivityNOW has it," said Melinda.
- **An enhanced onboarding process** - All interns and new employees spend time in ProductivityNOW to get familiar with the resources available and know that Hammontree employees are encouraged to achieve their professional development goals.
- **Opportunities for advanced users** – With easy, 24/7 access, intermediate and advanced users can search through ProductivityNOW files to learn about more software features and workflows.

## Increasing ROI with Knowledge Assessments

Companies need to know that time spent training is time well spent. A knowledge assessment, available through ProductivityNOW and [KnowledgeSmart](#), tests an individual's proficiency with Autodesk software, identifies knowledge gaps, and crafts a learning path focused on those gaps.

"We're looking at developing an in-person classroom training course with IMAGINiT for some of our Civil 3D users," said Melinda. "Each will complete a KnowledgeSmart assessment, and we will deliver the results to IMAGINiT, so they can tailor the curriculum. It really eliminates any trepidation we may have about taking engineers away from projects. We know they will learn exactly what they need."

"We have a great partnership with Hammontree," said Elizabeth. "They know that our goal is to help them succeed, and that we take the time to understand their needs and recommend the appropriate technology, support, and training solutions."



Camp Y-Noah Spillway Reconstruction

IMAGINiT's Support offerings include **Priority Support**, **ProductivityNOW Standard** and **ProductivityNOW Professional** designed to meet the needs of small, medium and enterprise sized organizations.

## About IMAGINiT Technologies

IMAGINiT Technologies, a Rand Worldwide Company, is a leading provider of enterprise solutions to the engineering community, including the building, manufacturing, civil and mapping industries. With over 25 years of experience, and 45+ offices throughout North America, we provide the expertise, training and support to help companies realize the full power of design technology, maximize ROI and gain competitive advantage.



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