



# Southwire® Autodesk Help Desk Managed Services

There can come a time when you are putting more time and energy than you can afford into managing software that you're not familiar with. Learning about the software you support can not only leave you frustrated but also rob you of productivity. Southwire® Company experienced something similar with Autodesk® software until the right partner - Applied Software® - was brought onboard to help.

## **"IT RUNS ITSELF!"**

Jacob McLein,  
Global IT Assets & Security Manager  
Southwire Company

Southwire Company is North America's leading manufacturer of wire and cable used in distribution and transmission of electricity and is a \$6 billion dollar a year organization. Southwire partners with Applied Software for annual licensing, deployments, installation and technical support for over 200 engineering users. Applied is effectively an offsite Autodesk "helpdesk" for Southwire plus so much more. Global IT Assets & Security Manager Jacob McLein explains, "Having to support something you don't have an in-house knowledge base for is always a pain. Our internal helpdesk team had very limited Autodesk knowledge. As a result, we lost engineering production time on a regular basis. Applied Software has the depth to provide high level services while still giving us the personalization we need. The partnership just made sense."

**"Applied Software has the depth to provide high level services while still giving us the personalization we need. The partnership just made sense."**

With over 200 Autodesk software users and two to three acquisitions a year which include engineering departments using Autodesk software, Southwire reached out to Applied to:

- transition newly acquired locations with engineering departments;
- install software deployments;
- respond to and answer technical support questions;
- do biannual (or as needed) upgrades in a timely manner;
- reinstall software when needed due to hardware issues;
- integrate license servers;
- onboard new employees' software installations, making sure they can work on day one;
- provide full software integration.





# Southwire® Autodesk Help Desk Managed Services

**“We didn’t have the internal knowledge, so we got someone who could handle it.”**

McLein’s perspective on the Autodesk software and manufacturing design department: “My personal goal is to touch this as little as possible. Applied’s Helpdesk runs itself.” Even when upgrading hundreds of stations, McLein is pleased with the way Applied manages the process.

McLein’s reasons for working with Applied:

- “I appreciate the amount of time we **don’t** have to spend dealing with Applied.” Applied is highly responsive compared to other software vendors and partners.
- It’s easy to do business with Applied. “I’ve been happy with it.”
- Applied saves Southwire time and energy. “If you have to put a lot of time and energy into it, you’re missing the point.”

Applied Software has been providing managed services to Southwire for the past five years. “We didn’t have the internal knowledge, so we got someone who could handle it,” McLein said. “If you have someone who does a good job for you, stick with the vendors you know.”

The Applied partnership frees up Southwire personnel to work on work, instead of troubleshooting - vastly improving their productivity. The cumulative effect of time and energy saved dramatically improves the engineering output. “No one can sell anything until we make something.” McLein explains.

Applied magnifies customer success with support provided by industry-leading experts on each customer’s unique needs:

- Telephone, desktop and online product support
- Web-based meetings
- Network troubleshooting
- Installation and licensing assistance
- Technical assistance
- Client portal
- Software blog

**“My personal goal is to touch this as little as possible. Applied’s Helpdesk runs itself.”**

Applied Managed Services will empower your use of engineering software and enable your firm to run more efficiently - the way technology is supposed to work for you.

