



## Autodesk Account Team and Partner Eagle Point Help Parsons Engineering Improve Design Capabilities

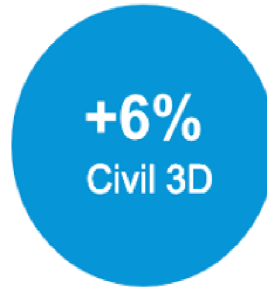
*Over the course of three years, Eagle Point, the Parsons Account Team, and the customer collaborated to deliver an Adoption Accelerator training program, upskilling hundreds of employees.*

### The Success

Parsons' engineering team wanted to upskill its workforce to 3D solutions while instilling a culture of life-long learning at the company. Parsons turned to its Autodesk account team to help find a solution that could not only train employees today but could scale up to continue training employees for years to come.

Eagle Point is an Autodesk Partner, and has been Parsons' e-learning platform provider for a few years. In 2018, the Autodesk account team and Eagle Point saw an opportunity for collaboration, joining forces to develop a software training program for Parsons. Eagle Point's role as Parsons' e-learning platform provider and Autodesk's extensive Accelerator catalog laid the groundwork for building a program that was scalable.

Autodesk and Eagle Point developed the Engineering Design Accelerator series, offering bi-weekly, one-hour training sessions. The Autodesk Dedicated Support Specialists and Eagle Point Senior Product Specialists remotely hosted the series, working together ensure content alignment. Over the course of three years, the team delivered more than 70 Engineering Design Accelerators to Parsons, with 25 or more attendees at each training. The result is more than 1,750 upskilled employees, an increase in BIM Maturity Index by over 15 points, and improved adoption of 3D modeling with advanced Civil 3D and Revit workflows. An additional 65 percent of Parsons staff viewed the trainings after recordings were uploaded to Eagle Point's library, further scaling the content of Accelerator sessions.



## Why It's Important

Leveraging Eagle Point as a trusted partner was the key to extending Autodesk's capability to deliver more Accelerators, meeting the customer's training demands. The long-term partnership between Autodesk, Eagle Point, and Parsons increased customer alignment, saved working hours on projects, increased customer satisfaction, measured by Net Promoter Scores (NPS), and perhaps most importantly, ensured the team could scale the training according to Parsons' goals. The engagement showed Parsons Autodesk's commitment to delivering results that support customer goals, and can adapt to work collaboratively while providing exceptional customer service to achieve business success. Cultivating a seamless partnership demonstrated how our teams work alongside Partners as One Autodesk.

## How This Maps to Our Values

**Adaptable, Inclusive, Humble** — The team demonstrated these three values by flexing to changing circumstances, actively seeking differing perspectives to create more powerful outcomes, and sharing credit while shouldering responsibility.

PARSONS ACCOUNT TEAM

EAGLE POINT



Sean Hulbert



Jeremy Cohen



Lucy Kuhns



Chad Close



Mike Lyons



Don Quinn



Rick Larson



George Vail



Amanda  
Wachendorf

## The Players

Global Product Support: Sean Hulbert, Lucy Kuhns

Customer Success Management: George Vail

Named Accounts Technical Solutions: Rick Larson

AEC Named Accounts: Jeremy Cohen

Eagle Point: Chad Close, Mike Lyons, Don Quinn, Amanda Wachendorf

## Customer Response

“Autodesk’s collaboration with Eagle Point in providing technical webinars has been proactive and seamless. They have been very accommodating with their subject offerings and their SME’s present content appropriate for all user levels.”

- *Pat Kirley, Engineering Systems Collaboration Manager, Parsons*

“The technical webinars are providing a wealth of information for Parsons. The tailored training is helping us distribute valuable material to all of Parsons, particularly the importance of creating templates and developing standards.”

- *Aracely Thompson, Supervising Designer + BIM SME, Parsons*