

In Light of COVID, Autodesk Extends Multi-User Retirement and Accelerates Introduction of Flexible Solutions for Occasional Users

Author: Jeff Kinder

To be posted: November 6, 2020 at 9am PT

As companies around the world continue to face challenges associated with coronavirus (COVID-19), we've witnessed the impact it's having on our customers and the industries we serve firsthand.

In [March](#), we moved the retirement of multi-user subscription renewals to August 7, 2021, and delayed the launch of the multi-user trade-in offer to August 7, 2020. We did not want to introduce change when business-as-usual was hard enough.

Fast forward to today, and a **majority of eligible customers have taken advantage of the trade-in offer**. The benefits of a cloud-based license have proven especially valuable during the pandemic. The shift to named users has made it easier for customers to work remotely, optimize costs based on usage data, and improve collaboration. The current [trade-in offer](#) will continue as kicked off in August.

That said, we are still in the throes of the pandemic, and some customers have told us change remains difficult. To support those customers, and anyone else who needs more time, **we are extending multi-user subscription renewals by another year to August 7, 2022**. Our hope is the added time will help some customers, including governments and education institutions, manage through the next stage of coronavirus. We know many customers with multi-user subscriptions are governments and we want to ensure they have continued access to solutions that meet their unique needs.

Meanwhile, in our ongoing drive to provide customers with flexible purchasing options that align value with usage, we are **accelerating efforts to introduce a cloud-based license solution for occasional users**. Some customers have shared that they have users who only require access to products a few days per month. We've listened and have been offering early access to pay-per-use license models over the past year. We are building off the success of those pilots, and plan to introduce a flexible solution for occasional users in the second half of 2021.

We understand that change is challenging during a pandemic, especially with no clear end in sight. While many customers have been quick to trade in their multi-user subscriptions for the benefits of named users on cloud-based licensing, some would appreciate more time. In extending the multi-user retirement, as well as bringing to market new solutions for occasional use, we are committed to working with you and responding to your needs.

If you have questions on the current trade-in offer, the extended multi-user timeline, or thoughts on what you'd like to see in our new solution for occasional use – we want to hear from you. Please reach out to us directly or through the [Subscription Changes forum](#).

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