

**PowerDraft to MicroStation  
Town Hall Q&A**

Does this upgrade initiative include PowerDraft for mapping too?

- No. This only applies to product 1038: MicroStation PowerDraft.

Is there a deadline for when the user needs to contact us if they want to opt out?

- Yes. They must contact us before their renewal date.

If a user opts out of the upgrade and stays with PowerDraft until the end of the contract term, will the user receive Cancellation NodeLocks? And if so, do they get PowerDraft Cancellation NodeLocks or MicroStation NodeLocks?

- Until December 2023, accounts can continue using PowerDraft and after that, they can NodeLock the license and receive PowerDraft NodeLocks.

Is there an updated datasheet on the comparison between PowerDraft and MicroStation CONNECT Edition?

- Yes, the datasheet will be updated and made available as a spreadsheet with features/feature sets highlighted on the PowerDraft to MicroStation SharePoint.

How would a User Success Manager proceed if the user inquires about pricing information? Do we involve the AM?

- Yes, for ultra-high touch accounts, the AM and USM should connect and go to the account together and/or in partnership. It is likely they will have commercial questions related to this change and other commercial questions about their account. **We encourage you to pick up the phone and call.**

When is the product support discontinuation for PowerDraft?

- December 31, 2023

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**For ELS accounts, do we work with the Enterprise Subscription team before discussing this change with users?**

- Yes, all ELS/E365 accounts should be treated as ultra-high touch, meaning the AM and USM should connect prior to connecting with the account.

# PowerDraft to MicroStation Town Hall Q&A

## **If the user opts out, will they continue to pay the PowerDraft SELECT fee, or it will be MicroStation?**

- If the user opts out, they will continue paying the PowerDraft SELECT fee. If they do not opt out, they will start paying the MicroStation SELECT fee.
- We are giving users the delta between PowerDraft to MicroStation in terms of the license value. This more or less doubles (2.2x) the value of what they originally paid for PowerDraft. In return, they upgrade to MicroStation SELECT.

## **What happens to the accounts that already fall into the renewal window (90 days)?**

- For SELECT, they have 90 days to decide if they don't want to upgrade. For ELS/E365, costs will immediately go to MicroStation. ***As such, it's important to have the conversation with these accounts as soon as possible.***

## **Will the E365 models that will be requested for the 2022 E365 renewal include this update?**

- Yes. As of September 30, 2021, PowerDraft will no longer be available for sale as a new license or as a consumption-based subscription in any of the different commercial models of Bentley – only MicroStation.

## **For Tech Touch, if we are going to wait for users to opt out of the upgrade, how accurate is our list of contacts? What if they do not receive the email?**

- The users listed on the segmentation list will receive the email. We received the info from C4S/invoicing. We are assuming this is the latest and greatest.

## **What is the date of the auto email being sent to the end user?**

- SELECT accounts will receive an email notifying them of this change September 30, 2021. E365/ELS accounts will not be receiving this email; instead, AMs and USMs will contact the accounts personally.

## **Are resellers/channel partners aware of the deprecation?**

- Yes, they are aware. PowerDraft has also been removed from Virtuosity.com.

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**Regarding accounts that are already in the renewal window, what will happen with a renewal occurring on September 30, 2021?**

- They will wait until next year unless they want to make the upgrade before their renewal date. To do so, they will need to send an email to [selectrenewal@bentley.com](mailto:selectrenewal@bentley.com).

**If they opt out prior to renewal, will they have to surrender the PowerDraft license since we don't allow partial coverage in SELECT?**

- No, they can keep their PowerDraft license and SELECT, but there will be an increase in price for SELECT until the full discontinuation in 2023. By then, the SELECT subscription fees for PowerDraft will be equivalent to MicroStation.

**Does this mean we will soon have a new E365 PriceBook?**

- At this time, the pricebook has not been updated. However, if or when there is a change, the pricebook will be made available on the Sales Portal.

**Who are we sending the communication to? Fulfillment contacts?**

- Yes, all fulfillment contacts with SELECT accounts. Accounts where the primary language is not English may receive the communication in English first, followed by the message in their local language depending on translation timing.

**Does the external announcement include who the user should contact with questions? If so, where will the user be directed?**

- Yes. In the email, letter, and FAQ, users will receive contact details for opting out of the change and for opening a Service Request if needed.

**How much will the increase be this year for users that ask to stay in PowerDraft?**

- SELECT fees will increase by 25% for the next 12 months.

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**Some fulfillment contacts are not accurate and updated in C4S - how will those accounts receive the communication?**

- The same way that they received their regular communications for renewal.

**Is the announcement email sent only once?**

- User Success Communications will be monitoring the email campaign to determine if emails bounce and/or are not opened. If those things happen, we'll need to re-communicate and will try to resend again as part of a common marketing/sales campaign workflow.

**If a user owns two PowerDraft licenses and opts for the upgrade, will they receive two MicroStation licenses in return?**

- Yes. It is a 1:1 conversion.

**For high touch (i.e., large Global Accounts), is there a chance to review the list of who will receive the email letter?**

- Yes, the segmentation list is [here](#).

**Will AMs be copied on the message to users?**

- No; copies of the communications can be found on the [SharePoint](#) site.

**Can we filter users on the segmentation list by country?**

- Yes, and a filtered dashboard in the USMs Cohort Dashboard is also available.

**Will you track who has received/read the user communication?**

- Yes, User Success Communications will be monitoring and sharing as needed.