

# Products and Services



**FISHER/UNITECH**

*Product Lifecycle  
Management Solutions*

FISHER/UNITECH provides Product Lifecycle Management (PLM) solutions to discrete manufacturing companies. The company's focus is on process improvement for product development, including the disciplines of industrial design, engineering and manufacturing planning. Process improvement is obtained through the integration of advanced software and hardware-based solutions to replace legacy systems. The applications of focus include CAID, CAD, CAM, CAE, PDM, KBE, Reverse Engineering

and Rapid Prototyping. Professional services are offered for design automation and data management which gives the company a full service, one-stop source for complex PLM systems. The company offers advanced web-based delivery of education programs with 3DU and product technical support through it's 3DTech systems. The company serves the Midwest and New England from 14 locations with full classroom facilities.

**Cincinnati, Ohio**  
513-297-3099

**Cleveland, Ohio**  
440-838-1844

**Fort Wayne, Indiana**  
260-471-1600

**Grand Rapids, Michigan**  
616-785-5222

**Indianapolis, Indiana**  
317-663-4378

**Lenexa, Kansas**  
816-741-9300

**Mentor, Ohio**  
440-838-1844

**Milford, Connecticut**  
800-618-6890

**Milwaukee, Wisconsin**  
414-607-7240

**North Kingstown, Rhode Island**  
800-618-6890

**Pittsburgh, Pennsylvania**  
412-235-2508

**Schaumburg, Illinois**  
847-963-8335

**St. Louis, Missouri**  
636-939-9813

**Troy, Michigan**  
248-577-5100  
800-816-8314 toll free  
info@funtech.com

**www.funtech.com**

rev. 10/19/2011

Areas of Expertise:	Products:
<b>INDUSTRIAL DESIGN &amp; ANIMATION TOOLS</b>	solidThinking, Rhino
<b>3D MECHANICAL DESIGN TOOLS</b>	SolidWorks, 3DQuickTools, 3D Transvidia, BlankNest, BlankWorks, CAMTrax, Datakit, FastBlank, FastForm, FormatWorks, GearTrax, InspectionXpert, LogoPress3, Zuken E3 WireWorks
<b>DESIGN AUTOMATION TOOLS</b>	Configure One, DriveWorks
<b>ANALYSIS TOOLS</b>	SolidWorks Simulation, SolidWorks Flow Simulation, SolidWorks Motion, SigmundWorks, SIMPOEWorks
<b>PRODUCT DOCUMENTATION TOOLS</b>	3DVIA Composer
<b>MANUFACTURING SOLUTIONS</b>	SolidCAM
<b>RAPID TECHNOLOGY SOLUTIONS</b>	Dimension 3D Printer, Fortus FDM Systems, uPrint, uPrint Plus Personal 3D Printer
<b>DATA MANAGEMENT SOLUTIONS</b>	SolidWorks Enterprise PDM, Workgroup PDM
<b>HARDWARE SOLUTIONS</b>	3Dconnexion, NVIDIA Quadro Graphic Boards, Wacom Digitizing Tablets
<b>REVERSE ENGINEERING</b>	DezignWorks, Immersion, RevWare
<b>TRAINING SERVICES</b>	SolidWorks, SolidWorks Simulation, SolidWorks EPDM, 3DVIA Composer, SolidCAM
<b>PROFESSIONAL SERVICES</b>	Knowledge based engineering and automation programming services, PLM and SolidWorks implementation and consulting

# SupportExpress Customer Care



**FISHER/UNITECH**

Product Lifecycle  
Management Solutions

## FISHER/UNITECH Appreciates Your Business!

Our goal is to provide you with unbeatable technical support for the products we sell.

We've put together some guidelines that will ensure you obtain the best possible service in a timely manner. If you have a product maintenance contract through us, you are entitled to software updates, parts coverage and technical support.

**SupportExpress** includes toll-free telephone support plus web-based support and customer care. If you need help troubleshooting your software or hardware product, we encourage you to utilize **SupportExpress** for the most efficient response.

## How to Get Technical Support

### 1. Open a Case via Phone 800-816-8314

(Available M - F, 8 am - 6 pm ET)

If you contact us via phone, your call will be logged by our central help desk. When calling us for technical support, please have the following information ready:

\* Software Type, Version and Serial Number

\* Symptoms and Severity of Problem

### 2. Open a Case via Email

Send an email to our technical support department at [support@funtech.com](mailto:support@funtech.com) to open your case.

### 3. Open a Case Online

Visit <http://www.funtech.com/Support/Chat-with-Support-Online> to launch an online chat session with one of our support agents.

## Customer Care & Service Portal

More than just an online technical support tool, **SupportExpress** is a customer care portal offering:

- Online case tracking
- Online bill paying and transaction history
- Viewable quotes, orders and return request capability
- Online catalog with secure shopping cart functionality

## Virtual Advisor

If your technical support case warrants, our "Virtual Advisor" capability enables our support engineers to view and take control of your desktop over the web! This feature also offers:

- An instant remote technical support session for users
- Easy data transfer of files between user and support staff via the internet
- Accurate system information and screen capture transferability

SupportExpress also entitles you to receive:

- Access to Power Users Clinics, Support Hour Webcasts, Night Schools and Update Training Seminars
- Access to the SolidWorks Customer Care Portal
- New Software Releases and Upgrades
- One (1) Free Certified SolidWorks Associate (CSWA) exam (\$99 value)

Access our web-based support portal by visiting SupportExpress at <http://www.funtech.com>.

If you are already a registered user with a password, click on the Log In tab at the top of the screen.

If you do not have a password, send an email to: [password@funtech.com](mailto:password@funtech.com) to request one.

Ideate



Design

Build



Analyze



Manage

Share