

Subscription Service Features



FISHER/UNITECH

*Product Lifecycle
Management Solutions*

Subscription service from FISHER/UNITECH offers design teams the resources needed to get the most out of their software investment.

A software maintenance contract with FISHER/UNITECH will entitle you to the following, all-inclusive features:

Access to *SupportExpress* Customer Care Portal

Technical support for your software and hardware is provided by FISHER/UNITECH for the duration of your maintenance contract.

Technical support can be obtained by opening a case online through our customer care portal at <http://www.funtech.com/Support>. Simply login to open your case 24/7.

You may also open a technical support case over the phone by calling our toll free support line at 800-816-8314, Monday through Friday, 8:00 am - 6:00 pm ET.

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

- Online bill paying and transaction history
- Searchable, browsable knowledge base
- Viewable quotes, orders and return request capability
- Online catalog with secure shopping cart functionality

Annual Software Update Training

With each new SolidWorks software release, FISHER/UNITECH hosts free SolidWorks, Simulation and Enterprise PDM update training covering the most important software enhancements you need to know.

Update training is held throughout the Midwest and also via webcast for those who cannot attend a live event.

Our Standard Subscription Service builds upon Basic Software Warranty to provide you with additional resources, improved access and customized processes that focus on meeting your toughest business and design challenges.

FISHER/UNITECH provides support services that empower your designers and engineers to work more efficiently and productively.

Quarterly Power Users Clinics

Attend a free, 2.5 hour clinic in the branch office nearest you, once per quarter, for value-added training, lunch and networking. Our Power Users topics are chosen by YOU, our customers, to ensure we deliver the most relevant topics.

Access to the SolidWorks Customer Care Portal

Gain full access to an expansive web-based repository of in-depth information and valuable resources. Submit Service Requests (SRs), Software Performance Reports (SPRs), and Enhancement Requests. Access the Knowledge Base, all technical content and join discussion forums to connect with other members of the SolidWorks Community.

New Software Releases

Receive new versions of SolidWorks software to further improve your performance and productivity.

Software Upgrades

Download service pack upgrades of the most current version of SolidWorks software, with enhancements that address important issues reported by customers.

CSWP/CSWA Exam

The CSWP (Certified SolidWorks Professional) and CSWA (Certified SolidWorks Associate) exams measure user proficiency - enabling managers to highlight areas that could require additional training. One free exam is available, a \$400 value.

With Standard Subscription Services, you gain a wealth of added features.

A comparison of features associated with each level of service is outlined on the following page.

Troy, Michigan

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800-816-8314 toll free
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Grand Rapids, Michigan

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Service Level Agreement



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All support cases have an associated customer impact; this helps us to prioritize issues concerning how this impacts your business.

• **Critical** - The software is not operational, no workaround exists, and/or the business is severely impacted.

• **High** - A major software function is inoperable, but work can continue with moderate impact to the business operations.

• **Medium** - Loss of a function; this does not seriously affect the operation or schedule and does not significantly impact the business operations.

• **Low** - No loss of functionality; this can be a documentation error, poor error message, etc. business impact on the customer.

Service Aspect	Basic EPDM Software Warranty	Standard EPDM & SW Subscription Service
Technical Support 10 Hours x 5 Days	•	•
Access to <i>SupportExpress</i> Customer Care Portal	•	•
Access to SolidWorks Customer Care Portal	•	•
Virtual Advisor (Remote Assistance)	•	•
Incident Logging	•	•
Defect Reporting	•	•
Enhancement Requests	•	•
Annual Software Update Training	•	•
Quarterly Power Users Clinics	•	•
Free CSWA/CSWP Exam		•
Problem Determination Assistance		•
How-to Questions		•
<i>Our Basic EPDM Software Warranty entitles one (1) trained, named user to technical support. Our Standard EPDM Subscription Service entitles two (2) trained, named users to technical support.</i>		

Additional Services	
SolidWorks or EPDM Training	Assistance Migrating Current Data
Design Automation	Custom Integrations
API Development & Integration	Design Consulting
Weekend Support	Planning/Process
Upgrade Services	Customization
Project Management	Data Translation
EPDM Workflow Addition, Changes	EPDM Configuration Addition, Changes
<i>*These services are not included in subscription, but are available for a negotiated price.</i>	

Basic EPDM Software Warranty	Customer Business Impact			
	Critical	High	Medium	Low
Initial Response	4 business hours	8 business hours	24 business hours	48 business hours
Updates	2 business days	4 business days	On request	On request
Relief	Work continuously	As soon as possible	Reasonable effort	Reasonable effort

Standard EPDM & SW Support	Customer Business Impact			
	Critical	High	Medium	Low
Initial Response	2 business hours	4 business hours	12 business hours	24 business hours
Updates	1 business day	2 business days	90 business days	On request
Relief	Work continuously	As soon as possible	As soon as possible	Reasonable effort

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