

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 from 12 locations with full classroom facilities.

Troy, Michigan

248-577-5100
800-816-8314 toll free
info@funtech.com

Grand Rapids, Michigan

616-785-5222
gr@funtech.com

Schaumburg, Illinois

847-963-8335
chicago@funtech.com

Fort Wayne, Indiana

260-471-1600
indiana@funtech.com

Indianapolis, Indiana

317-663-4378
indiana@funtech.com

Cincinnati, Ohio

513-297-3099
cincinnati@funtech.com

Cleveland, Ohio

440-838-1844
cleveland@funtech.com

Mentor, Ohio

440-838-1844
info@funtech.com

Pittsburgh, Pennsylvania

412-235-2508
pittsburgh@funtech.com

Milwaukee, Wisconsin

414-607-7240
milwaukee@funtech.com

St. Louis, Missouri

636-939-9813
stl@funtech.com

Lenexa, Kansas

816-741-9300
kc@funtech.com

www.funtech.com

rev. 10/19/2011

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



Ideate

Design

Build

Analyze

Manage

Share