

FISHER/UNITECH Acquires R&D Technologies Questions & Answers

I'm an R&D Technologies customer, how will this acquisition impact me?

You should experience very little change in your current relationship with R&D Technologies. Your sales and support representatives will remain the same through the end of October, although some of you may experience an account manager shift in November 2011. FISHER/UNITECH will honor all support/maintenance agreements previously placed with R&D Technologies and will become your complete support provider moving forward.

In addition to the current R&D Technologies employees and services that you are accustomed to, you will begin to see new services and resources that you may elect to use. FISHER/UNITECH brings a toll-free technical support hot-line staffed with fully certified SolidWorks Support Technicians available from 8 am – 6 pm ET (7 am – 5 pm CT.)

SupportExpress is FISHER/UNITECH's unique customer care program. If you have a current software or hardware maintenance contract with us, then you've got access to SupportExpress and all of the benefits that come along with it. Enrollment in SupportExpress entitles you to the following:

- Open a Case via Phone, Email or Online
- Online Case Tracking
- Virtual Advisor for Remote Troubleshooting
- SELive Online Chat for Technical Support
- Knowledge Base
- Access to Power Users Clinics, Support Hour Webcasts, Night Schools and Update Training Seminars
- Access to the SolidWorks Customer Care Portal (for SolidWorks contracts only)
- New Software Releases and Upgrades
- One (1) Free Certified SolidWorks Associate (CSWA) exam (\$99 value)

SupportExpress also provides online bill paying and transaction history, an online catalog with secure shopping cart functionality and access to our Support Hour webcast archive.



FISHER/UNITECH has 14 full-service training locations throughout our geography to better serve you. You can also take advantage of 3DU, the first online, live and interactive SolidWorks training platform, pioneered by FISHER/UNITECH. Take training courses from the convenience of your home or office!

When is this acquisition effective?

November 1, 2011.

You will remain doing business (quotes, orders, PO's, invoices) with R&D Technologies throughout the remainder of October 2011. Beginning November 1st, 2011, all orders should be placed with, and customer support will be received from, FISHER/UNITECH.

What does this acquisition mean for you, the R&D Technologies customer?

This acquisition will create a win/win situation for customers, vendors, employees and our company.

The management and employees of R&D Technologies have a long history of serving customers throughout New England. FISHER/UNITECH and R&D Technologies are long time industry veterans with strong, consistent track records in serving the discrete manufacturing sector. FISHER/UNITECH will bring a substantial amount of resource to compliment SolidWorks throughout the enterprise with support for applications like simulation, documentation, data management, design automation and many other technologies. This will provide you with the ability to further leverage the investments you have made in information technology solutions for product development.

Our combined resources will create the largest, most experienced product design and engineering support team in the Midwest and New England.

FISHER/UNITECH has a solid history of unsurpassed customer service, support and satisfaction, reflected in the company's ranking as a top SolidWorks reseller. We are committed to our customer's continued success. Upon experiencing what this newly combined team can deliver, we are confident that you will agree.

This is not the first reseller acquisition FISHER/UNITECH has made. We have a successful history in enriching products, services and expertise and building strong, valuable partnerships with customers along the way.

What do I need to do to transact business with you?

Purchase orders should be addressed and made out to FISHER/UNITECH, Inc., 1150 Stephenson Hwy., Troy, MI 48083. Please advise your purchasing departments of this change. You may fax or scan and email purchase orders to our customer service department at: 248-282-5130 or cmoniz@funtech.com.

Where is FISHER/UNITECH located?

35 Belver Avenue
North Kingstown, RI 02852
Tel: 800-618-6890/Fax: 401-667-0213

326 West Main Street, Suite 205
Milford, CT 06460
Tel: 800-618-6890/Fax: 401-667-0213
info@funtech.com, www.funtech.com

FISHER/UNITECH is headquartered in Troy, Michigan, where administrative functions are centered.

1150 Stephenson Hwy.
Troy, MI 48083
Tel: 800-816-8314/Fax: 248-577-8524

Where are other FISHER/UNITECH locations?

Brecksville, Ohio	Mentor, Ohio
Dayton, Ohio	Milwaukee, Wisconsin
Ft. Wayne, Indiana	Pittsburgh, Pennsylvania
Grand Rapids, Michigan	Schaumburg, Illinois
Indianapolis, Indiana	St. Louis, Missouri
Lenexa, Kansas	Troy, Michigan*

**Headquarters location.*

How many employees will FISHER/UNITECH have after the acquisition?

Over 90 employees, including 30 technical, product & industry experts.

Where will I call for technical support?

You can continue to call your local R&D Technologies contacts. You may also begin to utilize FISHER/UNITECH's toll-free phone and online support.

To utilize **SupportExpress**, you will first need to obtain a password giving you access to the system. To do so, please send an email to: password@funtech.com. Once you receive your password, please navigate to <http://www.funtech.com> and click on the Log In link in the upper right-hand corner. Enter your email address and password and click "Continue." Then click on "Contact Support" to open your case online.

You may utilize FISHER/UNITECH's toll-free phone support by calling 800-816-8314 between the hours of 8 am – 6 pm ET (7 am – 5 pm CT.)

Will I still be served by the same staff I am used to?

Yes. You will also have additional resources available at your discretion.

Will I still use the same phone numbers?

Yes. While there will be an additional 800 number for customer service and support, the local phone/fax numbers will remain the same until further notice.

Who are the key contacts at FISHER/UNITECH?

Len Dunsing	Customer Account Manager	ldunsing@funtech.com	800-618-6890
Jay Pinheiro	Sales Engineer	jpinheiro@funtech.com	800-618-6890
Jon Sauerbrey	Customer Support Engineer	jsauerbrey@funtech.com	800-618-6890
Jeff O'Hara	Customer Support Engineer	johara@funtech.com	800-618-6890
Cyndy Moniz	Customer Care Representative	cmoniz@funtech.com	800-618-6890
Angela Cook	Training Coordinator	acook@funtech.com	800-618-6890
Tom Cinzori	Director Finance & HR	tcinzori@funtech.com	800-816-8314 x7112
Esteban Gaytan	Technical Support Mgr.	egaytan@funtech.com	800-816-8314 x7119
Steve Fick	Sales Engineering Manager	sfick@funtech.com	800-816-8314 x7501
Charles C. Hess	President and CEO	chess@funtech.com	800-816-8314 x7106
Greg Fisher	Vice President Tech Services	gfisher@funtech.com	800-816-8314x7104