



R&D Technologies, Inc.

October 17, 2011

Dear R&D Technologies Customer,

We are pleased to announce that FISHER/UNITECH, one of the largest SolidWorks resellers in the US and a complete Product Lifecycle Management solution provider is taking over all SolidWorks relationships for R&D Technologies, Inc. This transaction will be effective November 1, 2011. Until then, there will be no change in how you contact us or receive technical support. After the merger, we will retain the sales and technical and sales staff you have known to support your continuing needs. In addition, you will gain access to many new products and value-added support services from FISHER/UNITECH.

What can you expect from this change?

- R & D Technologies sales and engineering staff will continue to provide the quality support, training, and customer service you are used to receiving through the end of October, 2011.
- Beginning November 1, 2011, there will be a merger of the R&D Tech team with FISHER/UNITECH. Your support will not be interrupted in any way. Support will be provided to you directly from FISHER/UNITECH with the combined resources of our two companies. We will communicate any changes to you in order to provide a smooth transition.
- Our North Kingstown and Milford training and office locations will continue as branch offices of FISHER/UNITECH without interruption.
- With a technical staff of nearly 30 product specialists, consultants, applications and technical support engineers, FISHER/UNITECH has the infrastructure to ensure you are getting the most out of your technology investment. FISHER/UNITECH offers toll-free phone support available from 8 am - 6 pm ET. In addition, you'll have access to consulting services for design automation, simulation and product lifecycle management.
- You can also expect to have more integrated access to online support utilizing SupportExpress. SupportExpress includes online reporting and tracking of technical support cases, live chat, online bill paying, e-commerce functionality, and a "virtual advisor" for instant remote technical support sessions including data transfer.
- You will have access to 3DU, a live, online and interactive SolidWorks training platform. All SolidWorks education content is available via 3DU in addition to our classroom schedule. We are the only reseller to offer a learning management system (LMS) for all classes that ensures we achieve education objectives for every student in every class. There are 11 customer training

centers located throughout the Midwest.

- In addition to the full SolidWorks family of products, FISHER/UNITECH is a leading reseller of SolidCAM (SolidWorks Gold Partner), Zuken E3 for electro/mechanical design, DriveWorks for design automation, solidThinking for industrial design and Aras, an enterprise-wide solution for Product Lifecycle Management. All of these and more will be available to you as a FISHER/UNITECH customer.
- You will receive a welcome packet via email in mid-October with complete contact information and support procedures for FISHER/UNITECH.
- [Additional Acquisition Questions & Answers - CLICK HERE](#)

For the past 18 years FISHER/UNITECH has been committed to customer satisfaction through unsurpassed service and support. With 90 dedicated professionals on staff, FISHER/UNITECH will ensure the level of support provided to your organization will become substantially stronger through this partnership.

The transition process has begun and will continue over the next several weeks. We will continue to keep you informed as changes take place. Please feel free to contact me or your account manager if you have any questions.

Thank you for your valued business and I wish you continued success with FISHER/UNITECH!

Andy Coutu

Andrew Coutu, President
R & D Technologies, Inc.
acoutu@rnd-tech.com
800-618-6890 x205



Charles C. Hess, President
Fisher/Unitech
chess@funtech.com
800-816-8314 x7106