

## FISHER/UNITECH and SolidVision Merger Questions & Answers

### **I'm a SolidVision customer, how will this merger impact me?**

You should experience very little change in your current relationship with SolidVision. Your sales and support representatives will remain the same through the end of December, though some of you may experience an account manager shift in January 2012. FISHER/UNITECH will honor all support/maintenance agreements previously placed with SolidVision and will become your complete support provider moving forward.

In addition to the current SolidVision 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 merger effective?**

January 1, 2012.

You will remain doing business (quotes, orders, PO's, invoices) with SolidVision throughout the remainder of December 2011. Beginning January 1, 2012, all orders should be placed with, and customer support will be received from, FISHER/UNITECH.

**What does this merger mean for you, the SolidVision customer?**

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

The management and employees of SolidVision have a long history of serving customers throughout New England. FISHER/UNITECH and SolidVision 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 merger 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.

**Where is FISHER/UNITECH located?**

119 Russell Street  
Littleton, MA 01460  
Tel: 800-323-4679  
[info@funtech.com](mailto:info@funtech.com), [www.funtech.com](http://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	Milford, Connecticut
Cincinnati, Ohio	Milwaukee, Wisconsin
Ft. Wayne, Indiana	North Kingstown, Rhode Island
Grand Rapids, Michigan	Pittsburgh, Pennsylvania
Indianapolis, Indiana	Schaumburg, Illinois
Lenexa, Kansas	St. Louis, Missouri
Littleton, Massachusetts	Troy, Michigan*

*\*Headquarters location.*

**How many employees will FISHER/UNITECH have after the merger?**

Nearly 100 employees, including over 30 technical, product & industry experts.

**Where will I call for technical support?**

You can continue to call your local SolidVision 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](mailto: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?**

<b>Mark Sears</b>	Customer Support Manager	<a href="mailto:msears@solidvision.com">msears@solidvision.com</a>	800-323-4679
<b>Tim Sheehan</b>	Area Manager	<a href="mailto:tsheehan@solidvision.com">tsheehan@solidvision.com</a>	800-323-4679
<b>Tim Fries</b>	Customer Support Engineer	<a href="mailto:tfries@solidvision.com">tfries@solidvision.com</a>	800-323-4679
<b>Jenny Giolas</b>	Sales Engineer	<a href="mailto:jgiolas@solidvision.com">jgiolas@solidvision.com</a>	800-323-4679
<b>Paula Grant</b>	Customer Account Manager	<a href="mailto:pgrant@solidvision.com">pgrant@solidvision.com</a>	800-323-4679
<b>Jason Harris</b>	IT Support	<a href="mailto:jharris@solidvision.com">jharris@solidvision.com</a>	800-323-4679
<b>Shirley Jones</b>	Customer Care Representative	<a href="mailto:sjones@solidvision.com">sjones@solidvision.com</a>	800-323-4679
<b>Wayne Mann</b>	Business Development Manager	<a href="mailto:wmann@solidvision.com">wmann@solidvision.com</a>	800-323-4679
<b>Jamie Radley</b>	Customer Account Manager	<a href="mailto:jradley@solidvision.com">jradley@solidvision.com</a>	800-323-4679
<b>Lisa Rodriquenz</b>	Order Management Representative	<a href="mailto:lrodriquenz@solidvision.com">lrodriquenz@solidvision.com</a>	800-323-4679
<b>Sarah Saucier</b>	Marketing Specialist	<a href="mailto:ssaucier@solidvision.com">ssaucier@solidvision.com</a>	800-323-4679
<b>Esteban Gaytan</b>	Technical Support Mgr.	<a href="mailto:egaytan@funtech.com">egaytan@funtech.com</a>	800-816-8314 x7119
<b>Steve Fick</b>	Sales Engineering Manager	<a href="mailto:sfick@funtech.com">sfick@funtech.com</a>	800-816-8314 x7501
<b>Charles C. Hess</b>	President and CEO	<a href="mailto:chess@funtech.com">chess@funtech.com</a>	800-816-8314 x7106
<b>Greg Fisher</b>	Vice President Tech Services	<a href="mailto:gfisher@funtech.com">gfisher@funtech.com</a>	800-816-8314x7104