



SolidVision
December 5, 2011

Dear SolidVision Customer,

We are pleased to announce the merger of FISHER/UNITECH, and SOLIDVISION, together creating one of the most comprehensive SolidWorks Value Added Resellers in the United States. As the portfolio of SolidWorks products grows we care greatly about continuing to offer our customers the best possible service and support. Our focus remains on increasing your productivity and reducing your engineering cycle times.

This merger provides our customers with a much more complete solution provider and partner positioned to align your vision with the changing software industry.

This transaction is in effect and should be complete by January 1, 2012; every SolidVision employee is prepared to take your call and it is our goal to make this transition seamless to the customers we serve.

What can you expect from this change?

- SolidVision sales and engineering staff will continue to provide the quality support, training, and customer service you have grown to appreciate under the FISHER/UNITECH name.
- 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 Littleton training and office location will continue as a branch office of FISHER/UNITECH without interruption.
- With a combined technical staff of over 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. FISHER/UNITECH is the only reseller to offer a learning management system (LMS) for all classes that ensures education objectives are achieved for every student in every class. There are 14 customer training centers located throughout the Midwest and New England.
- 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 mid-December 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 nearly 100 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!

Respectfully,



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**'THE FRIENDSHIP OF THOSE WE SERVE IS THE FOUNDATION OF OUR
FUTURE SUCCESS.'**