



Monday 14th December 2009

Dear Valued Customer,

In line with your current SolidWorks annual maintenance and subscription service, NT CAD/CAM are pleased to enclose SolidWorks 2010, the 18th release from SolidWorks Corporation, offering rock solid stability to enable you to work faster and smarter and get results with less time and effort.

We have sent you one media set for every five licenses of SolidWorks registered to your organisation. Should you require more then please contact your account manager who will gladly arrange to have more sent.

To ensure a successful upgrade, please read the **STOP: BEFORE YOU INSTALL document enclosed or pass it to the person who will be doing the upgrade.**

Should you require assistance during installation, please log your request via our customer portal, <http://www.ntcadcam.co.uk/ntsupport.asp>; or call our support hotline, 0800 018 6954, Monday - Friday 9am - 5pm, and one of our engineers will be happy to assist you.

During the last twelve months subscription service customers have benefited from: -

- Major Release of SolidWorks 2009 with 5 product enhancing upgrades and over 250 user defined product enhancements.
- Faster response times resulting in higher customer satisfaction when phoning for technical support due to our triage system and dedicated support number. This system guarantees that you speak to a support engineer immediately if one is available. This comes in answer to customer requests and feedback from our weekly customer satisfaction surveys.
- A greater level of professionalism and product expertise; all of our support engineers are Certified SolidWorks Professionals and all have SolidWorks recognised certifications in other product areas.
- Major Release of SolidWorks 2010 with about 200 product enhancements driven by you and over 30% of development time focused on increasing performance, reliability and predictability.
- Continued improvements to the SolidWorks Customer Portal and Knowledge Base providing 24/7 access to a number of resources including technical articles, solutions, licensing information and software downloads.
- Support for Windows 7, both 32 and 64 bit, with 2010 SP1 available now.
- Enhancements to the NT CAD/CAM Interactive Support Centre. This is a utility embedded inside SolidWorks allowing users to connect directly to our support service to log and update their support requests. It also provides quick and easy access to other areas including our training schedule, self help links, news and events and the SolidWorks Customer Portal. If you have not yet taken advantage of this utility please go to the following URL for download and installation instructions: - <http://www.ntcadcam.co.uk/NT-Interactive-Support-Centre-Download-Installation.htm>

NT CAD/CAM is still providing a training course aimed at those responsible for the day to day administration of SolidWorks. The CAD Administrators Training is designed to help CAD Managers effectively deploy and manage SolidWorks software. The goal is to show system administrators and IT personnel how a combination of IT and CAD best practices, tools and methodologies can be used to:-

- Reduce the total cost of ownership
- Design better first time
- Maximize the investment in SolidWorks
- Use the technology to its full potential
- Reduce time to market

As the UK's leading provider of SolidWorks, we are encouraged by the continual enhancement and development of the software, maintaining our confidence that we are providing the best 3D mechanical design package available.

We thank you for your continued support of both SolidWorks and NT CAD/CAM and look forward to be of continued service to you over the next twelve months.

Sincerely

Brendan Bergin
Technical Services Manager