

Dear Valued Customer,

In line with your current SolidWorks Subscription Service, NT CAD/CAM are pleased to provide you with SolidWorks 2012, the 20<sup>th</sup> release from DS SolidWorks, offering over 200 customer driven enhancements to enable you to work faster and smarter and get results with less time and effort.

We have sent you one SP1 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 and pass it to the person who will be doing the upgrade.**

Should you have any questions or require assistance during installation please call our **support hotline on 0800 018 6954, Monday – Friday 8:00am – 6:00pm**, where one of our engineers will be happy to assist you.

The SolidWorks Subscription Service Program automatically gives you the support you need so you can focus on what matters most - transforming your product development into business success. Here are a few examples of the benefits and added value that NT CAD/CAM and SolidWorks provide to you as a Subscription Service Customer: -

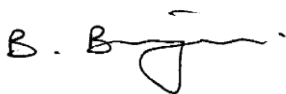
- Immediate access to new SolidWorks software releases and upgrades for design, simulation, technical communication and data management to improve your performance and productivity.
- Software enhancements designed for Subscription Service members that address important issues reported by the SolidWorks Community (5 for 2011).
- Free Upgrade training at 10 locations in England, Scotland and Wales.
- Enhancement request privileges allowing you to influence the development of future SolidWorks products.
- Live technical support, 8:00am-6:00pm, Monday-Friday, providing telephone and WebEx remote assistance with product features, menu commands, installation and troubleshooting.
- Support guarantee - Our 0800 number is routed directly to our support engineers. In the event that you are not connected immediately we guarantee to return your call within 1 hour of your issue being logged or give you a £250 training voucher for the inconvenience.
- Free Interactive Support Centre (NTISC) - A custom made SolidWorks application which enables access to NT CAD/CAM support services directly from the SolidWorks interface. ([www.ntcadcam.co.uk/NTISC](http://www.ntcadcam.co.uk/NTISC))
- NT CAD/CAM Customer Partnership Agreement (CPA) - A loyalty point scheme awarding you 1 point for each seat of SolidWorks renewed. Points can be exchanged for training and other services provided by NT CAD/CAM.
- Comprehensive online resources via the SolidWorks Customer Portal 24/7 – a web-based repository of in-depth information and resources including Solutions, Help Topics, Tech Tips, and Best Practices designed to maximize your productivity.

- Discussion forums to connect with other members of the SolidWorks Community.
- Continued Support for the previous SolidWorks version to minimise production delays and ease the transition to the latest release.
- Free CSWP and CSWA exams to measure user proficiency and enable managers to highlight areas for additional training.
- Customer experience programs that invite your opinions and let you preview SolidWorks Beta versions and upcoming SolidWorks Early Visibility (EV) Service Packs.
- Access to 3D ContentCentral® - a comprehensive library of parts, assemblies, and features contributed by other SolidWorks users around the globe. Drag and drop models directly into your design projects and save yourself hours of design time
- Regularly scheduled webcasts providing productivity tips that will help you get the most from your CAD investment.
- A free listing in the SolidWorks Manufacturing Network for qualified service companies - an online directory that helps SolidWorks customers easily locate local service vendors that can work with native SolidWorks files, eliminating data conversion issues, reducing errors and cost, and improving time-to-market.

This year DS SolidWorks Corporation awarded NT CAD/CAM SolidWorks Elite Reseller Status as an endorsement of NT CAD/CAM's attention to client satisfaction, demonstrating our ability to support total solutions based upon the entire SolidWorks portfolio. As the UK's only SolidWorks Certified Tier-1 Elite Reseller and total CAD/CAM solutions provider, we are encouraged by the continual enhancement and development of the software, maintaining our confidence that we are providing you with 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  
New Technology CAD/CAM Ltd