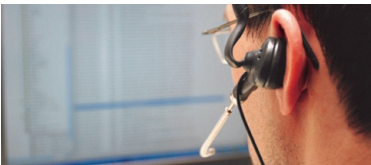




SolidWorks Support

THE ONLY NEW ENGLAND RESELLER TO BE
AWARDED NUMBER ONE IN CUSTOMER
SATISFACTION AND SUPPORT



Our technical staff is committed to locally supporting SolidWorks, Simulation, Enterprise PDM, and 3DVIA Composer.

CAPINC is a leading technical support provider; with hundreds of years combined industry experience in all aspects of engineering. Many of our Application Engineers are some of the first to become Certified Elite Engineers recognized worldwide by SolidWorks Corporation.

We hold multiple certifications and have the highest number of engineers per customer among all New England resellers. Our commitment to maintaining this ratio enables us to provide excellent support.

"It's so refreshing to speak with someone in tech support who knows the product, and isn't just interested in reading me a script."

-Eric Scott, Explosive Fitness

How to Contact Us:

Monday - Friday, 9am - 5pm
800.424.2255 x1000

support@capinc.com

Online:

CAPINC.com/support

- 24/7 Customer Login
- FAQ's
- Tech Tips
- KAP's Corner
- PDF Downloads

CAPUniversity Blog:

blog.capinc.com

- Weekly Tech Tips
- Special Topics
- Case Studies

CAPINC

2 Centennial Drive
Peabody, MA 01960
800.424.2255
www.capinc.com

Benefits of Service

SolidWorks subscription service is a per-seat contract that covers major product upgrades, service packs, and technical support for a renewable one-year period.

SolidWorks subscription service customers are entitled to:

- All major SolidWorks® software upgrades released during the subscription term and applicable add-ons.
- Comprehensive 24/7 online web access to download priority enhancements.
- Easy access to online technical tips.
- Use the product enhancement form on the SolidWorks support web site to send in your product enhancement requests.
- Access to a state-of-the-art, web-based shareware model library. Download or send in parts, assemblies, Feature Palette™ features, and programs.
- Access to SolidWorks Webcasts. Participate in regularly scheduled webcasts to pick up productivity tips that will help you get the most from your CAD investment.
- Access to additional subscription service offerings as they become available.

Subscription service customers of CAPINC are also entitled to:

- Upgrade training for new major releases of SolidWorks at one of our local training centers.
- CAPUniversity training on advanced SolidWorks topics to maximize your productivity.
- Telephone access to our large experienced staff of award winning support engineers.
- High Speed internet access for virtual on site support and file transfers.
- Web access to the CAPINC Technical Support portal
- View your own open and closed cases
- View the cases for others at your company
- Log a new case
- View FAQ's for SolidWorks, Simulation, PDM, and more
- Find answers for installation and licensing issues
- Search by keyword into the CAPINC knowledge base

Access to a variety of products and services offered by CAPINC that extend the capability of SolidWorks.