

Technical Support

Providing Accurate Solutions... Faster

For over 10 years TriMech has prided itself on providing their clients with a complete technical solution. TriMech believes its technical support is an important pillar of that solution. We knows that finding knowledgable and experienced people to help you with your technical problems can be a challenging process. And once you do find knowl- edgable people, you could be waiting forever before they get back to you. This is why TriMech is passionate about providing our clients acurate solutions to their problems...faster. TriMech accomplishes this by having a dedicated team of support engineers.

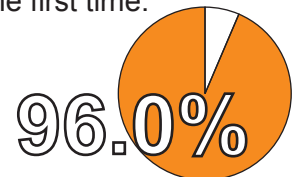
Whether dealing with 3D modeling, analysis, data management, design automation or rapid proto- typing, our highly educated support team has decades of support and engineering industry experience that can relate specifically to your needs. We have experience helping our clients in various industries such as machine design, consumer product design, medical device design, reverse engineering, building design, communica- tions, aerospace and nautical. And regardless of industry, we have a great deal of success in serv- ing all of our clients both large and small.

Dedicated

While our competition measures their Tech Support by average hold time, we measure ours by first call rate. 5 full- time support engineers ready to answer your calls with extended call times ranging 7:30am - 5:30pm.

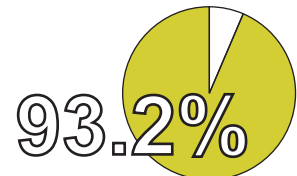
No Waiting

95% of all calls were answered by a support engineer the first time.



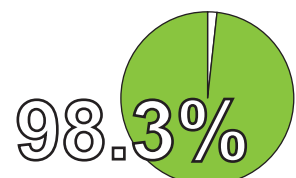
Solutions Faster

92% of all calls resolved within the first day.

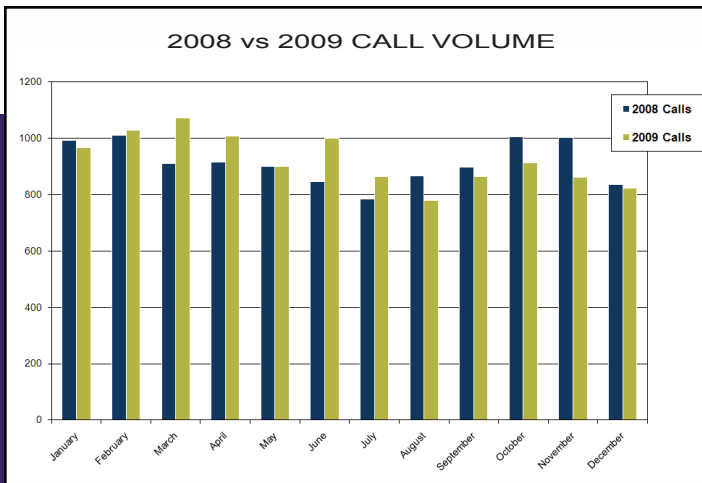


We get back to you

98% of all calls are resolved within the first 5 days.



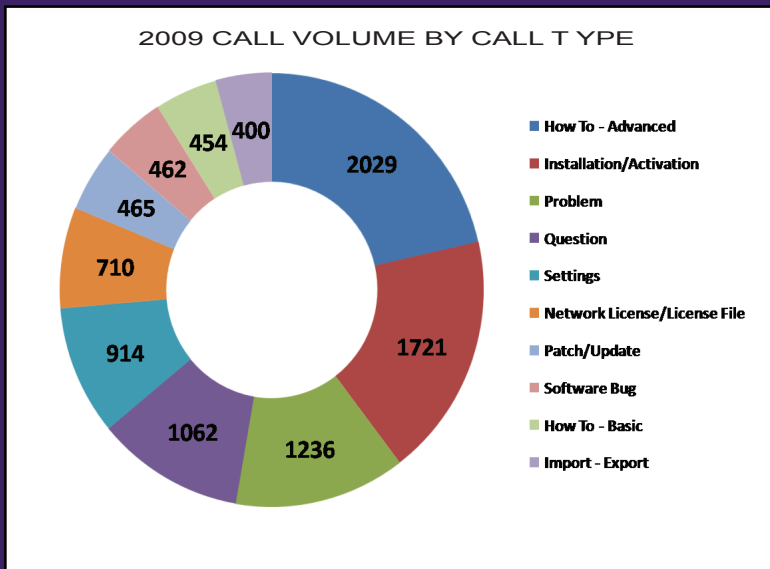
Metrics & 2009 Summary



TriMech's technical support team is able to handle a very high call volume.

"I am very impressed with the response time of TriMech's team and was very impressed with their willingness and eagerness to help, professional manner, the friendliness of their attitude, and knowledge of the program and that of the problem I was faced with."

MIKE CRONIS
PRECISION STEEL



Our experience also allows us to help our clients in all areas of usage of our software solutions.

"We are pleased in knowing that TriMech Solutions is available to provide us technical support when we need it the most."

THOR MOHAR
OCEANEERING

2009 1st QUARTER CALL VOLUME BY INDUSTRY	
INDUSTRY	# OF CALLS
Automotive and Vehicle Design	97
Building Comp/Equipment	199
Electronics & Communications	234
Component Manufacturers	184
Consumer Products	67
Design and Engineering Houses	146
Heavy Equipment	130
Machine Design and Automation	318
Fabrication and Manufacturing	79
Medical Equipment	186
Aeronautical and Military	368
Mold Tool and Die	51
Power and Energy	64

"TriMech's tech support group has been very responsive and in every case has been able to talk our designers through the application they were working with and again helped to build their confidence."

MARK WARD
SCHAEFER SYSTEMS INTERNATIONAL



TRIMECH
SOLUTIONS

RICHMOND, VA • COLUMBIA, MD • DURHAM, NC • FISHERSVILLE, NC
CHARLOTTE, NC • PITTSBURGH, PA • ATLANTA, GA