

## **Questions & Answers related to GoEngineer acquisition of CIP's SOLIDWORKS and CAMWorks Assets:**

### **I'm a CIP customer, what does this mean for me?**

If you are a CIP customer, GoEngineer will honor all annual support/maintenance agreements previously placed and paid for with CIP and will combine with current team at CIP to become your complete support provider moving forward.

GoEngineer brings a new toll-free technical support hotline staffed with fully certified SOLIDWORKS Support Technicians and available for 11 continuous hours throughout the business day beginning at 8:00 a.m. Central Time. GoEngineer's hotline serves customers during standard business hours, across the Central, Mountain, and Pacific time zones.

In addition, GoEngineer operates over 12 additional training/support centers located throughout the U.S. for use by your remote employees, contractors, partners, or other divisions of your company.

GoEngineer will begin working with you to update your accounting and contact records with us to reflect the new name and tax information.

### **When is this acquisition effective?**

March 1, 2019

Beginning March 1, 2019, it is GoEngineer's pleasure to process orders and provide support with respect to your SOLIDWORKS and CAMWorks.

### **Where is GoEngineer headquartered?**

GoEngineer  
1787 Fort Union Boulevard, Ste 200  
Cottonwood Heights, UT 84121  
P: (801) 359-6100  
F: (801) 359-6169

GoEngineer is headquartered in Salt Lake City, Utah, where it maintains a branch office and call center providing expanded hours of toll-free, centralized technical support and customer service to all customers.

Full-service branch offices and certified training centers are maintained throughout California, Utah, Idaho, Texas, Oklahoma, Arkansas, Georgia, and Louisiana and now Mississippi.

### **How many employees does GoEngineer have prior to the acquisition?**

Approximately 200 employees, including over 90 certified technical, product, and industry experts.

### **Where will I call for technical support?**

You are welcome to keep calling the same great people with same phone numbers you already have. Also, you will be able to call GoEngineer's toll-free hotline, (888) 559-6167, which is available from 8:00 a.m. – 7:00 p.m. Central Time.

### **Will I still be served by the same branch and staff I am used to?**

You will be served at a GoEngineer branch in Mississippi and interact with same incredible team you enjoyed with CIP, and you will have additional resources available at your discretion.

### **Why does GoEngineer think this will be successful?**

GoEngineer has a national presence. GoEngineer is a long-time industry veteran with a strong and consistent track record with SOLIDWORKS and CAMWorks products.

GoEngineer has a solid history of listening to its customers, delivering affordable and effective solutions to them, and contributing to their continued success. Upon experiencing what the GoEngineer team can deliver, we are confident that you will agree.

### **Who can I contact if I would like more information?**

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