AD·TECH inc

It's the service that counts!

AD-TECH/SAFARI SYSTEMS
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About AD-TECH

Corporate Background

AD-TECH of Park Ridge, Illinois was founded in 1977 as a manufacturer's representative specializing in computer graphics. In an effort to better address our customers' needs, Safari Systems was formed for the integration of products from multiple vendors. AD-TECH has been an authorized VAR of CAD/CAM/CAE/PLM, since 1983. Each one of our sales representatives, customer service administrators, consulting and technical specialists, has been with the company over fifteen years. Employees are routinely tested to make sure the sales and technical training they receive is applied to help customers get maximum value and achieve corporate goals.

Support Profile

Support is the most important aspect of every pre- and post- sale. We believe it is imperative to arm customers with in-depth knowledge to make informed decisions. As solution providers, we learn as much as possible about our prospect's or customer's application, and match that with tools which will improve their design processes, improve efficiency, and support time-to-market initiatives.

Augmenting vendor support and training resources, we offer on-site installation, training, and consulting services. Preferred billing options are available in hourly and daily rates, or packaged in annual service agreements. Our Application Engineers test the latest new hardware configurations, which permits us to sell optimized turn-key systems at competitive prices. This gives our customers choices and removes concerns about unstable integration and system performance. Tune-ups are part of onsite software installation. We update the operating system, fine-tune the setup, add necessary drivers, and improve the network performance where possible.

Geographic Reach

AD-TECH is centrally located, not far from Chicago's O'Hare Airport. Our training and demo facilities have state of the art equipment and skilled instructors. Workshops, demos, pilot studies, and training are handled out of this main office.

Our coverage area has been determined by the type of sales we do and the support we offer. We feel it is essential to be within our customer's reach for prompt resolution to any problems that may arise. Some require product demonstration, hands-on support, training and other on-site assistance that cannot be easily dealt with over the telephone. Our remote and managed services programs allow us to extend our reach for support issues.

Mission Statement

For over 30 years, AD-TECH has been dedicated to providing cost-effective solutions for CAD users from small businesses to large commercial companies. We strive not to be the biggest CAD dealer, but the easiest to work with. Our commitment to service and support is summarized by our philosophy -- *it's the service that counts.*