



Custom Precision Metal Fabrication

Stainless steel, sheet metal specialists offering flat laser cutting, forming, 5-axis laser cutting, laser welding, and ASME/AWS certified welding.

November 7, 2008

Dear Paul,

We told you that we were not interested in buying software; we wanted to buy a solution. I am writing today to thank you for delivering a solution to us that has changed the way we quote jobs, enter orders, engineer projects, and deliver work instructions to the shop floor. You have exceeded our high expectations.

It has been a pleasure working with you and your team through the SolidWorks installation process. This has been the best experience I have had with any software installation/migration. Your team has been superbly knowledgeable and has worked hard to quickly solve all of our issues. They have helped customize the software for our specific work flow, and gave us special training to meet our business needs. I sincerely appreciate all of your efforts – especially those efforts that have gone beyond your scope of work.

Please keep doing what you are doing – this level of service is rare these days and the people you have are excellent at what they do. Based on the success of the installation and the custom programming you have done for us, I am sure we will find more projects for us to tackle together. I look forward to working with you in the future.

Sincerely,
Tyson Smith
Engineering Manager