

**CAD/CAM Laboratory National Institute for
Aviation Research, Wichita State University**

I just wanted to take a moment and commend you guys on your customer support team. Up until now, we've just used IMS out of the box and have lived in the fantasy of things being perfect; and for the most part, everything was great. Now that I'm wanting to take it the final step and use the post code to machine and cut parts, there are little changes we need to make here and there (probably like 99.9% of your customers do), and any question that I've asked of your customer support team has been answered within a day or two and has been top notch. I know we're just a little guy, but I just want to tell them that they're doing a great job.

In any case, I don't want to bug you, I just wanted to make sure you knew customer service was doing a great job and send praise when praise is due. Most of the time you only hear negative feedback, so I wanted to toss out a bit of positive feedback when warranted! I'll be sure to add this to my list of great things I say about IMS when teaching!

-Brian Brown

Associate Director, CAD/CAM Laboratory National Institute for
Aviation Research, Wichita State University