



Scott Manufacturing, Inc.
Custom Metal Fabrication
P.O. Box 10232
Lubbock, Texas 79408

Dear Measurement Masters,

December 9, 2008

This weekend I was working on a nest for our Cincinnati laser. I had a minor software issue crop up and I also needed a little help sorting out how to make a new feature work.

So I sent you an email detailing what I was working on. I indicated that sometime Monday would be soon enough for a response. I was pleasantly surprised by a phone call 10 minutes later by your support staff. He helped educate me on how to make the software do what I needed, and discussed the display issue I was having.

6 hours later, I also had a program update that fixed the minor display issue I reported.

Direct support on a weekend? Program updates in 6 hours? On a weekend?
You guys ARE FANTASTIC! Not only does your software save us hundreds of thousands of dollars in productivity – your support is GREAT!

Thank you

Fred Coleman
Programming Manager,
Scott Manufacturing, Inc