

# Cutting Edge Solutions Ltd, Satisfaction Survey Continues to Exceed Expectations



Oxfordshire, UK, 15<sup>th</sup> August 2007 – Cutting Edge Solutions Ltd (CES), the UK's leading UGS PLM Software solutions provider, today announced the results from their customer satisfaction survey 2007. The annual survey asks customers for feedback on CES products and services. The broad survey includes: performance of pre-sales activities, order process, delivery & installation, training, account management, product, support, and the overall performance of CES. It is used by CES to help focus attention in areas where there is still room for improvement and also as a benchmark for moving forward.

The results were very encouraging for CES with the average score in every single category falling between 'good' and 'excellent.' Furthermore, for training, support, and account management, CES scored a higher average than in previous years.

"The feedback we receive from the survey is extremely important to us as it enables us to continuously improve our services in line with customer needs. We would like to thank all of our customers who took the time to complete the survey. To continue to improve on already outstanding results takes more than effort alone. Our company has a genuine passion and commitment for customer support. It is easy to speak of such commitment but this survey proves that we deliver on our promise," Louise Sipple, Marketing Executive, CES.

Darren Forrest, Research & Development Manager, Osteotec Ltd commented on CES products and services: "I received what was promised and shown by CES which is very rare today, combined with excellent support and training. Keep up the good work."

As a thank you for their support, customers who completed the survey were entered into a prize draw for the chance to win a meal for two at a restaurant local to them. The prize went to Arthur Leigh from Transense Technologies Plc.

### About Cutting Edge Solutions Ltd

Since formation in October 1997, Cutting Edge Solutions has become the leading UGS PLM Software solutions provider in the UK. Based in Leaffield, Oxfordshire, UK, the company provides excellent business solutions and support for companies utilising state-of-the-art computerised technology.

The customer portfolio includes many household names with thousands of engineers relying on their products, services, and ongoing support. For further information on Cutting Edge Solutions' products and services, visit <http://www.cuttingedge.co.uk>

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### About UGS Velocity Series

The UGS Velocity Series portfolio is a comprehensive family of modular, yet integrated, solutions addressing the product lifecycle management (PLM) needs of the mid-market. Consisting of a preconfigured family of digital product design, analysis, manufacturing and data management software offerings, UGS Velocity Series leverages the industry's best practices to provide significant breakthroughs in ease-of-use and deployment.

Mid-size manufacturers can leverage the power of UGS Velocity Series to transform their process of innovation while maintaining a low total cost of ownership; and all UGS Velocity Series products are completely scalable to the full range of UGS PLM Software's industry leading, enterprise-level PLM portfolio.

