

Cutting Edge Solutions Ltd, Highest Score in Europe for Solid Edge Customer Satisfaction – 2005



Oxfordshire, UK, 7th February 2006 – Cutting Edge Solutions Ltd, the leading UK reseller of Solid Edge, the best in class 3D CAD software from UGS, today announced that it has once again achieved the highest score in Europe for Solid Edge customer satisfaction in 2005.

Customers from each Solid Edge reseller are selected at random by UGS and asked to share their experience of the level of customer service they have received. Once the latest results had been collated, it was clear that Cutting Edge Solutions had the highest European score.

“This is a fantastic achievement for us. It reflects our genuine focus on achieving a high level of customer satisfaction,” says Allan Blackwell, Managing Director at Cutting Edge Solutions. “We are continuously improving our support services in order to exceed the expectations of our customers and it is excellent to see that they appreciate this.”

John Myers, CAD Systems Manager for Dyson Ltd is delighted by this result: “our experience of Cutting Edge is of a friendly and personable team who always meet or even exceed our requirements. Queries are answered quickly and effectively and their customer service has always been a high priority for them. The quality of their training and support services is excellent and this is why they have had our custom since 1997. This award could not have gone to a more dedicated and deserving company.”

There is also cause for further celebration as this high European score has placed Cutting Edge Solutions amongst the highest scoring global resellers – in second place worldwide to be exact.

“We will, of course, be using this achievement as a foundation to further improve our levels of customer satisfaction in 2006,” continues Mr Blackwell. “I am extremely proud of our team’s efforts, but we certainly will not be resting on our laurels. We value the loyalty of our customers, it is an instrumental factor in our success and as everyone knows this has to be earned.”

About Cutting Edge Solutions Ltd

Since formation in October 1997, Cutting Edge Solutions has become the leading Solid Edge 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 Computer Aided Design.

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 www.cuttingedge.co.uk

About Solid Edge

Solid Edge (www.solidedge.com) from UGS is powerful 3D CAD software that allows manufacturing companies to Design with Insight and achieve competitive advantage through cost reduction, without losing focus on top line revenues. The exclusive Solid Edge Insight technology embeds design management capabilities directly within CAD, providing insight into design intent to the entire organization and enhancing collaboration. Insight, complemented by Solid Edge’s superior core modelling and process workflows, greatly eases the design of increasingly complex products required to meet continually changing market demands. The extensive Solid Edge user community is of designers at thousands of companies worldwide, including Alcoa, NEC Engineering, and Volvo. The Solid Edge Voyager Program includes 200 integrated engineering software applications and computer hardware solutions.

