



FCI ELECTRONICS

23 November 1999

Miss Florence Tan, Director of Marketing
CAD-IT Consultants (Asia) Pte Ltd
159 Sin Ming Road
#03-05 Amtech Building
Singapore 575625

Dear Miss Tan:

I have been using Ansys for 2 months and I am doing simple analysis on my own. As your brochure promises, I found myself quite capable of using it a week after attending your course. I love the friendly graphic interface's interactive dialogue boxes. Those boxes simplify and take care of the related inputs and speeds up the learning process.

Mr Wang Wen Ping, Mr Justin Zhang, Miss June Chong and Dr Mou Jian Qiang, are friendly, helpful, and most importantly very supportive and committed to solving our teething problems. Dr Mou even delayed attending a seminar in order to get my workstation running. What impresses me most is he took the initiative to send Justin over the next day to take care of the finer details.

The fact that to date I have spend 2 half days and a full day at CAD-IT on specialised training, tells me that CAD-IT takes customer support very seriously and believes in enabling customer to maximise the potential of the software.

You have an excellent Technical Support Team supporting an excellent product!

Thank you for the great support,

A handwritten signature in cursive script, appearing to read 'Shaun'.

Shaun Lim
Engineer
FCI Singapore Pte Ltd

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