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The upgrade of the United States Coast Guard (USCG) Industrial Project Management System (IPMS) was four years in the making – and had Digital Management Incorporated (DMI) not partnered with Innovative Management Solutions (IMS), the project would not have completed by the required, condensed deadline nor would it have been completed as successfully as it was.

The knowledge, expertise, and support provided by IMS resources were instrumental in helping DMI achieve this major milestone on behalf of the USCG IPMS business system – and on behalf of its hundreds of users anxiously awaiting a new toolset better equipped to help meet daily mission objectives.

The project – which involved upgrading four major Oracle components, including installation and configuration – was anything but easy. However, working with IMS *was* easy. IMS crafted a contract to meet budget requirements. IMS provided quality, professional on and off-site support when it was needed. IMS responded quickly to project developments, oftentimes independently performing overnight research and troubleshooting. Most importantly, IMS did not leave until the job was done – and even provided technical documentation to ensure Production delivery went according to plan. What is more, even *after* the job was done, IMS continued to check-in regularly and extend offers of support.

In a word, IMS was adaptable. They fully committed to this project, and they fully made it their mission – no matter the cost – to assist DMI in achieving the mission ultimately set forth by the USCG.

Throughout the course of this project, DMI and IMS built a foundational relationship, and that was due, in large part, to IMS honoring their commitments from start to finish – oftentimes going above and beyond contractual obligations to help DMI see the IPMS project through to its successful conclusion.

And so, on behalf of DMI, this letter has been composed to not only recommend IMS consulting services to other IT industries by listing their real-life, myriad praiseworthy efforts, but also to state that DMI welcomes future partnerships with IMS and truly values their dedicated contributions thus far, which resulted in successfully completing a major USCG IT project.

Very Respectfully,

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