



November 18, 2025

Mr. Jeff Collins
7250 Dallas Pkwy.
Suite 400
Plano, TX 75024

Dear Mr. Collins,

I am happy to report that for many years, SpawGlass has enjoyed a valued partnership with Innovative Management Solutions (IMS), our trusted support provider for Oracle Primavera P6. IMS consistently demonstrates a deep understanding of the Oracle Primavera P6 platform and how it is leveraged in the construction industry.

IMS supports our team with both technical and functional aspects of Oracle Primavera P6, including input on system configuration, troubleshooting, version upgrades, and best-practice scheduling guidance. Their team always takes the time to fully understand our requirements, see issues through to resolution, and provide thoughtful recommendations that help us make the best choices for our Oracle Primavera P6 environment.

One of the things I appreciate most about IMS is their responsive customer service. Whether we're troubleshooting a technical challenge or exploring new features, IMS responds quickly, communicates clearly, and often joins same-day meetings to resolve issues or concerns. Their guidance during version upgrades has been especially valuable, ensuring smooth transitions and meaningful improvements to our systems.

In summary, IMS exemplifies professionalism, expertise, and a genuine commitment to customer success. I highly recommend IMS to any organization seeking reliable, knowledgeable, and responsive support for Oracle Primavera P6.

Sincerely,

A handwritten signature in black ink, appearing to read "Keefe Andrews".

Keefe Andrews
Vice President of IT