

# Thank You!

As 2013 wraps up I'd like to offer a sincere 'Thank You' to all of my customers for your business. I've had a lot of repeats from previous years but I've also added more new customers in 2013 than I did in 2012 – that's one thing I look at to determine whether my year has been better than the one before.

Another number that may be surprising is that almost 90% of my software sales so far in 2013 have been to companies who purchased only 1 or 2 seats of software through the year. As much as I love selling a bunch of seats to one customer, I know that larger organizations typically have a larger support system around them. I'm happy I can help out so many of the "little guys".

The economy has been tough on everyone the past several years but it's been particularly brutal to those in the land surveying, civil engineering and construction fields. For good or for bad, we've all had to figure out just how efficient we can be and how we can get as much work done by as few people as possible and for the least number of dollars.

I hope I've been able to help in some way by extending software discounts where possible and training your staff to help your company get the most out of your software investment.

I wish everyone a safe, happy and prosperous 2014!

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# Carlson Software Training – New and Improved in 2014

With the new year upon us I'm announcing some exciting new changes to my training policy and offerings...

**First, the bad news:** My hourly rates for custom online training will be going up on January 1. If you've already scheduled training at the old rate, this doesn't apply to you. **Email me to request new rates.**

**Second, the good news:** Anyone who purchases software from me will receive discounted training rates. Like I said, **email me to request the new rates.**

**Third, the great news:** Starting January 15<sup>th</sup> I will be conducting a series of monthly webinars that you'll be eligible to attend if you purchased software from me in the preceding 12 months. These 1-2 hour sessions are something new I'm trying for 2014 as a way to provide my customers between 18 and 24 hours of training over 12 months.

In January, March and other odd-numbered months, we will spend approximately 2-hours introducing you to Carlson Software. These will be repeat sessions meant to accommodate new users coming on through the year. These sessions will cover settings & setup (using the IntelliCAD/for AutoCAD version), importing points, overview of Field to Finish, surface creation, deed entry and annotation, centerline definition and stationing and creating profiles. There will be time for questions at the end.

In February, April and other even-numbered months, we will hold 1-2 hour training sessions on other, specific features in Carlson Software. Some topics we have planned are for survey

traverse adjustment, surface modeling and drafting of pipes and structures in hydrology. These sessions will also be interactive and you'll have an opportunity to ask questions.

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The fine print: There will be a limited number of "seats" available for the sessions (limits of the technology). If we start bumping up against the limit of attendees, only one person per company will be able to attend each session. If we have plenty of seats available, that won't be an issue.

**You can pre-register for the January, February and March 2014 events [here](#)**

The topics, date and time for future sessions will be posted later. After pre-registering, we will confirm your recent purchase and, if you are eligible to attend, I will send you the meeting login information.