

Mastercam, with the support of Sandvik, has acquired Cimquest, a Mastercam Reseller, to continue its investment in protecting the Mastercam channel and customer base.

Will my invoicing be different?

We will continue business as usual. We will maintain our relationship with our customers.

Do I need to work with someone within Mastercam? Does my point of contact change?

You will continue to work with your current point of contact at Cimquest to ensure that your customer experience continues to be uninterrupted.

Does this change the terms of my agreement with Cimquest?

Your current relationship with Cimquest will remain the same.

What does this mean regarding my support?

Customer service and support have always been top priorities at Cimquest and will continue to be a top priority with Mastercam.

Who do I reach out to for support?

You will continue to work with your current point of contact for support. If you currently work with Cimquest for support calls, please continue to work with that team for your support. If you currently work with Mastercam for support calls, please continue to work with that team for your support.

If I need to purchase additional products, should I contact Mastercam or Cimquest?

You will continue to work with your current point of contact at Cimquest as you always have before.

Is Mastercam planning to acquire more Resellers in the future?

In Cimquest, Mastercam has found a company which shares many of its goals, values, and above all, a passion for shaping the future of manufacturing. Mastercam intends to continue to support and create value for our customers to the best of our ability going forward, and acquisitions that support those ambitions will be of interest moving ahead.

Questions or comments?

Please contact us at marketing@mastercam.com with additional questions or comments.

We look forward to supporting our valued customers.