
Subject: Re: Research Systems Platform Support Update
Posted by [Stein Vidar Hagfors H\[1\]](#) on Tue, 04 Dec 2001 18:46:17 GMT
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Matthew Powell <mpowell@rsinc.com> writes:

[...]

- > Research Systems is committed to supporting our customers with their
- > varied platform requirements while maintaining financially sound
- > business practices. Our goal is to communicate all pertinent information
- > to our customers in a timely fashion in order to allow them ample time
- > to make well informed platform decisions. Accordingly, we would like to
- > reassure our customers on other currently supported platforms that we
- > have no plans to discontinue any of them at this time. We ask customers
- > for assistance in planning for the future by informing their sales
- > representatives about their future platform purchase plans so that we
- > can better support our customer base. We also ask that our customers
- > take a moment to complete and return a brief survey that will be
- > e-mailed to them shortly regarding their current platform usage and
- > future purchase plans.

If RSI had only done this *before* making their previous decision,
we'd all have slept better... I really wonder what will happen, given
recent experiences, if a viable, free, open-source alternative should
emerge..

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