

From: Onkar Singh <onkars@wolfram.com>
Subject: **Regarding the issue with Simplify**
Date: 2008 July 20 6:09:47 PM EDT
To: henry@jhu.edu

Dear Dr. Henry,

I am Onkar Singh, Manager of Technology Services Group at Wolfram Research, Inc. I have come across the long-standing issue reported by you regarding Simplify where in our recent versions, including the shipping version (6.0.3) gives much slower results (or no result) as compared to version 2.2. I am responsible for investigating and resolving this and I will do my best to get this fixed as quickly as I can.

I also want to convey to you that we truly appreciate your candid feedback, and since I found out about this issue, I have been working with our development team to see how we can fix this to your satisfaction.

I have collected all the relevant information regarding this issue dating back to when this was first recorded in Technical Support and am working directly with the developers concerned regarding this. I will keep you posted on any progress that we make.

Finally, I would really like to appreciate your patience and communication regarding this issue. I am really disappointed to see that this issue has been continuing over so many years, and we have not been able to resolve it.

Please do not hesitate to write to me or call me directly regarding this or any other questions that you might have. My phone number is 217-372-3452.

Sincerely,
Onkar Singh
Manager, Technology Services Group
Wolfram Research, Inc.
onkars@wolfram.com
217-372-3452