



September 25, 2012

Dear Randy,

Having just completed our Salesforce.com project with your company, I wanted to provide you with some feedback.

After talking with several larger Salesforce.com implementation partners, we selected NexGen due to their Salesforce.com knowledge, project price and flexibility of your engagement model. We knew that implementing Salesforce.com was going to be a huge change for our users and we needed a firm that could adapt as issues came up during the project. Your company provided us with the right team to help us get the right environment in place.

When new requirements were introduced during the project, your firm was quick to point out this fact and provide us with ballpark pricing for the new requirements. This allowed us to decide whether these requirements should be added or postponed for another phase.

You and the team did a great job and we plan to continue to engage NexGen as additional opportunities arise. I would highly recommend NexGen to anyone looking for a quality Salesforce.com partner.

Sincerely,

A handwritten signature in black ink, appearing to read "R. O'Hara", with a long horizontal line extending to the right.

Robert O'Hara  
VP, Client Management