



10401 Linn Station Road  
Louisville, KY 40223-3842  
502-561-8463 800-816-0491  
[www.appriss.com](http://www.appriss.com)

April 15, 2012

Kim,

Thank you very much for all of your help in getting Appriss up and running with Salesforce.com. As you know, Appriss had a few groups using Salesforce.com and we hired NexGen to come in and re-implement the application for some groups, and implement the application for other groups.

During the pre-sales process, your organization was very helpful in helping us select the correct version of the software to use. The buffer you provided between us and Salesforce.com ensured that we did not overbuy for what we needed.

Once the project got started, your help was critical in implementing all of the various business processes and workflows. Your training was excellent and while our project is wrapping up, we will definitely be looking to NexGen to help us in the future as we enhance the application to meet other business needs.

We recommend NexGen Consultants to anyone that is looking to implement Salesforce.com in any capacity.

Thank You,

A handwritten signature in blue ink that reads "Karen Yates". The signature is fluid and cursive.

Karen Yates  
Salesforce.com Administrator