



Elise Pottinger, Project Manager
NexGen Consultants
PO Box 541081
Cincinnati, OH 45254

March 5, 2017

Dear Elise,

We appreciate your involvement and that of NexGen in our recent Salesforce.com project. We were working with a Salesforce environment that was built using Chatter licenses. Based on your team's analysis, it was determined to be more cost effective for the hospital to migrate to a new Salesforce environment with full-use licenses instead of a retrofit with the existing environment.

We cannot thank you enough for your professional approach, willing assistance and thoughtful guidance on this project. You are without doubt a Salesforce aficionado. But that only begins the list of kudos we want to heap upon you.

- You were **patient** with me and my incessant questions during the work phase, and ultra-considerate during our free for all of a training session on Friday. I know that our communication skills via instructional conference call made it challenging at times, but you stuck with us and made a difference.
- Your **knowledge of Salesforce** has been invaluable, not only in your abilities to guide us in achieving our goal, but in helping us find new and better solutions to our business development needs. With your extensive knowledge, all we had to do was throw out an idea and you were able to make modifications to the org during the discussion that addressed our concern and improved the utilization of Salesforce.
- The process of **communication** is a two way street. No matter how well intentioned, even face-to-face communication can fall short of the desired outcome. Not only are you clear and concise (and I very much like concise), but you anticipated our questions, were an excellent listener and had a great sense of humor. I feel that you really "came to us" in a figurative sense that eliminated the challenges of a "long distance" business working relationship.
- You had an innate **understanding of our business** challenges and sought to address those challenges, before we were even aware of the challenges or knew there could be a solution.
- **Responsiveness** for us was an especially sensitive area and a need that often goes unaddressed. But you would take time out of your schedule to immediately acknowledge us and address our concern in a timely manner, even with all the other demands you were facing.

Again, thank you for working with us.

Sincerely,

A handwritten signature in black ink that reads "Barbara Manisco".

Barbara Manisco
Barnes-Jewish Hospital

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Barnes-Jewish Hospital at Washington University Medical Center