

# BENECON

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Randy Davis  
NexGen Consultants  
Cincinnati OH 45244

Mailing Address: P.O. Box 5406 | Lancaster, PA 17606-5406  
Phone 717.723.4600 | Toll-free 888.400.4647  
Fax 717.735.9619 | benecon@benecon.com  
www.benecon.com

Dear Randy:

I am writing this letter to recognize the effort and expertise that was exhibited during our Salesforce projects. As you know, Benecon is a third party benefits administrator with a national presence. ConnectCare3 is Benecon's sister company that provides added benefits to patients insured through Benecon. The nature of the Healthcare industry makes it imperative that our system has the proper securities in place due to the confidential nature of our client's data. We had been working with another Salesforce consulting firm for our initial implementation which we used primarily for basic sales pipeline tracking and account management. We decided to upgrade our Salesforce licenses from Professional Edition to Enterprise Edition to enhance our workflows, and improve visibility within our organization.

While working on these enhancements, we realized that our current Salesforce consulting firm did not truly understand our business needs, and we decided to partner with NexGen Consultants initially to build a complex workflow. During our first call with NexGen, it was brought to our attention that our system had design flaws and that the sharing and security architecture did not align with our business needs. NexGen felt it would be irresponsible of them to build upon the infrastructure in its current state. Although we were not pleased to learn this, we had NexGen perform a thorough technical audit and make recommendations to fix the underlying issues. We then had them reconfigure the sharing and security model, address issues that we were experiencing with the new Lightning interface, and develop several workflows for improving our processes.

Due to the complex nature of this project, NexGen involved several resources with different expertise who all worked diligently with one goal in mind: the complete resolution of our Salesforce issues to put us on a path that would allow us to operate more effectively as our companies continue to evolve. Although we had tight timelines, NexGen worked diligently to ensure we could successfully deploy the solutions in a timely fashion. Thanks to Doug Heilbrun for his reliable responsiveness and Nikki Smith for her seemingly endless Salesforce abilities and the rest of the NexGen team who continue to be friendly and helpful throughout this evolutionary process. We look forward to our continued work together and would highly recommend NexGen to other companies looking to maximize their Salesforce ROI.

