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Dear NexGen Consultants,

I want to thank the NexGen team, and especially Kim Scharstein, for your help with our implementation of Salesforce.com.

Kim did a great job of working with our group, setting expectations as to next steps and delivering on our project milestones. Kim took the time to understand our needs, and she didn't hesitate to enlist other members of the NexGen group when necessary in order to provide a working solution.

We were glad to have NexGen engaged on our project as we customized Salesforce.com. Additionally, loading our existing data into the new environment turned out to be more complicated than we originally anticipated, so it was wonderful to have Kim's help with this.

We look forward to working with NexGen again when we are ready to enhance our Salesforce.com environment.

Best,

Erica R. McClurkin