

NexGen Consultants
PO Box 541081
Cincinnati, OH 45254

November 5, 2014

Dear Randy,

I would like to formally thank NexGen Consultants for helping Bosma Enterprises achieve the dream that has become VisionForce. The idea for VisionForce was born three years ago while I attended Dreamforce. My idea was to have a business solution that would serve our entire organization and would be accessible to every employee who is blind or visually impaired. This was quite an undertaking and could never have been realized without the tireless efforts of the team at NexGen.

I think it must be noted that Sheryl Shepherd and Kim Scharstein have spent the past two years devoting all of their time and effort to this project. Enough cannot be said about the professional attitude and work ethic that they have brought to this venture. They must be commended and we will miss working with them on a daily basis.

As with all projects, ours began with gaining an understanding of where we were and what problems we needed to solve. We analyzed our operations and our systems and found the following to be true:

- *We had 30 different pieces of software running our business*
- *Every department used different tools in different combinations*
- *The systems did not 'talk' to each other*
- *The result was massive data silos (for example accounting and sales would have to spend hours on the phone every few weeks to do inventory valuation)*
- *Many of the systems were not 508 compliant, and did not support JAWS (Jobs Access With Speech)*

From there we set out to solve the problems. We analyzed other CRM solutions, but ultimately chose Salesforce.com because it is completely 508 compliant right out of the box. From there we enlisted the services of NexGen to design an end-to-end business solution that would be accessible to all of our employees.

Sheryl and Kim worked with all of our departments to learn their systems. From there they researched and tested hundreds of applications to find those that would best fit our specific needs. The result was 20 applications that support the Salesforce platform. Most notably were:

- *Financial force*
- *Ascent*
- *Vana*
- *Pardot*
- *Jitterbit*
- *Taskray*

The result was VisionForce, a fully integrated business software solution that is completely accessible to employees who are blind or visually impaired. This solution makes it possible for an employee who is blind or visually to do ANY job in the company. This is a tremendous breakthrough toward achieving the goal of equal opportunities.

Now, every department – marketing, accounting, production, warehouse, programs and philanthropy has a system that is fully accessible for workers who are blind or visually impaired. It is a single sign on platform that has the same look, feel and functionality no matter where in the company you work.

Besides being fully accessible, VisionForce has greatly increased our efficiency and growth potential. For instance, now when an order comes in, accounting is notified to expect an account receivable, the warehouse knows to ship it, inventory is updated, production is notified that it will need to adjust supplies and an invoice is sent to the customer. Hours of reconciling are saved.

Likewise in the Programs Group, NexGen built a custom development solution that allows Bosma to manage all of our clients and services to those clients. We can track clients, work done with those clients as well as support the billing and reimbursement for services provided.

These are just a few examples of the benefits of VisionForce. We believe that this solution can be a great resource to agencies similar to Bosma. It is a solution that can be implemented as a comprehensive solution for the entire organization or just certain departments. We look forward to the opportunity to discuss our experience with any agency interested in learning more.

Again, thank you to the entire NexGen team and congratulations on a job well done.

Sincerely,

A handwritten signature in black ink that reads "Heather Quigley-Allen". The signature is written in a cursive, flowing style.

*Heather Quigley-Allen,
Vice President of Marketing and Resource Development
Executive Director, Bosma Visionary Opportunities Foundation*