

BrookHaven

Retirement Community

One Country Lane
Brookville, OH 45309
937-833-2133
www.brookhavenoh.org

January 10, 2013

Matt Mountain
NexGen Consultants

Dear Matt,

I would like to thank NexGen Consultants for all of the hard work with our recent project with Salesforce.com. We were very impressed with Nikki Smith and the expertise she brought to the endeavor. We had many goals when we set out and with Nikki's help we now have the ability to do the following:

1. Track prospects through the process until they become residents.
2. Track referrals by source.
3. Create reports to track pipeline, closing ratio, etc.
4. Create Mailing Labels.
5. Track information regarding patients and why they were discharged.

In addition, NexGen provided user training, which facilitated an easy transition. Thank you again, and feel free to pass along our recommendation to other facilities looking to implement Salesforce.com.

Best Wishes,



Courtney Koverman
Director of Marketing
BrookHaven Retirement Community
One Country Lane
Brookville, OH 45309
937-681-9749

Ckoverman@brookhavenoh.org

"Expect to be Impressed!"