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December 16, 2013

Donald Hampton
Senior Account Executive
NexGen Consultants
Cincinnati OH 45255

Dear Donald:

We want you to know that we are very pleased with the quality of service your company provides. We had the pleasure of working with Elise Pottinger on our recent Salesforce.com implementation. Elise worked closely with Bonnie Klonowski to ensure our data was clean and organized and ready to import into the new environment. She also worked closely with both Bonnie and me to ensure that the new environment had the proper fields and layouts to help our team feel comfortable with the new system. Finally, she worked with Bonnie and Kate Shafer to maximize user adoption by holding simple, clear training sessions to go over critical functionality.

Our project consisted of the following:

- Creating workflow rules
- Migrating our data from Goldmine
- Creating custom reports and dashboards
- Configuring Mobile Lite
- Training Sessions and materials

We sincerely appreciate your responsiveness and the way you conduct business. We are happy to recommend NexGen to others because of our satisfaction with your service. We look forward to doing business with you again in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris Wagner', is written over a horizontal line.

Christopher Wagner