



NexGen Consultants  
PO Box 541081  
Cincinnati, OH 45254

September 24, 2016

Dear Randy,

It is my pleasure to provide serve as a reference for NexGen Consultants. Your team has worked with us to implement Salesforce in a very detailed and thorough manner. Your model for engaging and understanding customer needs is very efficient and productive. We had the pleasure of working with Keith Watters and Sheryl Shepherd to implement a Salesforce environment tailored to our specifications. Sheryl was very flexible when moving through development as requirements got refined or adjusted. The implementation process was overwhelming on paper but the team at NexGen broke it down into workable sections putting everyone on my team at ease.

The original goal of this project was to expand and improve the efficiency of our sales program with a tool that will help us grow as we continue to increase the number of quotes we produce each month. Sharing her expertise, Sheryl customized Salesforce to meet our unique business needs. She created web to lead functionality, customized Account and Contact records as well as the Opportunity record. In addition, she implemented Quotes, created a standardized quote document, and added LinkPoint 360 for Outlook integration.

Sheryl's deep knowledge of the system was shared as she offered best practices, user adoption ideas and overall guidance in the implementation and development. Our overall experience was outstanding and we happily recommend NexGen Consultants as a Salesforce partner.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Quisenberry", is written over a white background.

Robert Quisenberry  
F.N. Sheppard & Co.