



# The Pedestal Group

Putting our clients where they belong.

October 31, 2014

Randy Davis  
NexGen Consultants

Dear Randy,

Thanks so much for NexGen's effort in delivering the commission system for my insurance / benefits agency customer!

For many years, we had separate systems for CRM (Salesforce.com) and managing our carrier and agent commissions. Our desire was to track, report and reconcile the commissions in Salesforce.com. This was expected to yield many benefits including much improved business efficiencies by centralizing customer and commission data, and lowering operational costs.

NexGen did a thorough job in understanding our requirements, and subsequently developed an easy-to-use and maintain commission system right in Salesforce.com. Now carrier commissions can be easily entered individually or mass imported, and agent commissions are automatically calculated based on agent splits per policy. And we can easily reconcile our carrier and agent commissions against actual payments.

After implementation, we discovered a number of other areas that could be improved by adding to the program and the support we received through this process was unparalleled. Response times were great and we were even able to hand off the day-to-day functions to a new person with little training as the system was so clear.

From the beginning of designing the program, through the modification and implementation NexGen has been a terrific partner. We are very pleased with the work performed by NexGen, and I highly recommend them as a Salesforce.com consulting firm.

Sincerely,

Kathy Breitenbucher  
Managing Partner