



February 14, 2013

Donald Hampton  
Senior Account Executive  
NexGen Consultants  
Cincinnati OH 45255

Dear Donald:

I would like to commend NexGen for a job well done with our recent Salesforce.com implementation. Shannon Brown worked with us and provided excellent solutions to our unique situation. Shannon worked with 3 separate Aviation Insurance Firms and created a CRM Solution that is custom to our industry. We all worked together to design, configure, customize and implement a custom environment that is unique to Aviation Insurance.

Specifically, Shannon completed the following:

- Designed and configured Salesforce.com to function as an agency management system
- Created over 25 custom objects to support a business process that handles serving of Policies, the sales cycle of Producers, and integration with Quickbooks
- Implemented workflow rules to automate the business process for Policy Renewals and managing Service Requests

Everyone from NexGen has been professional and easy to work with. We are currently using our system and have been very happy. Thank you again for all of your hard work. We would recommend NexGen to others in our industry as a Salesforce.com partner.

Sincerely,

A handwritten signature in black ink that reads "Steve Bruss".

Steve Bruss  
President