

May 14, 2018

Alicia and Greg,

Now that we have gone live with our global deployment of Salesforce.com, I wanted to commend you on the excellent work that you did. As you know, Michelman was using multiple systems to track some of our client information however it was not used globally and it was not integrated with our ERP. We needed a solution that could standardize our processes and drive the business value to our Manufacturing organization.

Deploying a solution across the world was a huge undertaking because we needed to get aligned with each region on the data we need to track, the processes we need to standardize on and the automation we are looking to achieve. We would never have been able to do this project without the two of you because you were able to LEAD us on our journey. Your ability to introduce best practices and recommend better solutions was exactly what we needed.

Finally, your Implementation methodology where you prototype was exactly what we needed. We needed the ability to review your prototype, test it, give feedback, review your next prototype, test it, give feedback, etc. This gave our users the ability to help design a system and provide you with real-time feedback so that they become "bought in" to the design and the solution.

Any organization looking for a Salesforce partner that can deploy globally should definitely be looking at NexGen! Thank you again for all of your help.



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