

November 14, 2017

Dear NexGen Consultants;

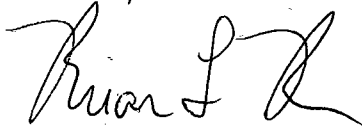
Now that we have completed the first two phases of our Salesforce deployment, rolling out Sales Cloud, Pardot and Service Cloud, we wanted to acknowledge the great work that you have done for us.

Mike Albert Fleet Solutions has been on SalesLogix for many years and were looking for a solution (CRM Software and Implementation Partner) that could meet our existing and future needs. We selected NexGen in early 2017 and have been working with you ever since. Kim Scharstein, Alicia Yuenger, Maria Kelley, Nate Shryock, Michael Cobb and Nikki Smith have been great to work with. The NexGen team made great use of our time with detailed agendas, documented action items and routine scheduled check-ins. This allowed our team to manage our tasks and perform our day to day jobs.

Our intent was not to rebuild what we currently had. For this project to be a success we needed to rethink the way we were using our current CRM and focus on best practices for our industry and for overall CRM implementations. The partnership with your team gave us guidance and best practices that allowed us to deliver a robust and low maintenance solution. For example, they helped us move a complex Exchange based eMail routing solution that had to be managed by IT, to a single Salesforce *flow* object that is based on data that can be self-maintained by customer service.

Feel free to share this letter with any Salesforce prospects that are looking for a proven implementation partner.

Thanks,



Brian L. Brown  
VP, Information Technology Services