



December 21, 2009


Dear Matt,

Now that you are finishing up our Salesforce.com implementation, I wanted to take a minute to thank you for all of your work. When we entered into this project, we did not fully understand the issues associated with loading data into Salesforce.com. You were very good at setting expectations as to how long data loading can take and the complexities associated with loading data. Given our focus on staying within budget, you constantly kept us informed as to how many hours you had worked so that we remained informed and confident that we could stay within budget.

Throughout the project, we often needed to call NexGen to get some of our questions answered. You and your team were very helpful in getting back to us quickly and being patient as we learned how Salesforce.com works.

Finally, it was helpful that you knew a lot about the Financial Services industry so that we did not have to spend time teaching you our business.

Feel free to share this letter with anyone that is looking to implement Salesforce.com.



Ms. Jessica Tannenbaum