



February 26, 2019

To Whom it May Concern:

This reference letter is my official recommendation for NexGen Consultants, specifically Keith Watters, Chad Shaffer and Cathy Bedell as Salesforce consultants where they assisted us with our enhancement of Salesforce.

Progress House, headquartered in Indianapolis, Indiana, is a nonprofit organization that operates as a residential rehabilitation facility to provide a sober, secure and comfortable living environment where men can focus on their recovery efforts from substance use disorders.

We were a current Salesforce client, with Enterprise Edition licenses, however, we were experiencing challenges with user adoption, centralizing activity data, operating in process/software silos, lack of data input and management of program-based initiatives, and we did not have the ability to pull reports and analytics.

Our goal was to partner with a certified, tenured and well experienced firm within the Salesforce ecosystem who also worked heavily with nonprofits. NexGen was extremely qualified, diligent and analytical on gathering requirements while taking these requests to build an effective solution for our team. Most importantly to us, they always indicated useful applications through best practices and recommendations, and their work for our organization was pivotal for driving efficiency.

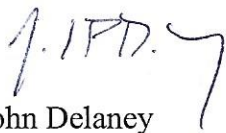
One of the main project goals for our engagement was the design and optimization of our Salesforce environment for an effective data model for managing all of our data points which would be customized to support our multiple internal operating groups (Programs, Finance, etc.) NexGen not only accomplished and built out a solution to meet our vision, but they have been an outstanding partner in leading us on our journey to design and implement Salesforce for driving value with our team and ensuring effectiveness. Their expertise to deploy an efficient data model, best practices and technical expertise, has given us the ability to be productive and efficient as an organization.

As part of our engagement, the NexGen team completed the following items as part of our project:

- Business Analysis & Process Reviews
- Account & Contact Enhancements
- Custom Object (Encounters, Treatment Plan Goals, Infraction Management, Drug Screen Records, etc.)
- Assessments
- Data Visibility Model
- Reports/Dashboard
- End User Training
- Moving Sandbox Updates to Production

Please let this referral letter serve as an endorsement for any nonprofit organization considering NexGen as a Salesforce consulting or implementation partner!

Respectfully,



John Delaney
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