



July 20, 2012

Matt Mountain
NexGen Consultants
665 Balbriggan Court
Cincinnati, OH 45255

Matt,

I would like to compliment NexGen Consultants for the excellent work done on our Salesforce.com project. Your two-step process, whereby you gather requirements and prototype the application, worked very well and it enabled us working with you to design the application QRS envisioned. Enabling us to work with the prototype and give you feedback as to what we liked and what custom modifications we required was an excellent way of doing this project.

Maureen Eckert did a great job of listening to our needs and interpreting those requirements into a functional application that will make it much easier for our Salespeople to qualify prospects quicker and ultimately increase our sales. This has already resulted in more recyclable material coming into our plants and promotes sustainability for our customers. Also, the User training class was very well taught and helped our users with the transition to Salesforce.com.

We would highly recommend your organization to anyone looking to deploy Salesforce.com. Our leadership team and procurement representatives were very impressed with your people and process.

We look forward to working with NexGen on future projects.

Cordially,

A handwritten signature in blue ink that reads 'Susan Pierce'. The signature is fluid and cursive, with a long horizontal line extending to the left of the first letter.

Susan Pierce
Vice President of Administration and Corporate Accounting