



Greenheart Exchange
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This commendation letter is Greenheart Exchange's recommendation for NexGen Consultants as a Salesforce partner where they supported our team with the implementation of Salesforce's Nonprofit Success Pack.

Teach USA is a part of Greenheart International where we operate as a global nonprofit to connect and facilitate the exchange and placement of international visitors to the United States. Additionally, our group specifically works with international partners to recruit, place and monitor international teachers matched with U.S. host schools as part of our Teach USA program.

Prior to engaging NexGen, our staff wanted to thoroughly evaluate Salesforce partners for professional service support, as we required a group who could assist us with establishing, building and defining processes which could be deployed within the platform.

This included a data model and architecture that was scalable, robust and optimal in design to grow with our team as we continue to expand and move past our pilot phase. We also required a partner who would provide exceptional guidance, consultation and best practices, and to challenge us where appropriate, as we deploy a system to manage our inbound program operations and processes.

As a result, we chose NexGen based on their implementation method, project approach, attention to detail, capability to propose a viable solution and ultimately their ability to execute on their proposal. They designed, configured and implemented Salesforce as a tool for us to centralize data entry, lead management, reporting capabilities and participant tracking while serving as the main platform for integrations with third party tools.

From the selection process, to starting the project, and the ongoing support we plan to engage with NexGen, we are extremely satisfied with our decision to utilize them as a partner. Their collaboration, knowledge, expertise and support has been instrumental to our success!

At a high level, the key goals addressed and completed by NexGen were the following:

- Applicant Development & Stakeholder Matching
 - Manage participants, partner relationships & school administrators
- Provide Centralized Visibility to leads, applicants, participants and placement opportunities
- Communications
 - Segment prospect/applicant data, track lead/applicant activities for marketing
- Reporting/Analytics (capability to perform complex queries, extract and segment data)
- Heavy Workflow and Process Automation
- Contact Management (basic CRM functionality of tracking activities, tasks and interactions)
- Integrations (support program growth, increasing participant/school recruitment)
- Training for End Users, Reports/Dashboards and Salesforce Administration

NexGen has been an exceptional partner leading us on our Salesforce journey to design and implement Salesforce for driving value with our team and ensuring user adoption. Their team was hands-on, skilled, extremely professional and pleasant to work with. Please let this referral letter serve as an endorsement for any organization considering NexGen as a Salesforce partner!

Sincerely,

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