

This reference letter is our official recommendation for NexGen Consultants as Salesforce consultants where they assisted us with our implementation of Salesforce's Nonprofit Success Pack and with continual phased enhancements including an integration with QuickBooks.

Indiana Canine Assistant Network (ICAN), headquartered in Indianapolis, Indiana, is a non-profit organization providing assistance dogs to individuals with disabilities. We also provide foundational life skills to inmates through their experiences as service dog trainers.

Prior to engaging NexGen, our staff was experiencing difficulty utilizing Blackbaud eTapestry as we reached out to individuals and organizations for pledges, donations and monetary gifts. Our system was not easily customizable or intuitive enough to meet the needs of our organization. As we looked to grow and expand, we were concerned the software was not going to be able to expand with us without major costs. Overall, we encountered a lot of challenges trying to enhance the tool, a large amount of time manually inputting/tracking data and no way to easily pull reports or make changes to the data model to incorporate more processes.

The core objectives of our implementation project with NexGen was to implement Salesforce with a robust and scalable platform for data entry, reporting capabilities and donation tracking while configuring enhancements such as volunteer management.

The key goals addressed and completed by NexGen were the following:

- Donation Development (manage donors, pledge efforts and donor relationships)
- Provide centralized visibility to donations, pledges and volunteers
- Opportunities tab (for tracking donation pipeline and forecasting growth)
- Communications (segment prospect/donor data, track volunteer activities for marketing)
- Reporting/Analytics (capability to perform complex queries, extract and segment data)
- Contact Management (basic CRM functionality of tracking activities, tasks and interactions)
- Training for End Users, Reports/Dashboards and Salesforce Administration

NexGen has been an exceptional partner in leading us on our Salesforce journey to design and implement Salesforce for driving value with our team and ensuring user adoption. Their expertise to deploy an efficient data model, best practices and technical expertise, has given us the ability to be productive and efficient as we look to grow.

Their team was pro-active, experienced, extremely professional and pleasant as we are delighted to have NexGen as our go to for Salesforce solutions. Please let this referral letter serve as an endorsement for any organization considering NexGen as a Salesforce partner!

Truly,



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