



February 14, 2013

Donald Hampton
Senior Account Executive
NexGen Consultants
Cincinnati OH 45255

Dear Donald:

I would like to commend NexGen, and Shannon Brown for a job well done with our recent Salesforce.com implementation. Shannon worked with us and 2 other aviation insurance agencies to build out a custom Salesforce solution. NexGen has provided excellent solutions to our unique situation. We needed a CRM that would completely run our agency, from policy details, to customer and insurance company follow ups, to full billing, all completely customized to Aviation Insurance.

Specifically, Shannon completed the following:

- Designed and configured Salesforce.com to function as an agency management system, and implemented it in all 3 salesforce organizations.
- Created over 25 custom objects to support a business process that handles serving of Policies, the sales cycle of Producers, and transaction integration with Quickbooks.
- Implemented several workflow rules to automate the business process for Policy Renewals, managing Service Requests, created custom triggers to pre populate submission results so we can track every submission we send out.

Everyone from NexGen has been professional and easy to work with. We are currently using our system and have been very happy. Thank you again for all of your hard work. We would recommend NexGen to others in our industry as a Salesforce.com partner.

Sincerely,

Rusty Wissmiller
rusty@regalaviation.com

Regal Aviation Insurance

503-640-4686 ▪ 800-275-7345 ▪ FAX 503-640-3071 ▪ www.regalaviation.com
5625 NE Elam Young Parkway ▪ Suite 100 ▪ Hillsboro, Oregon 97124