



September 10, 2012

NexGen Consultants
665 Balbriggan Court
Cincinnati, OH 45255

Matt-

Thank you for your flexibility in developing a program to help our department with the Administrator training on Salesforce.com. As you know, we had been on Salesforce.com for several years and were in need of some consulting and retraining on many of the existing features.

Your team did a great job in the following areas:

- Implement Best Practices across the Leads, Accounts, Contacts and Opportunities Tab
- Review the Outlook Integration and fix existing issues
- Training on Report and Dashboard development and deployment
- Training on Scheduling reports to run on a periodic basis
- Training on setting up required fields
- Guidance on data de-duplication

Although our needs were small, your team did a great job in working with us and getting us the help we need. Thanks!!!!

A handwritten signature in cursive script that reads "Melanie Kuehner".

Melanie Kuehner
TriHealth Corporate Health