



February 23, 2018

It is with confidence and enthusiasm that I am writing to recommend the services of NexGen Consulting. Whether your organization needs support for a one-time project or an in-depth analysis and overhaul of your Salesforce environment, NexGen has the experience, resources, and knowledge to provide the solutions you need.

I first reached out to NexGen about eight months ago. I had recently started a new job with the expectation that I would be assisting the company's Salesforce Administrator, however I quickly realized that I *was* the Salesforce Administrator. The Salesforce environment was disorganized, user adoption low, and the data was far from clean or reliable. I was an experienced Salesforce user, but never an Administrator and certainly not a Developer. I felt like I was driving a car without a license.

I knew I needed help, so I interviewed two consulting companies. It did not take long for NexGen to stand out. My company needed a revenue recognition solution. I had been told by another consultant that CPQ implementation was the only way to accomplish what I needed. This was a robust tool that came with a big price tag. NexGen took the time to listen to my company's needs, screen-shared with me, and gave their opinion that CPQ was overkill for what we needed. They sent me a link to a free 3<sup>rd</sup> party app to research. I was able to download the app and roll it out to my organization on my own. I had satisfied an urgent request from my CFO and I hadn't even paid NexGen a penny! It was clear that I was working with a partner and not a vendor.

Since then, my company has been purchasing 20-hour buckets of hours from NexGen because that is what works best for us. I want to be hands on with my company's projects and want to learn as we go. I meet with my consultant once a week, and we email between meetings as needed. We have analyzed Accounts, Contacts, Leads, Opportunities, Tasks, and Dashboards to eliminate unnecessary fields and identify best practices and opportunities for improvement. We've even rolled out Lightning and provided training to my entire organization. My contacts at NexGen traveled to my office for the training to provide support, take meeting notes for me, and offered recommendations based on questions/conversations that arose during the meeting.

I have grown more in the past eight months than I ever thought was possible, and my confidence in my own abilities has skyrocketed. User adoption is up for my company, and we are finally using Salesforce as the powerful tool it is meant to be. I look forward to our continued partnership with NexGen Consulting.

Sincerely,

A handwritten signature in black ink that reads "Becky Lutz". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Becky Lutz  
Two Labs Pharma Services