



August 24, 2017

Alicia,

Thank you for all of the great work that you, John and Kristen did on our initial Salesforce.com project. Being a firm that sells financial services products through captive agents, we needed one tool to help us setup appointments and streamline the process of recommending products for our clients. We had you create a multi-step appointment setting process that includes quarterly and weekly goal metrics, advanced household filtering and multiple approval processes. Our marketing call center was able to leverage GeoPointe to streamline the creation of appointments, as we don't want our agents driving to appointments all day. Bringing this functionality to one platform has increased our overall efficiency, accuracy and capacity.

Prior to migrating to Salesforce, we were using a variety of tools and as part of this project; we had you rewrite a .NET suitability application onto the Force.com platform. Once the application was built, we asked you to migrate a very large volume of data and we were grateful for your help as this was not an easy task.

The new commission calculator will help increase efficiencies and streamline payroll services for our finance department.

I would highly recommend NexGen to anyone looking for a highly qualified and capable Salesforce partner.

Thanks again,

A handwritten signature in black ink, appearing to read "Dylana MacDonald", with a long horizontal line extending to the right.

Dylana MacDonald