



December 1, 2017

NexGen,

Now that we have rolled out Sales Cloud and Service Cloud across our branches and service center, we wanted to thank you for all of your efforts in making this project successful. Moving to a CRM system can be a daunting task and as part of our selection process, we were looking for an implementation partner that could lead us through this process. After reviewing several firms, we selected NexGen and are very glad we did.

During our implementation, you were very good at requirements gathering, introducing best practices and challenging us if you felt there was a better way to do things. There were many times when we asked for something and you politely pushed back because you did not feel that it was in our short-term or long-term best interest. That is the type of consulting that we needed.

Our integration with our core banking system was a huge success whereby on a nightly basis, we have 8 files that update our member data within Salesforce. Your ability to evaluate different integration solutions and provide us with a cost-effective solution was much needed.

We highly recommend you to any bank or credit union that is looking to deploy Salesforce.com.

Thanks,

A handwritten signature in black ink that reads "Renee Maeder". The signature is written in a cursive, flowing style.

Renee Maeder
VP of Retail Sales