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*Communications Lead*

NexGen Consultants  
Cincinnati, OH 45254

Dear Keith,

Thank you for all of your hard work and engagement on our behalf. NexGen has been able to work with us to enhance, customize and re-deploy Salesforce for a more optimal setup. Your model for engaging and understanding customer needs and putting them through detailed requirements and design planning sessions was executed efficiently. You have also been very flexible when moving through development as requirements get refined or adjusted, especially with ongoing support.

We enjoyed working with Maureen Eckert and her knowledge and attention to detail was paramount for the success of our program. Together, we accomplished the following:

- Nonprofit Success Pack configuration
- Data Model enhancements
- Data Governance & Guidance
- Redefining Record Types & Contact Relationships
- Modifications to Programs/Team Owners
- Setup Lightning/Outlook Sync
- Developed new Email templates
- Implemented Workflow automation
- End User/Report and Dashboard/Admin training

In addition to items in SOW, Maureen wrote custom code to meet our requirements, worked with us to consolidate how we track companies/individuals and modified the MailChimp sync with our Salesforce Org. Her dedication to our project was noted and appreciated.

Your development model offers a good value to the customer in terms of how they manage their resources to meet the development needs. NexGen's experience in the nonprofit Salesforce environment allows you to offer good best practices, user adoption ideas and overall guidance in any implementation or development. We happily recommend NexGen Consultants as a Salesforce partner to fellow non-profit organizations.

Sincerely,

Julie Shifman  
Executive Director  
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