



June 11, 2016

NexGen,

As we finish our Salesforce.com project, I wanted to write to compliment you on a job well done. As I wrote in my Google review, working with you was a great experience!! You got us up and running on Salesforce in no time, and I can't even imagine where we'd be today had we not had your help getting started. And the monthly "help desk" option has been a lifesaver.

With the help of our consultant Shannon Brown, we accomplished the following:

- Leveraging the standard Account and Contact objects to track information about our clients and prospective clients.
- Utilization of the Opportunity Tab to track our Sales Pipeline.
- Creation of a custom object to track information associated to the implementation of each engagement.
- One-time data migration of our data into Salesforce.com.
- Gmail Integration to synchronize Email, Calendar and Contacts.
- Setup the Activity Type field for tasks and events so that if there is a client issue, we can create a task, assign it to someone and flag it as an "issue" for reporting purposes.
- A Data Visibility model that allows users to see all data in the application.
- Setup of the Salesforce1 application to perform basic Account, Contact, Opportunity and Activity management.
- Customized End User Training class

Shannon was very responsive and attentive, helping us to create and understand the new system.

Again, thank you for a job well done. I would not hesitate to recommend you to other companies looking to implement Salesforce.com.

Sincerely,

A handwritten signature in black ink, appearing to read "SS", written over a light blue horizontal line.

Shawn Scarlata  
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