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January 8, 2009

Matt Mountain
NexGen Consultants
665 Balbriggan Court
Cincinnati, Ohio 45255

Dear Matt:

I wanted to thank you and Paul Stephens for helping us get our team up and running on Salesforce.com. Your group came highly recommended by the Salesforce.com sales team and you were great to work with. You were very helpful in setting up our environment and especially, teaching us how to become self-sufficient on our application.

We were able to go live on the system in less than one month and really like how user friendly the application is. We definitely selected a great product and a great implementation team!

Cordially,

A handwritten signature in black ink that reads "Rob Brown". The signature is written in a cursive style and is underlined.

Rob Brown
Vice President, Sales