



July 10, 2017

Dear Doug,

I would like to convey a thank you for the great service we've received from NexGen Consultants over the last several years. Salesforce has been slowly evolving into our organization since we began using it many years ago. In the last few years, we've begun to really explore some of the enhanced functionality and integrations potential. We contacted NexGen when we determined there was much more from the Salesforce system than we were utilizing and we knew we would need a professional consultant to help understand our business challenges, communicate best practices, and assist us with implementations.

Salesforce has evolved to include most of our key business areas - sales, investments, lending, operations, and marketing. With all the many licenses we have (Sales Cloud, Service Cloud, Marketing Cloud, Pardot, and Communities) it was important that we find a single firm that could help with all of the Salesforce-related needs we would have and support us ongoing.

What was most impressive about NexGen was that no matter the challenge, you would bring in a subject matter expert to expertly address it every time. Those experts have been a pleasure to work with and have taken good care of us. One of my consultants even provided me study pointers when I was working toward taking my Salesforce Administrator Certification exam, and we've received some helpful hints regarding Dreamforce.

Nexgen was also instrumental with providing guidance in getting me training as my organization's main Salesforce Administrator, helping me manage the platform, and identifying ways Salesforce could be used that we had not yet thought of. I'm sure as our understanding and use of the platform evolves, we will use it even more and are appreciative that we can turn to NexGen as a resource to help us no matter what the Salesforce needs may be.

Please feel free to use this letter as an endorsement of our satisfaction with the services you provide.

Thanks so much,

Amy Gordon
AVP, Marketing Systems & Projects
Corporate One FCU

