



November 10, 2010

Randy Davis
NexGen Consultants, Inc.

Dear Randy,

As a frequent user and administrator of our company's Salesforce application, we are writing this letter to thank you and your team personally for all the hard work and contributions on our recent upgrade and improvement efforts.

Everyone from NexGen Consultants was professional and highly knowledgeable, which proved instrumental for guiding us through the development and deployment of our Salesforce.com Support Cloud and Self Service Portal.

It's difficult to imagine how we would have accomplished what we did without the leadership and expertise that NexGen provided. Your guidance was invaluable and certainly helped us deploy the best solutions for optimizing our business processes. In addition to an overall great experience, the result was an efficient, on time and on target delivery of our Salesforce implementation needs.

Again, kudos and special thanks to the entire NexGen team for their outstanding service and contributions. It is without question that our experience working with NexGen was exceptional, and we would recommend your services to any organization in need of professional services and consulting on a Salesforce.com implementation.

Regards,

Handwritten signature of Carrie Brumback in black ink.

Carrie Brumback
Email Marketing Specialist

Handwritten signature of Annette Schloemer in black ink.

Annette Schloemer
Marketing Director

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