

February 9, 2009

Dear Matt:

Although I have been a Salesforce.com user for several years, I finally got to the point where I needed some outside consulting help with Salesforce's CRM application. In working with you, I was very impressed by your approach in that you did not come in here and "waste my time." In only a one-hour meeting, you were able to gather and document all of the sales enhancements that I needed to my application. Given your deep understanding of sales and various sales processes, you are an ideal partner for Salesforce.com's CRM application.

Although you provided us with an initial estimate, which I thought was low; you were able to deliver all of the requirements and more within the initial estimate. I would highly recommend you to anyone interested in implementing or enhancing Salesforce.com.

I look forward to working with you in the future as we expand our Salesforce.com usage.

Sincerely,

A handwritten signature in cursive script that reads "Mike Langer". The signature is written in black ink and is positioned above the typed name and title.

Mike Langer  
Director, Client Solutions