



August 10, 2009

Dear NexGen Consultants,

Now that you have finished our Salesforce.com project, I wanted to thank you for all of your help and expert guidance. Our organization selected Salesforce.com because we felt it was the best platform to manage our salon's inventory (chairs), revenue (leases by stylist for each chair), prospects (future stylists) and provides extensibility to allow future integrations with other applications.

You spent the necessary time understanding our requirements so that you could accurately design the application to meet our business needs. Also, when risks had to be mitigated along the way, you were more than fair in helping us resolve any issues. I'm confident the amount of hours you went above our agreement exceeded your initial estimate. I really appreciate you going above and beyond to make us successful.

I look forward to both working with you in the future and introducing you to other Salesforce.com prospects.

Thanks again,

A handwritten signature in black ink, appearing to read 'D-Rallo', with a stylized flourish at the end.

David Ranallo
COO
Salon Lofts