



September 28, 2009

Mr. Randy Davis  
NexGen Consultants  
741 Big Ben Lane  
Cincinnati, OH 45226

Randy,

I would like to express my thanks to NexGen for the great job you did in implementing our Salesforce.com solution.

As an experienced user of Salesforce.com previously I knew the application had the power and flexibility to meet our needs. However, now I had to be the system administrator and get the system functional under a tight timeframe to deliver a new system to track our customer and pipeline activities. The upfront analysis done by NexGen was invaluable as our specific needs were understood first and then used to tailor a customized solution. Our existing data was loaded, and you had us up and running with a functioning solution... in a matter of days!

Over the next few weeks, I found NexGen to be very responsive and flexible in helping us refine our application. Every one of our adhoc requests was responded to with thoroughness and without delay. In the end, you "left no rock unturned" in your efforts to maximize the use of Salesforce.com for our environment.

I appreciate your efforts and would not hesitate to recommend NexGen to your prospects; feel free to share this letter with them or have them call me at 937-848-8624.

Sincerely,

A handwritten signature in black ink that reads "Anthony Parrott". The signature is written in a cursive, flowing style.

Anthony Parrott  
Vice President, Sales – Public Safety