



May 19, 2009

Paul Stephens
NexGen Consultants

Dear Paul:

Thank you for helping get our team up and running on Salesforce.com. We wanted to implement Salesforce.com ourselves, so when issues arise, we could resolve them correctly and with confidence. NexGen's Administrative Training and your help gave us the ability to learn Salesforce, hands-on without worrying about negatively impacting the configuration of our instance or data. You were extremely helpful in answering all our questions in a way we could understand so we would be able to manage Salesforce on our own.

Without your help this process would not have been as effective, your help was invaluable and saved us a lot of time. Your customized and personal attention gave us the confidence to use and implement Salesforce to help us achieve our sales and marketing goals. In particular, the reporting features that you helped us configure have been very helpful to our sales team as they target new regions.

Your assistance went above and beyond because even after the initial training was over you still made yourself available for consultation if we had any issues with Salesforce. We certainly made the right choice for a CRM package and an implementation partner!

Sincerely,

A handwritten signature in cursive script that reads 'Erin Hively'.

Erin Hively
Marketing Leader