



November 18, 2011

Matt,

I want to compliment you on the quality of service demonstrated by NexGen in support of Apex's launch of the Salesforce.com Service Cloud and our current expansion of functionality. Your personnel demonstrated a thoughtful, thorough approach at each element of phase I. From requirements gathering to after launch support there was clarity of method and purpose. The foundation of processes you laid out for my Administrator have served us very well.

Your team has approached phase II with the same energy and interest as phase I. I consider NexGen a valued partner and will continue to look to your organization for support of our Service Cloud.

Best Regards,

Karolyn Schalk  
VP, IT Infrastructure  
Apex Supply Chain Technologies  
7300 Central Parke Blvd.  
Mason, Ohio 45040

7300 Central Parke Blvd.  
Mason, OH 45040 USA  
Phone: 513-204-2100  
[www.apexsupplychain.com](http://www.apexsupplychain.com)