

**FOR IMMEDIATE RELEASE**

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**Vertex<sup>®</sup> Earns Certification under the Prestigious Service Capability & Performance (SCP) Standards for the Ninth Consecutive Year**

*Certification Recognizes Vertex for Delivering Top Quality Support*

**Berwyn, PA – December 11, 2008** – Vertex Inc., the leading provider of enterprise corporate tax solutions, announced today that its Product Support organization has achieved certification under the prestigious Service Capability & Performance (SCP) Standards. Vertex is the only company in the tax software industry to have achieved this distinction. For nine consecutive years Vertex has earned this certification after a comprehensive on-site audit confirming that the company meets the requirements of over 100 business elements essential to delivering top quality service and support.

Providing the global benchmark for service excellence, SCP standards measure strategic areas of the service and support operation, including corporate commitment and strategy, customer satisfaction, performance metrics, and research and development interface. Certified companies, like Vertex, must continue to demonstrate their commitment to excellence and high performance standards through annual re-certification audits of their customer support, field services, and professional services operations.

“Vertex believes world-class customer support is not only important to our business, but critical to ensuring customer satisfaction,” said Steve Richard, Vertex Vice President of Customer Support. “Vertex is proud of our track record with having achieved SCP certification for nearly a decade.”

Vertex is among the ranks of other leading technology companies that have achieved the prestigious and sought-after SCP Certification, including Lockheed Martin Incorporated, GE Healthcare, and Nokia among others. Currently, more than 200 technology support organizations around the world participate in the SCP program.

“The SCP Standards represent the global standard for service quality and are used by leading technology companies around the world,” said Greg Coleman, Vice President of Strategic Programs for Service Strategies Corporation. “Vertex can be proud to be placed among the industry leaders in service excellence through their attainment of certification under the SCP Standards program.”

The SCP Support Standard is part of a suite of service capability and performance standards designed to improve the quality and effectiveness of technology service operations. A consortium of leading technology companies and Service Strategies Corporation, created the internationally recognized standards which define best practices for delivering world-class technology service and support, quantify performance levels, and establish a foundation to build on existing quality processes.

## **ABOUT VERTEX**

With more than 30 years of experience, Vertex Inc. is the leading provider of advanced tax technology solutions and process management services worldwide. Vertex solutions help companies streamline and integrate tax provision and compliance processes, and leverage information to discover new strategic tax savings across every major line of business tax, including income, sales, consumer use, value added, communications, and payroll. To serve its customers, Vertex works in partnership with the world's leading providers of ERP software and related services. Founded in 1978, Vertex is a privately held company that employs more than 600 professionals at its headquarters in the U.S. (Berwyn, PA) and its offices in Europe (London), Atlanta, Chicago, Dallas, Phoenix, San Francisco, Sarasota, and Washington, DC. For more information about Vertex, visit [www.vertexinc.com](http://www.vertexinc.com).

## **ABOUT SERVICE STRATEGIES CORPORATION**

Headquartered in San Diego, CA, Service Strategies advances service excellence for quality-minded organizations by providing industry standards, strategic advisory services, and career development solutions that ensure delivery of consistent, high-quality service and support. Service Strategies applies a proven benchmark process to its standards programs that measure and drive effectiveness for continuous service improvement. In addition, the company's tailored training programs enhance the careers of service professionals throughout the industry and lead to increased organizational effectiveness. The world's leading service and support providers use Service Strategies' Service Capability & Performance (SCP) Standards as a roadmap for service excellence. For more information, visit [www.servicestrategies.com](http://www.servicestrategies.com), call toll free 800.552.3058, or email [info@servicestrategies.com](mailto:info@servicestrategies.com).