

For Immediate Release

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### **Vertex Inc. Earns Support Center Practices Certification**

**Berwyn, PA - September 18, 2000** – Vertex Inc. announced today that its Product Support organization has received certification under the prestigious Support Center Practices (SCP) Certification program. Vertex achieved certification after an extensive audit of their Berwyn, PA support center. SCP certification quantifies the effectiveness of customer support based upon a stringent set of performance standards and established best practices in the industry.

"In a relatively short period of time, Vertex has achieved a milestone that only the most dedicated companies can reach," said Steve Richard, Vertex's Director of Product Support Services. "We pride ourselves on the service we deliver to our customers and have demonstrated our commitment through attainment of SCP certification." Added Richard, "Vertex will continue to demonstrate a dedication to providing top quality support through re-certification on an annual basis."

"The team at Vertex made significant investments in time and resources to drive higher levels of customer satisfaction and develop best-in-class practices within the support center," said Ben Stephens, principal and Vice President of Professional Services for Service Strategies Corporation. "These efforts clearly demonstrate their commitment to satisfying customers and delivering the highest quality support possible."

Service Strategies Corporation conducts comprehensive on-site audits to confirm that companies meet the requirements of the over 100 business elements defined in the

SCP program. SCP certification measures factors such as corporate commitment and strategic direction, customer satisfaction, performance metrics, research and development interface, and other strategic areas of the support operation. Certified companies must continue to demonstrate their commitment to excellence and high performance standards through annual re-certification audits.

Vertex joins the ranks of leading technology companies that have achieved SCP certification. Currently, over 70 companies representing approximately 135 support centers around the world are certified by the SCP program. These companies include industry leaders such as CompuCom, Intuit Inc, Xerox Corporation, Lucent Technologies, Mentor Graphics Corporation, Silicon Graphics Inc, Lockheed Martin Inc., Microsoft Ltd. Europe, and Sabre Inc., among others.

"SCP certification has established itself as the global standard for service quality and is being rapidly adopted by leading technology companies," said Bill Rose, founder and executive director of the Software Support Professionals Association (SSPA).

"Vertex can be proud to be placed among the industry leaders in service excellence through their attainment of SCP certification."

### **About Support Center Practices (SCP) Certification**

The Support Center Practices (SCP) Certification program was developed to address service quality issues that affect the rapidly growing technology support industry. Thirty-five companies, representing the core membership of the Software Support Professionals Association (SSPA) created the program along with Service Strategies Corporation. These companies contributed their insight and perspective into defining the key elements required for delivering World Class support. The SSPA is made up of over 500 of the world's leading technology companies and provides a value added forum where service and support professionals share ideas and discuss developing trends ([www.supportgate.com](http://www.supportgate.com)). Service Strategies Corporation is responsible for administering the SCP Certification program and conducting on-site certification audits. For more

information about SCP Certification contact Service Strategies Corporation at (858) 674-4864 or visit the company's web site at <http://www.servicestrategies.com>.

**About Vertex Inc.**

Vertex Inc., headquartered in Berwyn, PA, develops tax compliance solutions for use in ERP, CRM, and e-commerce applications. The company has strategic partnerships with Clarify, IBM, JD Edwards, Lawson, Microsoft, Oracle, PeopleSoft, SAP, and Siebel, to name a few. Vertex's solutions help end-users facilitate tax planning, develop tax reduction strategies, and identify other important contributions that affect a company's tax structure. For more information, visit the company's web site at [www.vertexinc.com](http://www.vertexinc.com).