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For more information, contact:
Lisa Csernica
Manager, Marketing Communications
610-640-4200 ext. 6143

**Vertex Earns Prestigious Support Center Practices (SCP) Certification
For Third Consecutive Year**

Certification Recognizes Vertex for Delivering Top Quality Support

BERWYN, Pa. – December 20, 2002 – Vertex Inc. announced today that its product support organization has achieved certification under the prestigious Support Center Practices (SCP) Certification program for the third consecutive year. Vertex, a leading provider of tax software solutions for businesses, is the only provider of tax technology solutions that has earned this highly regarded certification. Vertex earned certification after an extensive audit of its Berwyn, Pa. customer support center. SCP Certification quantifies the effectiveness of customer support based upon a stringent set of performance standards and represents best practices in the industry.

“Achieving SCP Certification for three years in a row demonstrates our company’s commitment to satisfying customers and delivering the highest quality support possible,” said Steve Richard, director of Product Support at Vertex. “Because support and services are such key differentiators in the technology industry, it was important for Vertex to continue to improve our operations and processes in an effort to gain re-certification under the more stringent set of criteria in the Fourth Edition of the SCP program.”

SCP Certification, an internationally recognized standard created with the Service & Support Professionals Association (SSPA) and a consortium of leading technology companies, defines best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes, and provides a clear focus on measurable results. SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of the over 100 business elements defined in the program. Certified organizations like Vertex must demonstrate their continued commitment to high performance standards through annual re-certification audits.

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“By passing the rigorous requirements necessary to achieve SCP Certification, Vertex has made it clear they are committed to delivering world-class support to their customers,” said Gordy Stauffer, SCP Auditor. “During the SCP Certification audit, Vertex demonstrated a clear commitment to customer satisfaction and a strong focus on continuous improvement.”

Vertex remains in the company of other leading technology companies that have achieved the prestigious and sought-after SCP Certification, including Lawson Software, Lockheed Martin Incorporated, PeopleSoft Incorporated, McKesson Corporation, Mentor Graphics Corporation, Network Appliance Incorporated and Xerox Corporation among others. Currently over 200 technology support organizations around the world participate in the SCP program.

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. The SSPA and forty of its member companies 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 represents over 20,000 service executives in over 2400 support centers worldwide. SSPA gives service and support professionals opportunities to share ideas, discuss developing trends and network with their peers. For more information about SSPA, visit <http://www.theSSPA.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, email info@servicestrategies.com or visit <http://www.scpcertification.com/>.

About Vertex Inc. (www.vertexinc.com)

Founded in 1978, Vertex Inc. is a privately held firm providing more than 10,000 corporate customers with tax compliance software and research services for sales and use tax, income tax, property tax, payroll tax, and telecommunications tax. Headquartered in Berwyn, Pa., with regional offices in Chicago, Dallas, Sarasota, Fla., and Washington D.C., Vertex develops tax compliance solutions for use in Enterprise Resource Planning, Customer Relationship Management, and e-commerce applications. Vertex’s solutions help end-users facilitate tax planning, develop tax reduction strategies, and identify other important factors that affect a company’s tax structure. Vertex® is a registered trademark of Vertex Inc.

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