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For Immediate Release

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

Certification Recognizes Vertex for Delivering Top Quality Support

Berwyn, PA, December 18, 2003 – Vertex announced today that its product support organization has achieved 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 represents best practices in the industry.

"Vertex continues to place the highest priority on ensuring our customers get the most value out of their Vertex solutions by providing premium quality customer support," says Steve Richard, director of Product Support at Vertex. "This fourth consecutive year of SCP certification demonstrates our unwavering pursuit to continually raise the bar in the area of product support, as made evident by measurable improvements in our overall customer satisfaction ratings."

In Vertex's 2003 annual customer survey, the product support group achieved an overall satisfaction rating of 93.3% by customers completing the survey. This is a notable improvement from Vertex's 86.7% rating in 2000, the first year the company participated in the SCP program, a 91.2% rating in 2001, and a 93.0% rating in 2002. Vertex has also maintained a consistent 95% satisfaction rating over the past three years in event-driven surveys distributed to customers following support inquiries.

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 must demonstrate their continued commitment to high performance standards through annual re-certification audits.

“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 Derek Nash, SCP Auditor. “During the SCP Certification audit, Vertex demonstrated a clear commitment to customer satisfaction and continuous improvement.”

Vertex joins the ranks 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 two hundred technology support organizations around the world participate in the SCP program.

“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 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. 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 22,000 service executives in over 2,500 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.

Vertex Inc., the leading provider of tax technology solutions, serves more than 10,000 customers worldwide. Vertex solutions automate processes and enhance decision information across every major line of business tax including income, sales, consumer use, value added, communications, payroll and property. To serve its customers, Vertex works in partnership with leading software and service providers, including SAP, Oracle, Microsoft, IBM and PeopleSoft.

Founded in 1978, Vertex is a privately held company that employs 600 professionals at its headquarters in Berwyn, PA and offices in Atlanta, Chicago, Dallas, Sarasota and Washington, DC.

For more information about Vertex, visit our web site at www.vertexinc.com

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