

Vertex Press Release
December 05, 2005

Vertex Earns Sixth Consecutive Support Center Practices Certification

Prestigious SCP Certification recognizes Vertex's continued commitment to high-quality customer support

Berwyn, PA, December 05, 2005 – Vertex Inc. (www.vertexinc.com), the leading provider of tax technology solutions, announced today that its product support division has achieved its sixth consecutive certification under the prestigious Support Center Practices (SCP) Certification program.

"The Vertex Customer Support team continues to achieve the highest levels of customer satisfaction by maintaining excellence in the delivery of product support solutions," says Jerry Concannon, SCP Auditor.

Following a required and extensive on-site audit, Vertex was confirmed to meet the requirements of over 100 business elements defined in the program, as well as demonstrate its continued commitment to high customer service performance standards. SCP certification places Vertex among the leading technology companies and prominent industry leaders such as Lockheed Martin Incorporated, Nokia, Best Software, EMC and Xerox Corporation.

"By performing well in all areas of the comprehensive audit, Vertex ensures customers that it is maximizing its capabilities and has optimized business processes to deliver higher levels of operational performance, customer satisfaction, and loyalty," says Steve Richard, Director of Customer Support at Vertex. "This recognition of our steadfast devotion to providing premium quality support centered around our customers needs secures Vertex's position as an industry leader and will assist our mission to provide top notch service that exceeds our customers expectations every time."

The standards defined by the SCP Certification program represent the broad scope of business practices necessary to deliver the highest quality technology support. SCP Certification, the internationally recognized standard created by a consortium of leading technology companies and Service Strategies Corp., defines best practices for delivering world-class technology support. SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of approximately 100 business elements defined in the program. Certified organizations must demonstrate their continued commitment to high performance standards through annual re-certification audits.

About Support Center Practices (SCP) Certification

The SCP Certification program 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. The world's leading service and support providers use SCP Certification as a roadmap for service excellence and a measure of success. 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, toll free in North America 800.552.3058, email info@servicestrategies.com or visit www.scpcertification.com.

About Vertex Inc.

Vertex Inc. is the leading provider of tax technology solutions featuring products and process management services for more than 10,000 customers worldwide. Vertex solutions help companies streamline tax compliance processes and leverage information to discover new strategic tax savings that enhance decision information 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 leading software and service providers, including SAP, Oracle, Microsoft, IBM, and PeopleSoft.

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

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For customers interested in learning more about Vertex products:
Call 800.355.3500 and ask to speak with a Sales Representative.

For more information, press only:

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