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Press contact:

Kristy Lash
Gregory FCA
27 West Athens Avenue
Ardmore, Pa. 19003
610-642-8253
Kristy@GregoryFCA.com

Company contact:

Brigitte Geiss
Vertex Inc.
1041 Old Cassatt Road
Berwyn, Pa. 19312
484-595-6142
Brigitte.Geiss@vertexinc.com

Vertex Earns Seventh Consecutive Support Center Practices Certification

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

Berwyn, PA, December 12, 2006 – Vertex Inc. (www.vertexinc.com), the leading provider of tax technology solutions, announced today that its product support division has achieved its seventh consecutive certification under the prestigious Support Center Practices (SCP) Certification program. SCP Certification quantifies the effectiveness of customer support based upon a stringent set of performance standards and represents best practices in the industry.

“With a stellar performance 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, Vice President 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.”

SCP Certification 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, along with the Association for Services Management International 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. Certification requires comprehensive audits and annual recertification to confirm that companies continue to meet the requirements of the program. The SCP segment of the performance standard includes more than 100 business elements that define world-class technology support performance levels.

“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.

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

About Support Center Practices (SCP) Certification

Service Strategies advances service excellence for quality-minded organizations by providing industry standard certification and training programs that ensure the delivery of consistent, high quality service and support. Service Strategies applies a proven benchmark process to its certification programs for continuous service improvement. In addition, the company's tailored training programs advance the skills and competencies of service professionals, leading to increased organizational effectiveness. Headquartered in San Diego, CA the company serves leading technology services organizations in over twenty countries worldwide. Its certification programs are recognized as industry standard throughout the global service and support community. For more information, visit www.servicestrategies.com, call toll free 800.552.3058, or email info@servicestrategies.com.

About Vertex Inc.

Vertex Inc. is the leading provider of tax technology solutions featuring products and process management services for 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.

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

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