HDI Certification for Vertex Support Center
Support certification ensures highest level of customer experience

Vertex ensures that customers experience maximum uptime, maximum performance, and maximum value from their tax technology solutions by providing the highest level of product support. Vertex is the only tax technology provider to earn HDI Support Center Certification recognizing a commitment to excellence, efficiency, and service quality.

Unparalleled Dedication to Customer Support

HDI certification means Vertex customers can count on the highest level of product support to enable peak performance of their business-critical financial applications for reduced risk, maximum business continuity, and maximum ROI. In addition, customers are assured of a support infrastructure behind their technology solutions that is dedicated to best practices and continuous improvement driven by 3rd party audit and certification standards.

Premier Global Certification

HDI, the premier worldwide professional association and certification body for technology industry service and support, has certified Vertex Support. This certification recognizes that Vertex consistently provides excellent customer service and customer experience, even as the organization and customer requirements evolve.

Highest Quality Standards

A comprehensive and rigorous audit evaluated and scored Vertex support policies, procedures, and performance in the following areas to ensure the highest customer experience:

+ Support Leadership Performance
+ Support Strategy and Policy
+ Staff Management
+ Resources (financial, physical, training, tools/systems)
+ Processes & Procedures
+ Staff Satisfaction
+ Customer Satisfaction
+ Performance Results

The certification is based on the HDI Support Center Standard which was developed by more than 25 practitioners and experts from around the world. The certification program conforms to existing international quality standards such as the European Foundation for Quality Management (EFQM), the Malcolm Baldrige National Quality Awards from the National Institute of Standards and Technology (NIST), and ISO9000.

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