

# Cloud Implementation Services



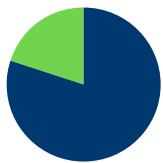
Vertex Consulting offers a range of services to help you implement your tax engine in the cloud and go live with confidence. We bring the expertise, best practices, and standardized processes from over 2,000 Vertex system implementations.

Leveraging Vertex Consulting can help you implement faster and ensure you maximize the value of your Vertex system. And we offer multiple service packages that allow you to handle as much or as little of the implementation project as you want – from installation and configuration through testing, go-live, and post-go-live.

## Bundled service packages

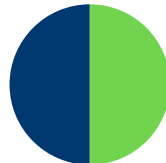
These service options offer varying degrees of Vertex and client responsibility (see page 2 for details). Select which service is best for your organization based on your in-house expertise, resource availability, and desire to manage the implementation project.

● Vertex role    ● Client role



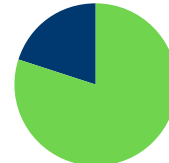
### Gold service

In the Gold service, Vertex serves in a lead role, providing comprehensive implementation services. Clients select this option when they have limited in-house expertise and resources, and prefer to turn over the entire project to Vertex.



### Silver service

In the Silver service, Vertex supplements the client's in-house implementation team by providing guidance and support throughout the project. Clients select this service when they have in-house expertise and available resources but prefer to also have Vertex consultants work with them throughout the project.



### Bronze service

In the Bronze service, the client manages the implementation and Vertex provides light support throughout the project. Clients select this service when they have the resources and expertise, want to manage the implementation in-house, but also want to ensure access to Vertex consultants for questions.

## Cloud Implementation Service Packages

Service level	Gold service	Silver service	Bronze service
Service description	Vertex provides comprehensive implementation service.	Vertex supplements client implementation.	Vertex provides light support throughout implementation.
Implementation tasks	Responsibility (Vertex/Client)		
Work plan	Vertex	Vertex	Client
Requirements gathering	Vertex	Client*	Client
Design	Vertex	Client*	Client
Configuration	Vertex	Client*	Client**
Documentation	Vertex	Client	Client
Training (functional)	Vertex	Vertex	Vertex
Training (technical)	Vertex	Client	Client
Go-live support	Vertex	Client	Client

\*Vertex will review requirements, design, and configuration.

\*\*Vertex is available for questions during configuration.

Services valid for implementations of Vertex Indirect Tax O Series On-Demand and Vertex Cloud Indirect Tax.

Each implementation is a partnership and exact Vertex responsibilities and deliverables may vary. Refer to contract for complete service details.

Excludes major ERP systems (SAP, Oracle, JDE, Peoplesoft), current customer migrations, and retail POS implementations.

### Benefits of working with Vertex Consulting

- Decrease risk with unmatched Vertex expertise
- Achieve ROI quickly with a fast implementation
- Boost internal capabilities with knowledge transfer

For more information, contact Vertex today at [Inside.Sales@vertexinc.com](mailto:Inside.Sales@vertexinc.com).

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King of Prussia, PA, USA

**Latin America**  
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