



Indirect Tax Solutions

Vertex[®] Indirect Tax O Series[®] On-Demand



Service Description

Vertex delivers its Indirect Tax O Series application as Software as a Service (SaaS) to customers via their Internet connection. The hosting service includes customer on-boarding, access to the fully-featured Vertex O Series On-Demand application, application and database hosting resources, operation and maintenance of the hosting environment, and customer support.

Vertex[®] Indirect Tax O Series[®] On-Demand Service Summary

SSAE-16 Service Provider Audited Data Center and infrastructure services covering all necessary hardware, software, network and system operational resources. Includes monitoring and managing the hosting infrastructure, all hardware/software maintenance and updates such as Vertex O Series monthly updates and maintenance packs.

Application service-level agreement of 99.9% uptime for tax calculation services. Synchronous off-site mirroring to a geographically distant, separate data center to ensure business continuity even in a disaster recovery scenario. Immediate, automated failover to avoid delays in tax calculation (versus cold or warm standby).

Tier 4 data centers designed to host mission-critical servers and computer systems, with fully redundant subsystems (cooling, power, network links, storage, etc.) and compartmentalized security zones controlled by biometric access controls methods.

Vertex O Series On-Demand multi-tier load balanced deployment to enable high scalability and availability.

Single tenant Vertex O Series On-Demand databases per customer to provide complete data segregation and isolation from other customers, consistent performance, and the highest level of data security.

Dedicated customer Vertex O Series On-Demand deployment instance that can be configured to accommodate up to four distinct customer specific partitions including; Administrator, Test, Development, and Sandbox.

Secure hosting of Vertex O Series On-Demand with encrypted network access for the customer, daily offsite encrypted backups, and third-party security certification (specifically, Verizon Cybertrust Security Certification).

Import and export data from Vertex O Series via Internet browser access to the local file system to upload and download data including: tax data manager configuration, O Series Standard Reports, O Series Data Extracts, and Vertex[®] Reporting and Analysis reports.

Access to Vertex Customer Support personnel Monday through Friday 8:15 AM to 8:00 PM Eastern Time exclusive of Vertex Holidays.

Customer Responsibilities

Your organization's responsibilities include the following:

Enabling external connectivity from your ERP or other systems to the Vertex O Series On-Demand hosting environment.

Setting up the Vertex On-Demand application software.

Staffing and operating the Vertex O Series application for customer production purposes.

Providing and managing all customer on premise hardware devices, software and network connectivity.

Providing Internet connectivity, including sufficient bandwidth.

Monitoring data movement, data updates, and software patches.

Validating the accuracy of your tax results.

About Vertex

Founded in 1978, Vertex Inc. is a leading provider of corporate tax software and services to automate, integrate, streamline or outsource tax processes for companies of all sizes, from small to medium-sized businesses to global multinationals. Vertex provides solutions for all tax types with industry-specific solutions for retail, communications, hospitality and leasing industries.

To learn more about how Vertex® Indirect Tax O Series® On-Demand can improve accuracy and efficiency, contact a Vertex Representative at **800.355.3500** or visit **vertexinc.com**.

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