

## VERTEX CONSULTING

# Long-Term Staff Augmentation Service

## Bring Vertex Experts onto Your Staff

Keeping your Vertex O Series system maintained and configured to support your growing business requires tax and technical expertise that not every customer has in house. Now you can bring the expertise of Vertex Consulting to your day-to-day team on a long-term basis. The staff augmentation service provides customers with a dedicated Vertex Consulting representative to provide long-term support, troubleshooting, system maintenance, and education.

### Supplement your in-house team

The service is designed to supplement your in-house tax or technical resources on a regular basis for an extended period of time. Whether your internal staff is limited, undergoing change, or just deployed on other projects, Vertex Consulting can serve as a member of your team to help maintain consistency and subject-matter expertise over time. We bring the expertise, best practices, and standardized processes from over 2,000 Vertex system implementations.

### Get a dedicated, consistent representative

A dedicated Vertex Consulting representative is assigned to your company and learns your specific system configuration and business needs. They work hand-in-hand with your team as an extension of your staff to maintain your O Series environment and support your business growth.

### Gain a liaison to Vertex expertise

Your Vertex Consulting representative becomes your direct liaison to Vertex support and the deep expertise across the Vertex organization for collaboration and problem solving.

## Benefits



Direct access to Vertex expertise



Single point of contact for all Vertex support matters



Confidence in the ongoing performance of your tax system



Reduced interruption after go-live



Knowledge transfer to in-house staff

## Long-term staff augmentation service

### Services can include:

- Notification and guidance about product upgrades and patches that might affect the business
- Maintenance of the O Series environment, including monthly updates and assistance with patch application
- Maintenance of the O Series environment with additional companies, customers, products, and complex rules
- Troubleshooting in the live production environment
- Logging defects and enhancements and following them through to completion
- Testing support
- Liaison to Vertex support and SMEs throughout the organization, with turnkey coordination of all communication
- Status reporting (weekly or biweekly)
- Training demonstrations specific to your system setup
- Documentation specific to your system setup
- Knowledge transfer

### Duration/Timing:

- You and Vertex agree on a predetermined number of hours to meet specific needs, then revisit that estimate every six months
- Post-go-live

Notes: Services valid for implementations of Vertex Indirect Tax O Series. Hours will be agreed to with each customer depending on their business needs. Refer to contract for complete service details.

To learn more, visit [VertexInc.com](https://VertexInc.com).



North America | Latin America | Europe | Asia Pacific

