

VERTEX CONSULTING

Pre-Go-Live and Post-Go-Live Services

Tap Vertex Expertise to Improve Project Outcomes

Vertex Consulting offers services to help ensure a successful go-live and ongoing performance for your Vertex O Series system. You can bring in a dedicated Vertex expert for a defined time period to supplement your implementation team or support you after go-live. The services can be arranged to meet the specific needs of your business, your system, and your team. And as always, we bring the expertise, best practices, and standardized processes from over 2,000 Vertex system implementations.

Pre-Go-Live Services

Pre-go-live services are a final step to help ensure a successful go-live. A dedicated Vertex Consulting representative can help uncover issues before they interrupt tax performance after go-live, and help build the proficiency of your in-house team.

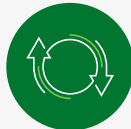
Post-Go-Live Services

Post-go-live services ensure you're not alone once the implementation and go-live is complete. Vertex Consulting can help you stabilize your O Series production environment, maintain it at peak performance, or make system changes to support your growing business. A dedicated Vertex Consulting representative will work with you for a defined time period after go-live to address any number of tasks.

Benefits



Increased confidence after go-live



Reduced interruption after go-live



Agility to support business changes after go-live



Decreased audit risk after go-live



Knowledge transfer to in-house staff

Pre-Go-Live Services

Services can include:

- Review of requirements and solutions configured in the taxability manager
- System testing assistance
- Troubleshooting in the live production environment
- Training demonstrations specific to your system setup
- Knowledge transfer

Duration:

- Typically five business days scheduled approximately one to two weeks prior to go-live

Post-Go-Live Services

Services can include:

- Troubleshooting and resolution of calculation issues in the live production environment
- Liaison with Vertex Support to resolve any defects and provide enhancement
- New requirements review, implementation, testing, and documentation (to address system performance or to add new tax types or markets)
- Recommended configuration changes, including documentation, to streamline system setup
- Requirements, configuration, testing, go-live, and documentation for additional jurisdictions, entities, or tax types
- Training demonstrations specific to your system setup
- Knowledge transfer

Duration:

- Typically 10 to 15 hours per week for three months following go-live
- Additional system requirements projects can be initiated at any time

Notes: Services valid for implementations of Vertex Indirect Tax O Series. Service tasks and 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.



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