



# 7 Exclusive Resources for Vertex Customers

At Vertex, our team is your team. Here are seven ways we can help...

- 1** **HDI Support Certified Center** – The only tax technology provider to earn this award, the HDI Support Center Certification recognizes a support center’s commitment to excellence, efficiency, and service quality.
- 2** **Vertex University** – Whether you want a refresh on configuring custom taxability, generating returns, or importing data in the most efficient way, we have an entire library of courses and certifications you can access—either in-person or online.
- 3** **Vertex Monthly Customer Newsletter** – Every month we email you exclusive content (events, webinars, podcasts, products launches, and more) making sure you keep up to date on what’s new.
- 4** **Vertex Community Portal** – Community often means opportunity. That’s why we provide you with a one-stop-shop for training resources, knowledge base articles, product updates, and networking opportunities with other Vertex customers, employees, and partners.
- 5** **Vertex Customer Neighborhood** – In addition to the Vertex Community Portal, we offer in-person and virtual events where you can share your ideas, network with others, and discuss the latest trends in tax and tax technology.
- 6** **Vertex Status Page** – Never worry about being in the dark about updates for Vertex hosted systems. Subscribe for notifications from our Status Page to see system availability, scheduled maintenance, and service incidents in real time.
- 7** **Vertex Exchange Conference** – Join Vertex customers, solution experts, and tax professionals to learn about strategies that can help you improve tax processes and deliver value to your tax department.