

# Vertex Staff Augmentation Service

## Access Vertex expertise when you need it

Is your business experiencing growth? Have your business requirements evolved after implementation? Do you require additional support or configuration assistance beyond the capabilities of your in-house tax and technical teams? Now, you can integrate Vertex expertise into your team on a long-term or short-term basis. The Service offers customers a dedicated Vertex representative to deliver a wide range of services, including troubleshooting, system maintenance, education, and more.

### Supplement your in-house team

The service is designed to supplement your in-house tax or technical resources. Whether your internal staff is limited or undergoing change or just deployed on other projects, Vertex can support your tax technology needs in a variety of ways. We bring the expertise, best practices, and standardized processes from over 2,000 Vertex system implementations.

### Long-Term or Short-Term Assistance

Access Vertex technology experts on a long-term or short-term basis to meet your specific needs. You can add a dedicated Vertex representative long-term to work hand-in-hand with your team as an extension of your staff to help maintain your O Series environment and support your business growth. The Vertex representative becomes your dedicated resource when or if you need additional expertise. For more defined, short-term needs, you can contract with Vertex for a defined number of hours for a specific task.

## Benefits



Direct access to  
Vertex expertise



Confident  
performance



Reduced  
interruption  
after go-live



Knowledge  
transfer to  
in-house staff

## Staff Augmentation Service

### Duration/Timing:

- Long-Term Service: Customer contracts for recurring monthly service in 6-month or 12-month increments.
- Short-Term Service: Customer can contract for 10, 15, or 20 hours for a 30-day period.

### 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

Notes: Services provided for any Vertex solution in any market. Services valid only after go-live (cannot be used for implementation). Long-Term Service hours will be agreed to with each customer depending on their business needs. Short-Term Service can be contracted for 10, 15, or 20 hours and expires after 30 days. Refer to contract for complete service details.

## About Global Professional Services

**Vertex** offers a range of services to wrap around our technology solutions that streamline implementation, maximize performance, and improve tax processes to help ensure our customers get the best value from their software. Vertex representatives bring deep tax technical expertise as well as shared experience from more than 2,000 customer engagements around the world. For more information contact Vertex today at [Inside.Sales@vertexinc.com](mailto:Inside.Sales@vertexinc.com).

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

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