

# Vertex Start Service

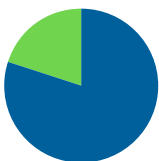
## Rely on Vertex Expertise for Your System Implementation

Vertex offers a 90-day service to help you implement your tax engine and go live with confidence. We bring the expertise, best practices, and standardized processes from over 2,000 Vertex system implementations. Leveraging Vertex expertise can help you implement faster and ensure you maximize the value of your Vertex system. And we offer multiple service packages that allow you to handle as much or as little of the implementation project as you want — from installation and configuration through testing, go-live, and post-go-live.

### Pre-defined Service Packages

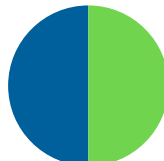
Vertex provides a comprehensive suite of services to support the seamless implementation of your tax engine, allowing you to embark on your go-live confidently. With a wealth of expertise, industry best practices, and a track record of over 2,000 successful Vertex system implementations, we're well-equipped to accelerate your implementation process and help you realize the maximum potential of your Vertex system.

Alongside our fully customizable implementation option, Vertex offers three predefined service packages that enable you to tailor your involvement in the implementation project to your preferences, covering tasks from installation and configuration to testing, go-live, and post-go-live activities. The Gold, Silver, and Bronze Services offer the customer varying degrees of Vertex assistance and client responsibility (see page 2 for details). Select which service is best for your organization based on your in-house expertise, resource availability, and desire to manage the implementation project.



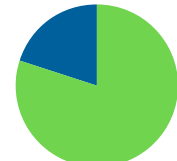
**Gold service**

In the Gold service, Vertex serves in a lead role, providing comprehensive implementation services. Clients select this option when they have limited in-house functional or technical expertise and resources, and prefer to turn over the entire implementation project to Vertex.



**Silver service**

In the Silver service, Vertex supplements the client's in-house implementation team by providing guidance and support throughout the project. Clients select this service when they have in-house expertise and available resources but prefer to also have Vertex consultants work with them to fill in the gaps and provide guidance throughout the project.



**Bronze service**

In the Bronze service, the client manages the implementation and Vertex provides light support throughout the project. Clients select this service when they have the resources and expertise, want to manage the implementation in-house, but also want to ensure access to Vertex consultants for questions.

## Vertex Start Service Packages

Service level	Gold service	Silver service	Bronze service
<i>Service description</i>	Vertex provides comprehensive implementation service.	Vertex supplement client implementation.	Vertex provides light support throughout implementation.
<b>Implementation tasks</b>	<b>Responsibility (Vertex/Client)</b>		
<i>Work plan</i>	Vertex	Vertex	Client
<i>Requirements gathering</i>	Vertex	Client*	Client
<i>Design</i>	Vertex	Client*	Client
<i>Configuration</i>	Vertex	Client*	Client**
<i>Documentation</i>	Vertex	Client	Client
<i>Training (functional)</i>	Vertex	Vertex	Vertex
<i>Training (technical)</i>	Vertex	Client	Client
<i>Go-live support</i>	Vertex	Client	Client

\*Vertex will review requirements, design, and configuration.

\*\*Vertex is available for questions during configuration.

Each implementation is a partnership and exact Vertex responsibilities and deliverables may vary. Refer to contract for complete service details. Gold, Silver, and Bronze services are valid for 90 days. Each service is renewable for 30 days if requested within two (2) weeks of original service completion. Excludes current customer migrations, retail POS implementations, and implementations with SAP, Oracle, JDE, Peoplesoft, or Workday.

## Migrating from a Different Tax Engine

We draw on decades of experience getting customers up and running. If you're implementing a tax engine for the first time, we'll help you configure your Vertex system for maximum value. If you're migrating from another tax engine to Vertex, our team leverages years of experience and purpose-built tools to make the transition smooth and minimize disruption. Either way, Vertex can improve your time-to-value.

## 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 customers get the best value from our 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).