



From Cracks to Stability: Why Switching Tax Engines Is Worth it for SAP Users



Introduction

Imagine driving through a neighborhood you admire and spotting the perfect house. You weren't planning to move—relocating is stressful and time-consuming. But then you start to consider the long-term benefits. A short-term inconvenience could lead to living in your dream home.

For many SAP users, switching tax engines—especially for a large business change e.g., S/4HANA migration, process modernization, or regulatory expansion—feels the same way. The effort and disruption may seem daunting, but clinging to a tax engine that no longer meets your needs can be even costlier. Over time, small inefficiencies grow into major obstacles.

This e-book will help you identify the cracks in your current tax calculation foundation before they widen into serious financial and operational risks. Choosing the right tax technology provider can simplify the transition and deliver lasting improvements for your team and business.

Here's what to consider in your next tax engine provider—and why making the switch is worth the effort.



A Committed Partnership with SAP

Some tax technology providers are not recommended as a solution of choice by SAP due to lack of scope or failure to meet SAP's partnership requirements.

The Vertex Solution

For over 25 years, Vertex and SAP have worked together to help more than 1,000 joint customers achieve better business outcomes. Through our partnership, the result is a uniquely strong SAP position, including:

- Our solutions are SAP-certified and support SAP's Clean Core strategy
- We have more SAP users in the Fortune 500 than any other provider
- We have been recognized as an SAP Pinnacle Award Finalist in 2022 and 2025

Plus, [top integrators and advisors](#) recommend Vertex as the preferred indirect tax solution for SAP S/4HANA.

Ask yourself: How confident are you with your vendor's experience in delivering on the complex tax requirements they require?



"Vertex and SAP enable organizations to unlock scalable growth while seamlessly maintaining tax compliance across ERP, procurement, and e-commerce systems, delivering a truly integrated, end-to-end solution."

- Nick Maglaris, NA Vice President, Partner Cloud Solutions, Software Partner Solutions & MSP, SAP America



A Clear Focus on Indirect Tax

Some tax technology providers are doubling down on direct tax, drawn by its larger customer base, reduced competition, and higher win rates. This means fewer investments in indirect tax, leading to slower product innovation, unreliable technical support and, in some cases, product discontinuation.

Where does this leave your business? You may find yourself using outdated indirect tax tools with no clear roadmap for future improvements. The lack of focus on indirect tax can result in products reaching the end of life without a clear migration path, increasing your compliance risks and operational inefficiencies.

The Vertex Solution

For over 45 years, Vertex has been singularly focused on indirect tax. It's our entire business—not an afterthought or a secondary offering.

We are focused on indirect tax solutions, ensuring that our investments, innovations, and resources remain dedicated to delivering the most advanced sales, use, and value added tax calculation and compliance tools available.

Unlike providers who must juggle multiple business lines and product portfolios, we continue to focus on evolving and enhancing our market-leading indirect tax engine without compromises.



A Single, Robust Tax Solution

Some tax engine providers rely on multiple, disconnected applications to meet various tax needs, such as separate solutions for sales tax, use tax accruals, value-added tax, and industry-specific tax calculations. The lack of meaningful integration between these solutions often leads to siloed systems managed by entirely separate support teams.

IT teams then face considerable challenges in deploying and maintaining indirect tax solutions across different jurisdictions while ensuring seamless integration with existing systems. Managing these complexities requires substantial resources and technical expertise, adding strain to already stretched teams and increasing the overall cost of ownership.

Ask yourself: Do you have a single tax engine that centralizes all aspects of global tax determination in one place?

The Vertex Solution

Vertex offers [a single tax engine](#) that supports sales, use, and value added tax. We also offer tax calculations for complex industries (oil & gas, leasing, communications, medical devices, hospitality, and payroll) across the SAP ecosystem as well as e-commerce, and procurement systems. Vertex has been intentionally designed to leverage SAP capabilities and support SAP's Clean Core compliance by using BTP to keep tax logic outside the ERP core. Our tax engine is fully SAP-certified and an SAP Endorsed App. It's a powerful robust solution that allows you to license the tax content that you need today and add capabilities as your needs grow—without implementing another separate tax engine.

In addition to our tax engine, we also offer add-on solutions exclusively for SAP users including [Vertex Accelerator+ for SAP ERP](#), which streamlines tax-related business functions as well as [Vertex PLUS Tools for SAP](#) that optimize AP and AR processes.

Vertex's Accelerator+ tool is able to connect to your SAP. It integrates directly, so you can go into your Vertex tools in SAP and run reconciliation reports that pinpoint immediately in red what is not tying to you're the Vertex tax engine. So, there's no more investigating, lining up dates, or trying to find what document is missing from the engine or vice versa."

- Ellen Nyarady, Indirect Tax Manager at BlueTriton Brands

SAP Endorsed App
PREMIUM CERTIFIED

SAP Certified
Integration with RISE with SAP S/4HANA Cloud

SAP Certified
Built with SAP Business Technology Platform

Strong Implementation and Ongoing Customer Support

Some tax engine providers lack focus on indirect tax which leads to high turnover rates, misaligned product development, and inadequate customer support. Other providers claim you don't need a lot of support at all—"it's so simple you can self-implement".

Ask yourself: Do you feel like your current provider left you hanging once the ink dried?

The Vertex Solution

Vertex takes a pragmatic, experience-driven approach to implementation. We don't over-promise—we ensure success through measured, well-planned deployments.

Our implementation teams are well versed in migrating from other tax engines to Vertex.

We have a dedicated support team and offer [implementation services](#) that deliver a combination of expertise in SAP, technology, tax operations, and tax automation solutions—with experience in over 2,000 implementations.

Our guidance goes well beyond implementation:

- We provide expert support through our Customer Success organization, part of our Customer Center of Excellence.
- We are the only tax technology provider to earn [HDI Support Center Certification](#), underscoring our commitment to superior customer service.
- We have been recognized with the [IDC SaaS Customer Satisfaction Award for Tax](#) three years in a row—leading in customer satisfaction for SaaS tax solutions.
- We also offer a range of [support resources](#), including in-app AI-powered assistance, user groups, our annual Vertex Exchange conference, and extensive training options.



Dedicated, Long-Term Staff

Instability and high turnover among staff can be a significant problem for many tax tech providers, leading to lack of continuity and lost expertise. This can negatively impact product development and customer support, leaving you feeling neglected and under-served.

The Vertex Solution

Vertex prides itself on having a low employee turnover rate, with many customer-facing employees having more than a decade of experience. This continuity ensures that your account will always be handled by specialists who understand your business needs and the nuances of indirect tax. Many of our employees have previously worked in customer-facing roles elsewhere, bringing deep expertise to Vertex.

"I think the most important thing is knowing that Vertex is going to give you the support you need. There are tons of resources. You're in great hands with Vertex"

- Ellen Nyarady, Indirect Tax
Manager at BlueTriton Brands

Transparent, Predictable Pricing

Some providers have adopted usage-based pricing models, where costs increase unpredictably due to API calls and address cleansing transactions. This is particularly concerning for large enterprises, where fluctuating transaction volumes can cause expenses to spiral unexpectedly.

Are you confident that you know the future transaction volumes across your entire enterprise? How important is it to you to have predictability when it comes to the future cost of the system?

The Vertex Solution

Vertex offers a straightforward, revenue-based pricing model that is:

- **Transparent:** Costs are based on a metric that businesses can easily track and forecast
- **Predictable:** Companies avoid unexpected cost spikes due to transaction fluctuations
- **Customer-focused:** A multi-year price lock ensures long-term stability

Unlike usage-based pricing, our model is designed to align with a long-term Total Cost of Ownership (TCO) vision, giving businesses clarity and control over their tax technology investments.

Fluctuating volumes, seasonal spikes, and business growth can all lead to unexpected cost increases, making it nearly impossible to forecast expenses accurately. A transparent pricing model ensures businesses can plan ahead without risk.

Ability to Scale

Many tax engine providers struggle to support global operations, new business models, or evolving compliance requirements. As companies grow, they may outgrow their tax engine, leading to inefficiencies, compliance risks, and increased costs.

The Vertex Solution

Vertex is designed with scalability in mind. We can support your current setup and adapt as your needs evolve.

- **Global expansion** across multiple tax jurisdictions in 195+ countries
- **Complex tax scenarios** across all tax types (sales and use tax, VAT, GST, plus industry-specific taxability for communications, leasing, and more)
- **Seamless integrations** enabling you to connect to platforms within your SAP ecosystem, e-commerce, and procurement systems as you grow through acquisitions, new product lines, or multi-channel sales strategies

“Vertex is a must for large SAP companies.

- Cesar Tioseco, Senior Tax Accountant at Gerdau North America

Conclusion—Why Consider Switching Tax Engines?

Is your current tax engine provider focused on your tax needs now and in the future? Does their solution easily integrate , and adapt to, the ongoing requirements of SAP? Do you have regular customer support from dedicated, long-term staff? Can you easily scale your tax process for growth? Do you understand your costs, and do you feel you get value?

If any of these concerns resonate, it may be time to explore a tax engine that better aligns with your business objectives.



How Vertex Can Help You Make Your Move

Switching tax engines doesn't have to be daunting. With Vertex, you gain a robust tax engine designed to seamlessly integrate with your financial systems—one you can scale alongside your business and evolve to meet your needs.

- Our dedicated implementation teams specialize in migrations from other tax engines with deep expertise in SAP.
- We provide full transparency on implementation timelines and costs, helping you avoid costly delays and disruptions while ensuring tax compliance across critical processes.
- Our support structure ensures success beyond go-live.

The right tax engine should be an asset, not a liability. Making the switch to Vertex helps ensure long-term stability, compliance, and efficiency for your tax operations.

Learn more about [the Vertex tax engine as well as our additional solutions for SAP users](#), now.

Siemens Implements a Tax Calculation Engine Built for Growth with Vertex Consulting

"We were able to move 7 SAP systems off of our previous provider onto our new Vertex tax calculation engine, moved 3.5 million tax exemption certificates, and setup our use tax accrual program in less than 6 months."

- Sandra Blair, Head of Indirect Tax at Siemens

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