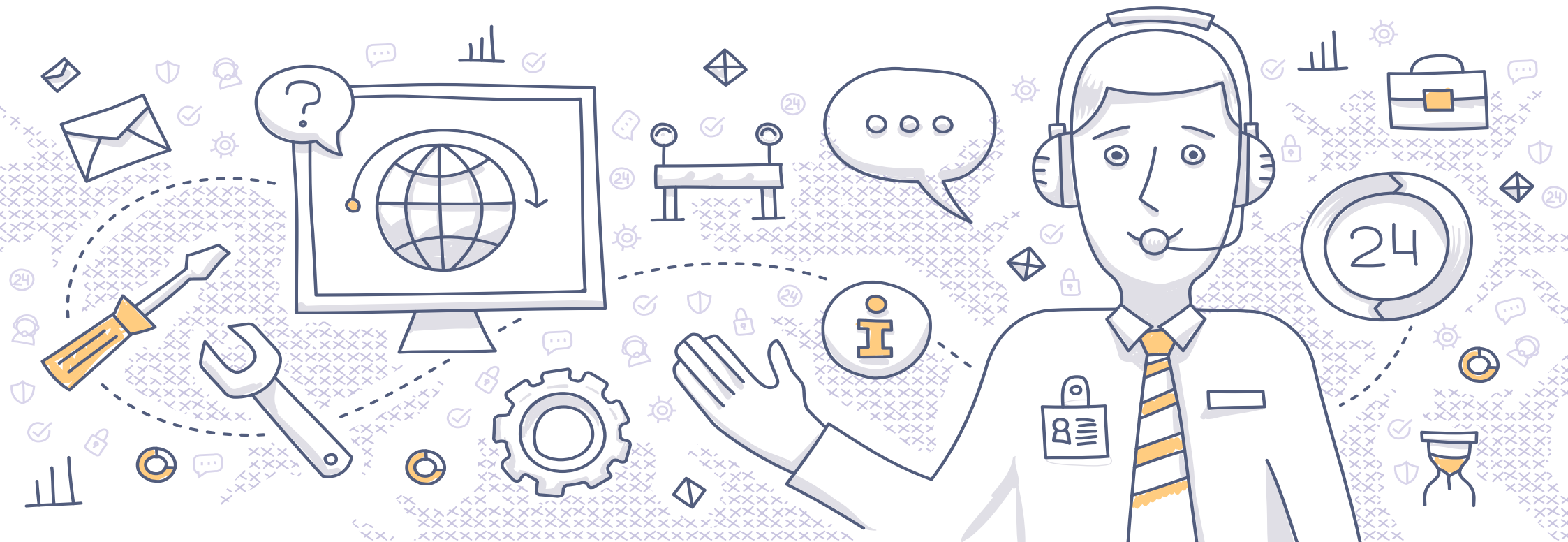


# Support & Maintenance

Ultimate peace of mind for businesses using tax technology



## An introduction...

At Innovate Tax, we're best known for bridging the gap between ERPs and tax technology by translating complex rules into user-friendly and fully automated tax solutions.

Since being founded in 2012, we've completed projects with over 100 multinational organisations to transform the way they manage tax within the world's most popular ERPs, including Oracle, SAP and Workday.

But our commitment to clients doesn't end at the completion of each project.

**That's why we're so proud of our comprehensive Support & Maintenance service.**

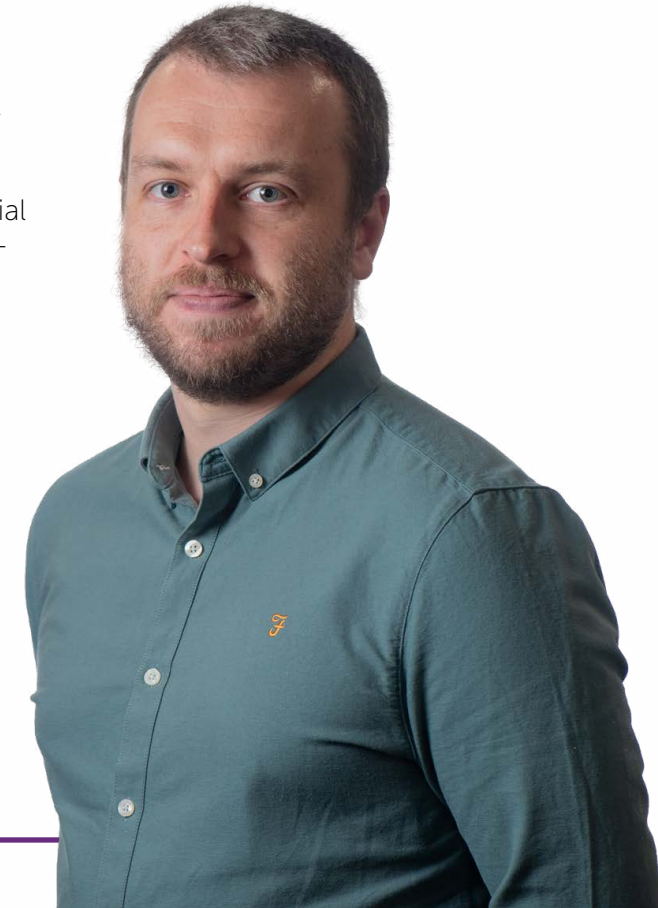
Support & Maintenance has been carefully designed by our experts to ensure complete peace of mind for tax teams; regardless of your size, the configuration of your tax solution or what ERP system you use.

From adding new tax rates or codes (that typically take your team many hours to complete) to making essential changes to ensure your business complies with new tax laws, we'll take responsibility for keeping your tax set-up completely up to date.

What's more, we can also make improvements and alterations to your solution that you and your team have identified as priorities, empowering you to deliver even greater results.

I hope this guide to the service is useful and if you have any further questions I'd be delighted to help.

**Rob Letts**  
Head of Projects



# Support & Maintenance at a glance



**31hr 50m**

Average time it takes our team to resolve client tickets



**97%**

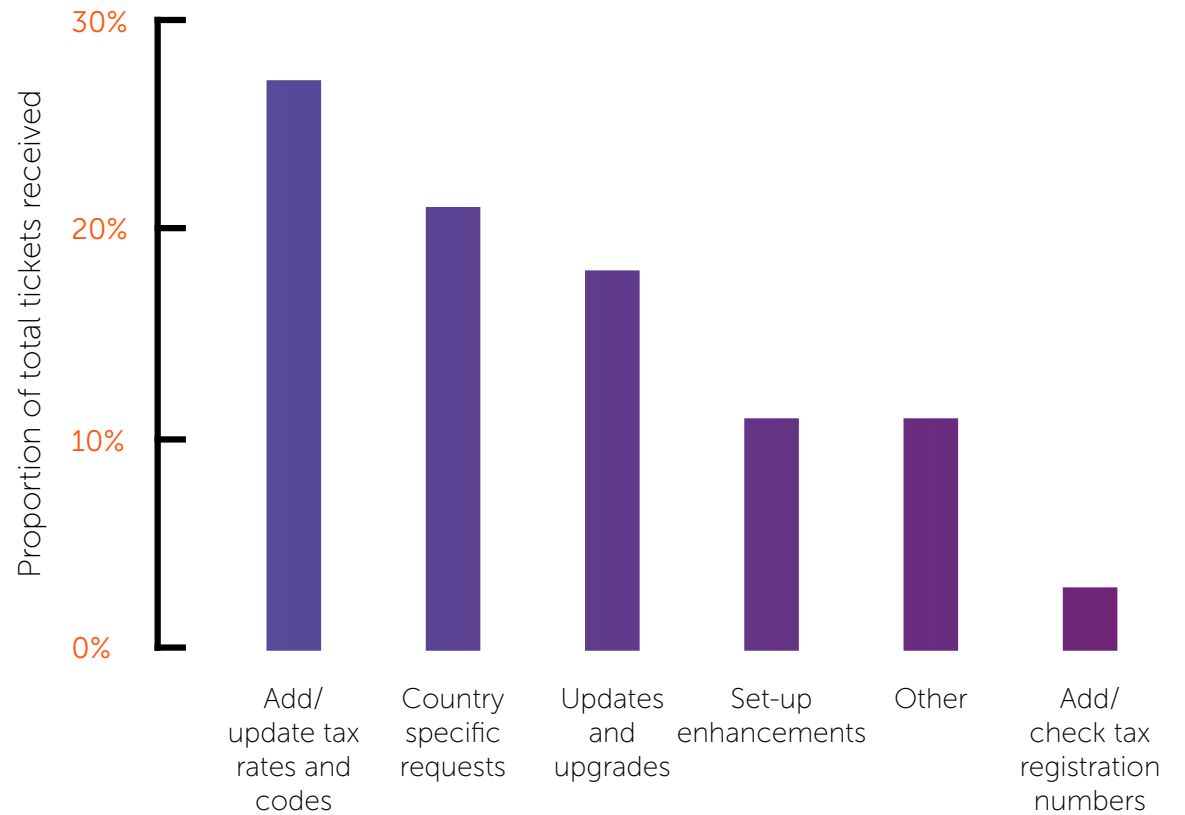
of all client tickets are resolved at the first time of asking



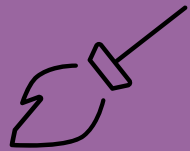
**150+**

Number of countries covered by Support & Maintenance

What issues do Support & Maintenance tickets fix?



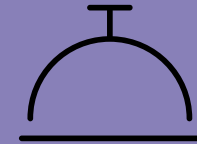
## Our services



### Maintenance

Our Maintenance service covers all essential updates, upgrades and fixes to your solution and is provided as part of your annual package. This means there is no limit to the number of Maintenance tickets you and your team can raise.

Enhanced Support gives you the freedom to develop or reconfigure your tax solution with the help of our team of experts exactly when you need us. You'll have an agreed quota of Enhanced Support hours each year to be used as you require.



### Enhanced Support

# Maintenance v Enhanced Support

	MAINTENANCE	ENHANCED SUPPORT
All changes to tax rates	✓	
All changes to tax codes	✓	
Any changes legally required to ensure compliance with tax regulations	✓	
Latest Maintenance releases	✓	
Fixes for bugs (not caused by users)	✓	
Correction of user errors		✓
Fixing faults within ERP software		✓
Support of non-standard configurations		✓
Support of non-standard tax applications		✓
Bespoke upgrades to set-up		✓

## Who we support

More than 30 global organisations are protected by our Support & Maintenance service. Here are just a few of the businesses we're proud to work with:



## What's next?

We hope you are interested in our Support & Maintenance service to protect your tax solution and set-up.

If you would like to find out more, get in touch with us in one of the following ways:



### Get a bespoke quote

Tell us more about where, when, how and who manages tax in your business and we'll create a bespoke quote for Support & Maintenance.



### Speak with us

Already an Innovate client? Get in touch with us at [support@innovatetax.com](mailto:support@innovatetax.com) to discuss your next steps.

**Call UK** +44 1243 860 893

**US** +1 408 6229 623

**Email** [sales@innovatetax.com](mailto:sales@innovatetax.com)

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# INNOVATE TAX

COMPLIANCE WITHOUT COMPROMISE

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