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Isaac M. O'Bannon • Jan. 17, 2024



Vertex, Inc., a provider of tax technology solutions, has received IDC's SaaS Customer Satisfaction Award for Tax. The 2023 SaaSPath Survey by IDC saw Vertex receive top ratings amongst SaaS Tax Vendors for overall customer satisfaction.

The CSAT Awards, a customer satisfaction award program by IDC, recognizes top software-as-a-service (SaaS) vendors in each application market. Winners are selected based on the highest customer satisfaction scores sourced from IDC's SaaSPath, Services Path and Cloud Path surveys. These international assessments

gather feedback from roughly 2,900 organizations spanning all geographic regions

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“Delivering cutting-edge indirect tax solutions, services and unparalleled customer support has been the hallmark of Vertex’s brand for over 40 years. We are honored to receive IDC’s SaaS Customer Satisfaction Award for Tax for a third year in a row,” stated Vertex Chief Commercial Officer, Chris Jones. “Not only is it an acknowledgement to our strategic approach, but a testament to the hard work of our expert team.”

Vertex has consistently been positioned as a Leader in various reports by IDC, such as MarketScapes, including recognition in 2021 in [worldwide tax automation for enterprise and VAT](#) for small and midsize businesses.

“Given the complexity involved in global tax regulations, businesses need to make investments to modernize and equip tax managers with the latest tools to aid them in their compliance goals,” noted Kevin Permenter, IDC research director, financial applications. “Vertex continues to provide powerful software and services that help businesses to streamline processes and remove undue burdens off of already stretched tax, compliance and IT teams.”

Sales Tax

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