CSC

"**FIVE STAR SUPPORT!** Very fast turn-around and accurate answer."
- Gordon Borawski/Live Nation

How Corptax Keeps Customers Happy

RAVES FROM WORLD'S FINEST

"It's really helpful to have such a great connection with the people in Corptax Support."
- Mariana Jacobi/ExxonMobil

1.6x Almost 1.6x the industry standard Net Promoter Score™

98% Customer Satisfaction rating vs. 90% industry standard

95% Customer retention rate

We serve **50%** of the Fortune 500

1,100 clients

Over **23,000** users

Filing across **100** countries

★★★ FOLLOW THE LEADER ★★★

tsia CERTIFIED SUPPORT STAFF EXCELLENCE CENTER

Support foundation built on TSIA* Best Practices modeling rigorous standards drives exceptional performance

Earned TSIA Certified Support Staff Excellence Award 11 years running

corptax® #1

Ongoing commitment to staff development and best practices

Invests **2x** industry average in technical training

"You have the best system/technical support of all of the corporate application vendors we deal with and that has been consistent for years."
- Richard Terrone/Realogy Services Group LLC

"The Corptax support team is second to none. Just first-rate."
- Jeffrey Wong/ITV International Corp

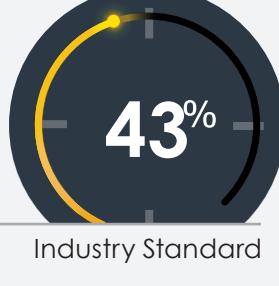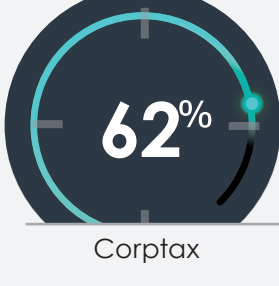## RAPID RESOLUTION

Resolution on first contact

50% Corptax

37% Industry Standard

Resolution within 24 hours

62% Corptax

43% Industry Standard

WHAT MAKES US TICK

Qualified 94% Corptax Certified Professionals

Fulfilled Average employee tenure - 10 years **10**

Employee Satisfaction **91%** Corptax **78%** Industry Standard **Happy**

Professional 44% Certified Public Accountants

"Customer Service is top notch, A+, bar none the best...biggest point you have that beats out any competitor."
- Michael Lee/Teledyne

"Corptax Support is an incredible resource. They always go above and beyond to help out and get the job done correctly"
- Michael Cicerone/PwC

WHEN AND HOW YOU NEED IT

"The Support team makes me comfortable using Corptax as our tax software provider. They should be recognized for the excellent service they provide to their clients."
- William Von Kolen/Freeport-McMoRan Copper & Gold Inc.

Weekend & Extended Hours

24/7 Support Knowledge Base*
*Customer-preferred self-help method

"In a time when we were really stressed, it was comforting that our support person was in it as much as we were."
- Jessica Thompson/Gordon Food Service

HAPPINESS IS CONTAGIOUS

Our **commitment** to great customer support **motivates** and retains top talent who **inspire** clients to **transform** the business of tax every day.

Experience the Corptax® difference.
800.966.1639

CSC

*As reported by the 2019 Technology Services Industry Association standards for best practices, performance benchmarking, & certification, and the 2019 Corptax Customer Support survey.