

Global Tax and Regulatory Compliance

Having a strong partner in Global Tax and Regulatory Compliance (GTRC) is not only a necessary strategy for enterprise control, but also adds business value through improved operational decision-making and strategic planning. Spinnaker Support's dedicated GTRC team is made up of experienced tax and regulatory professionals who constantly monitor the ever-changing tax and regulatory landscape to keep our Customers' applications up-to-date and compliant.

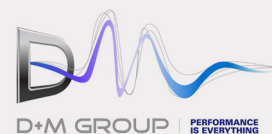
Our reputation is founded on our ability to personalize the global compliance processes for each customer to deliver timely and accurate updates as needed.

This attention to detail and personalized approach has built an unprecedented atmosphere of integrity, trust, and respect among our customers. At Spinnaker Support, our GTRC team works side-by-side with our customers and our senior support engineers to understand the specific GTRC needs affecting each Customer in the jurisdictions where they operate. Once a potential change is identified, our experts team directly with our senior support engineers and the Customer to identify and implement customized and timely solutions to the enterprise system.

THE SPINNAKER SUPPORT GLOBAL TAX AND REGULATORY SOLUTION PROVIDES:

- A standardized, repeatable process to deliver tax and regulatory changes.
- Personalized net change documentation and test scripts for each client.
- Implementation code changes specific to each client's software version.
- Quality assurance testing for all changes.
- Comprehensive follow-up and support for all changes.
- Routine communication throughout the year to prepare clients for what to expect toward the annual tax and regulatory cycle.
- Additional tax and regulatory updates that may occur throughout the year.

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The detail and timeliness of Spinnaker Support tax and regulatory updates is something we never received from the software publisher.
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Imagine: A concierge approach tailored to your organization's tax and regulatory needs

Today, Spinnaker Support manages compliance activities for its customers in dozens of countries and all 50 United States. Our team has developed a proprietary GTRC research database which delivers the ability to quickly scale those services as new customers and new country requirements are identified. This disciplined approach alleviates risk by helping our customers prepare for recurring and ad-hoc changes across the tax and regulatory landscape.

EXAMPLES OF OUR COMPLIANCE SERVICES INCLUDE:

HUMAN RESOURCE CHANGES

- Local Country Payroll Updates
- Year-End Reporting
- 1099
- Social Security, Benefits
- Pension
- Other

FINANCIAL AND REGULATORY CHANGES

- GAAP
- EEC Regulatory Reporting
- IFRS
- ASB/FASB Standards
- Asset and Treasury Management
- Other

TRANSACTION TAX CHANGES

- Sales and Use taxes
- Goods and Services Taxes (GST)
- Value Added Taxes (VAT)
- Customs and duties
- Treaty Set Taxes
- Provincial Sales Taxes
- Tax Reporting
- Tax implications of the EU, MERCOSUR, COMESA, AFTZ, and others

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

