



## Our Approach

Spinnaker Support's Global Tax and Regulatory Compliance (GTRC) team applies a multi-step approach to address the breadth of tax and regulatory compliance needs and issues.

Our proprietary process provides a framework used by the Spinnaker Support GTRC team to monitor and deliver the necessary updates required by our global client base. We provide a tailored set of updates for each customer.

### MONITOR

Spinnaker Support's GTRC team monitors legislative changes within the jurisdictions where our customers operate on a real-time or ad-hoc basis, depending on each customer's unique requirements.

- Continual monitoring for jurisdictional updates including:
  - » Payroll and social tax rate adjustments and tables (including administrative reporting)
  - » Treaty enactments and rate updates
  - » GST or VAT changes
  - » Customs & Duty Updates
  - » New taxes, expirations of taxes, credits, or charges
- Focused independent research on hot topics and emerging issues (e.g. FATCA, Affordable Care Act, BEPS)

### ASSESS

In addition to tax & regulatory experts, Spinnaker Support's GTRC team also contains senior support engineers, who review the technical impact of tax, legal, and regulatory updates and determine what updates may be required on all of our affected customers' operating environments. The result is a collaborative approach that focuses on identifying only relevant updates to minimize risk and improve delivery speed.

- **Scoping** – substantive discussions are held during the customer onboarding process regarding jurisdictions, business flows, transactions, and reporting
- **Collaboration** – regular GTRC narratives are provided which allow both support engineers and customers to help highlight relevant changes
- **Communication** – periodic but brief discussions between customers, support engineers, and GTRC experts

### PLAN

- The GTRC develops a detailed plan to implement the solution and communicates the plan to the impacted customer(s) as well as Spinnaker Support's internal support teams. Support engineers begin by completing a high-level design review and working with the customer to plan development. A ticket is then created with planned dates and resources and set to "In Progress."

## DESIGN

Next Spinnaker Support's internal support team designs customer specific solutions taking into consideration the impact on the customer's existing environment, configuration, and customization. Support engineers will:

- Draft functional and/or technical specifications
- Review, edit, and finalize specs internally
- Prepare team for development

## DEVELOPMENT/TEST

After design is completed, the following steps are performed during the development/test phase:

- Schedule development with customer
- Apply changes directly in customer's development/test environment
- Unit test performed by Spinnaker Support development
- Regression test performed by Spinnaker Support QA
- Customer documents prepared
- Development ticket 'Closed'
- Customer documents sent to customer
- Customer documents attached to 'Parent' ticket
- Parent ticket set to 'Closed'
- Changes ready for customer to test

## MIGRATION

Upon final solution acceptance by customer, the migration plan is executed.

- Customer test plan/user acceptance executed
- Issues reported to Spinnaker Support via new ticket
- Customer test completed
- Customer moves changes to production

## OPTIMIZE

After migration of the final solution, Spinnaker Support will continue to monitor for additional jurisdictional changes. Additionally, support engineers use the optimization phase to discuss/ train internally or with the customer to improve the overall process of making similar changes in the future.

This disciplined approach to delivering tax, legal, and regulatory support to our customers on a global basis ensures that our customers remain up-to-date on the constantly changing regulations, standards, financial accounting, reporting, and compliance requirements in the countries in which they choose to conduct business. Spinnaker Support alleviates risk by helping our customers prepare for not only recurring updates but also ad-hoc regulation or policy changes by constantly monitoring compliance change requirements on behalf of our customers.

Our reputation is founded on our ability to personalize global compliance processes for each customer to deliver timely and accurate updates. This attention to detail and personalized approach has built an unprecedented atmosphere of integrity, trust, and respect among our customers.

## 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.

