

Exactor Client Success Story

Exactor stands out with its professional and friendly team, and together with its easy to use interface and comprehensive documentation



Client's Business Profile:

AdHost is a one-stop web services provider that delivers complete server collocation along with cutting-edge web design, customer-friendly e-commerce tools and round-the-clock security and tech support. For over a decade, AdHost's skilled server administrators and web developers help Seattle-area companies make the most of the internet. Whether it's a small business or a big name like Boeing, Big 5 Sporting Goods or the Seattle Space Needle, AdHost's solutions help companies to maximize their ecommerce capabilities. That means selling goods and services, tracking inventory, soliciting fundraising donations, or collecting member dues. They provide the tools their clients need to better connect with customers and create more satisfying relationships.

Client's Business Challenge:

Before partnering with Exactor, AdHost's solution to calculate sales tax was to provide standard flat rate tables for its merchant customers. Merchant clients had to manually enter into their shopping cart sales tax rates for each state and local agency. This labor intensive solution required up to 2 hours per state of manual data entry each month. AdHost quickly realized that this was not a sustainable solution. Merchant clients often times either failed entirely to update the data accurately or complete the task in a timely manner. To make matters worse, the flat rate tables did not include additional logic allowing to accurately apply tax thresholds, tax holidays, and different tax rule treatment to different products. AdHost was concerned its clients would face potential liability issues. The company began researching real-time sales tax applications for the ecommerce industry that address these concerns and came upon the Exactor solution.

Rex McDowell, Web Development Manager for AdHost, said of all the solutions that they reviewed, Exactor was the best fit for their company. Exactor's solution was quick and easy to integrate, and its flexibility allowed AdHost's tech department to create a system that fit seamlessly with their current platform and even addressed customer legacy systems for customized environments. Exactor's hosted solution meets AdHost's need to provide an accurate sales tax service. A solution that has integrated logic to address complex tax rules. A solution that enables their ecommerce solutions to generate accurate tax rates in real time. A solution with no ongoing maintenance.

Outcome:

McDowell is most impressed by Exactor's overall customer service. He says that Exactor's professional team is always "willing to step in and engage the needs of special clients, addressing their questions." McDowell has frequently experienced Exactor's willingness to go the extra mile to show and help his clients use the system. If for some reason the system does not provide a solution to a unique issue, without any hesitation, Exactor proceeds to customize a solution. As a preferred and fully integrated vendor, the Exactor service "has helped AdHost in managing their customer relationships and sustaining their good will."

McDowell also says that: "I have dealt with many VARs [Value Added Resellers] and clearly Exactor stands out with its professional and friendly team, and together with its easy to use interface and comprehensive documentation – this is a solution that is easy to recommend to our clients."

CONTACT US

For More Information about Exactor's Sales Tax Software Suite
feel free to contact your Exactor representative for a consultation.

Call 800.851.8226 or Email Sales.Support@exactor.com

With over ten (10) years of experience automating sales tax compliance, Exactor is the premier provider of Sales Tax Compliance Services. Exactor's fully automated SaaS System has been revolutionizing transaction-related tax compliance by providing an enterprise level solution for secure, reliable and accurate sales tax compliance efforts, including calculating taxes in all commercial environments, record keeping, tax processing and the generating and filing of tax returns. Exactor's dynamic Software Suite offers a simple and seamless integration of the Exactor Sales Tax Calculation Module into any business and transaction platform where real time calculation is required. The Exactor engine will then automate the process of generating and filing the returns, so that the user can focus on their sales and running the business, trusting Exactor to manage their transaction taxes. The Exactor suite offers a high level of automation, rapid delivery, and highly scalable results, ensuring an on time, on budget, enterprise-class tax solution to fit the needs of any business.

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