

What matters most for eSignature

And how OneSpan Sign delivers

Top 5 Reasons *	OneSpan Sign	DocuSign	Adobe Acrobat Sign
Quality of support	9.3 ✓	8.3	7.9
Custom branding	9.0 ✓	8.2	8.4
Ease of use	9.3 ✓	9.0	8.7
Enterprise scalability	9.3 ✓	9.0	8.8
Good business partner	9.4 ✓	8.3	8.1

While eSignature may seem like a simple tool, in reality it's a revenue-critical solution. Across regulated organizations such as financial services and insurance, electronic signatures sit within the core processes that run the business, impacting customer trust, compliance, and mitigating risk.

Market feedback shows that not all eSignature solutions deliver equally on these. In G2's latest User Satisfaction Ratings report, OneSpan Sign ranks higher than DocuSign in what matters most to business. Users rate OneSpan Sign higher for the capabilities that drive real business outcomes, such as white labeling, ease of use, and quality of support.

Top 5 reasons to look at OneSpan Sign

1. Quality of support

Support is one of the areas organizations often assume is standard across eSignature vendors. To many, support means access to a help desk or ticketing system when something goes wrong. That's essential, but support should also help when you want to deploy a new workflow, apply eSignature to a new application, re-enable a new team member, review configurations, or assess whether your workflows still reflect current security and regulatory best practices.

2. Custom branding

White labeling elevates your brand, strengthens customer trust, and provides an added security layer that helps [protect your customers against phishing attacks](#). Cybercriminals frequently impersonate well-known service providers to exploit user familiarity. When an eSignature experience is branded by the eSign vendor, it can expose your customers to risk. Best practice is to fully white label the signature experience since that makes impersonation more difficult and less scalable for attackers.

Customers have also told us that white labeling improves completion rates among signers, since it gives users confidence that they are engaging directly with your organization.



Jason D.
Vice President, Financial Services
Small-Business (50 or fewer emp.)

"Great Product and Great Service"

What do you like best about OneSpan Sign?

The Salesforce integration makes it incredibly easy for our team to create packages and track them through the signing ceremony. Additionally, the service and support are top notch and head and shoulders above the previous e-signature platform we used.



Gary C. K.
Chief Information Officer
Mid-Market (51-1000 emp.)

"Good White Label eSignature Tool"

What do you like best about OneSpan Sign?

The fact that it allows our company to label pages and processes with our proprietary branding, not the eSignature brand.



*<https://www.g2.com/compare/docuSign-vs-onespan-sign> | Last updated: March 26, 2026

*https://www.g2.com/compare_reports/onespan-sign-and-adobe-acrobat-sign-summer-2026 | Last updated: March 26, 2026



3. Ease of use

Ease of use accelerates time-to-value. It improves adoption, efficiency, and outcomes for signers, senders, and IT alike. Signers need an intuitive experience to complete agreements quickly and confidently without training, which drives higher completion rates and satisfaction. Senders benefit from simple workflow creation and management, making it easier to deploy and run processes day-to-day. And IT teams need a solution that minimizes support and training requirements while still providing the visibility and control needed to manage the system effectively.

4. Enterprise scalability

eSignature scalability is important because what starts as a simple signing tool quickly becomes embedded in core business processes. As your organization grows, you may need it to handle higher volumes, more complex workflows, and evolving security requirements. Scalability also extends to adaptability—supporting integrated workflows across systems, geographies, and use cases—so you can standardize processes, reduce complexity, and move faster. When eSignature platforms scale effectively, they shift from a point solution to a foundation for broader digital agreements and long-term business agility.

5. Good business partner

When businesses evaluate eSignature solutions, they often begin with product capabilities. However, success depends on a lot more than technology. It depends on whether the vendor helps you scale cost predictably, support secure and trustworthy workflows, and get to value quickly. A trusted partner should understand your business well enough to guide you through change and treat implementation, support, and migration as part of an ongoing customer journey.



Verified User in Financial Services
Small-Business (50 or fewer emp.)

"simple and easy"

What do you like best about OneSpan Sign?

Signup was easy and the e-signature function is simple to use. Many members very happy with this service feature for their loan documents. Compared to other products, this one is also very affordable.



Verified User in Consumer Goods
Enterprise (> 1000 emp.)

"Easy Scalable and Great Customer Service"

What do you like best about OneSpan Sign?

I think the ease of use and the scalability are great. I like how OneSpan is customer-oriented and wants to see their customer succeed using their product. My experience with their support staff has also always been great and timely. The main selling point for us was that we could put our own branding on the consent form etc.



Verified User in Financial Services
Enterprise (> 1000 emp.)

"[OneSpan] team a great partner"

What do you like best about OneSpan Sign?

Not only is the software extremely comprehensive but the [OneSpan] team has been a great partner for our group to work with. Their knowledge of the software and electronic signature guidelines has been a great help for our group to analyze how to best incorporate their software into our services and design a successful solution.



Reviews:

<https://www.g2.com/products/onespan-sign/reviews/onespan-sign-review-29780>
<https://www.g2.com/products/onespan-sign/reviews/onespan-sign-review-5316359>
<https://www.g2.com/products/onespan-sign/reviews/onespan-sign-review-5364718>
<https://www.g2.com/products/onespan-sign/reviews/onespan-sign-review-6856285>
<https://www.g2.com/products/onespan-sign/reviews/onespan-sign-review-24861>

Signs it’s time to rethink your eSignature platform

Businesses typically evaluate alternative providers when early efficiencies give way to unexpected costs, limited flexibility, gaps in support, or difficulty scaling. Increasingly, the decision is also driven by the need for trust, such as the ability to prove who signed, how identity was verified, and whether agreements can stand up to changing regulatory requirements. Switching then becomes an opportunity to resolve pain points, while also strengthening security and compliance..

Do any of these sound familiar?

- Rising costs
- Renewal pricing surprises
- Limited flexibility as your business grows
- Minimal integrations and inflexible APIs limit scaling across use cases
- Security and compliance
- Gaps in support

Easy migration to OneSpan Sign

Switching eSignature platforms doesn’t have to be disruptive. Our proven, phased migration approach is designed to minimize risk, maintain business continuity, and deliver early value.

Develop a use case inventory	Categorize use cases	Design your workflows	Migrate & validate	Launch, train, and monitor
Define scope, stakeholders, and success criteria for your migration.	Audit your current eSignature workflows, templates, and integrations.	Set up OneSpan Sign to match and improve on your existing workflows.	Transition your data, templates, and users with guided support.	Go live with full confidence backed by OneSpan's expert team.

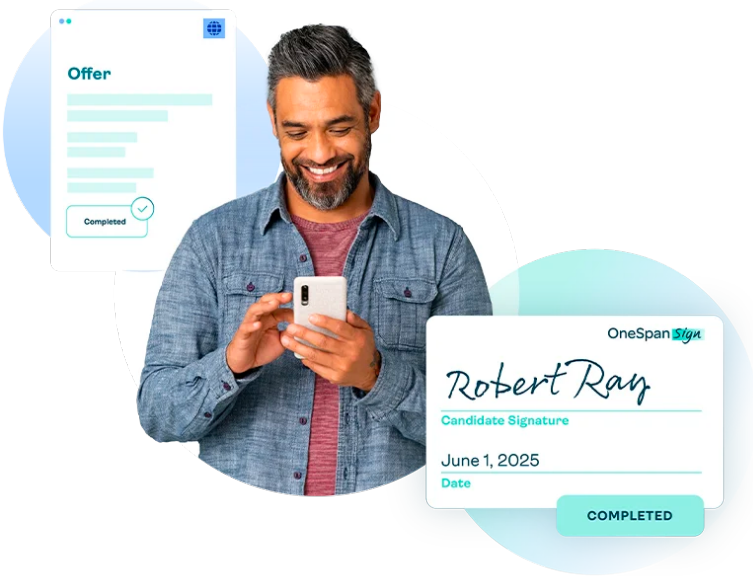


Beyond bringing costs under control or improving support, migration is also a strategic opportunity to rethink your eSignature practices. It’s a chance to streamline workflows, reduce technical debt, strengthen security, and improve usability, all while aligning the solution with future business needs. The goal isn’t wholesale change, but intentional progress: preserving what works, modernizing what doesn’t, and building a more scalable foundation. This is where the right partner becomes essential—offering guidance, support, and early alignment to reduce risk and drive meaningful improvement —so the outcome is a stronger platform for what comes next.

[Explore your migration path](#)



What IT teams worry about when switching	How we address it
Downtime	Migration designed for continuity
Rebuilding workflows	Existing workflows are assessed and optimized
User disruption	Phased rollout supported
Integration risk	Supported by proven methodology
Resource bandwidth	Guided by experienced migration teams



Save with OneSpan Sign

Learn how you can reduce cost and complexity with OneSpan Sign.

Contact us →

About OneSpan

OneSpan provides security, identity, electronic signature (“e-signature”), and digital workflow solutions that protect and facilitate digital transactions and agreements. The Company delivers products and services that automate and secure customer-facing and revenue-generating business processes for use cases ranging from simple transactions to workflows that are complex or require higher levels of security. Trusted by global blue-chip enterprises, including more than 60% of the world’s largest 100 banks, OneSpan processes millions of digital agreements and billions of transactions in 100+ countries annually.

Learn more at
[OneSpan.com](https://www.onespan.com)

Contact us at
[OneSpan.com/contact-us](https://www.onespan.com/contact-us)



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