

**OUR TEAM**

- Works closely with customers and partners to ensure successful implementations and upgrades of our enterprise e-signature platform
- Guides clients through each step of the implementation, bringing forward functional and technical knowledge for successful results
- Has taken a full 100 percent of implementations to production
- Provides the best experience ever to customers and partners worldwide

# THE ONESPAN SIGN IMPLEMENTATION METHODOLOGY

## Taking a Structured Approach To Your Success

At OneSpan Sign, our implementation methodology is key to making our clients' processes paperless. All Professional Services engagements make use of this methodology to successfully deliver solutions to our customers, while effectively mapping their business requirements to OneSpan Sign's product functions. Our methodology is a dynamic approach defined by best practices, and is proven to deliver successful projects. Through it, we leverage the expertise we have acquired over the past 20 years to create solutions that cater to our clients' unique processes and business needs.

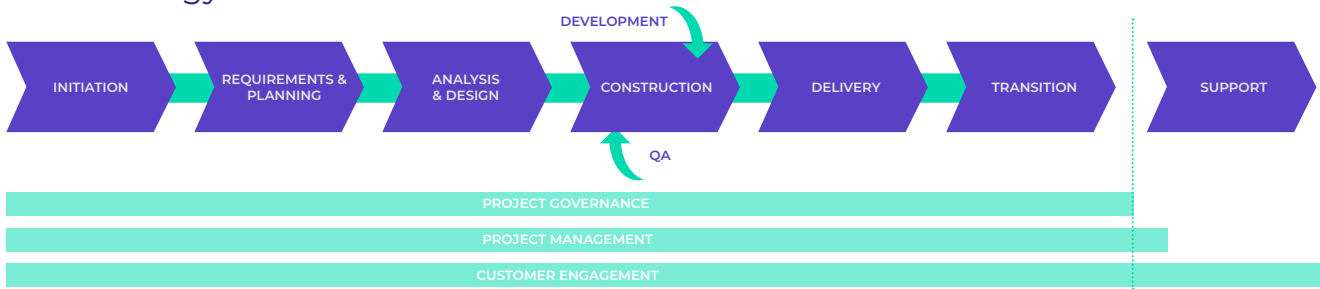
A successful project requires the right people, process, decision-making, focus, discipline and sponsorship. The OneSpan Sign methodology provides the processes, templates and tools in a disciplined yet flexible framework that supports the project team in delivering on time, on budget and according to specifications.

A well-thought-out strategy, the OneSpan Sign methodology addresses governance, quality, agility and speed. Our methodology allows customers to benefit from accelerator assets that shorten time-to-market and minimize impact on IT resources. It also integrates project management best practices for better governance and risk mitigation.

Finally, the OneSpan Sign methodology was designed knowing that each implementation is different, and the complexity level of each project varies. With this in mind, we have developed a structured approach that is easily adaptable and achieves consistent results.



# Methodology Overview



<p><b>1 - INITIATION</b></p> <p>Introduce Professional Services to the client, present best practices, scope client requirements and generate the Statement of Work (SOW).</p>	<p><b>2 - REQUIREMENTS &amp; PLANNING</b></p> <p>Kick off the project, capture the client's functional and technical requirements in detail and support environment setup. Deliverables include:</p> <ul style="list-style-type: none"> <li>Project requirements document</li> <li>High-level project plan</li> </ul>	<p><b>3 - ANALYSIS &amp; DESIGN</b></p> <p>Create the detailed solution design with documentation. Deliverables include:</p> <ul style="list-style-type: none"> <li>Project requirements document</li> <li>Solution specifications document</li> <li>GUI specifications document</li> <li>Detailed project plan</li> </ul>
<p><b>4 - CONSTRUCTION</b></p> <p>Develop and prototype the client- specific solution, deploy interim releases, complete internal test cycles and package it for the client. Deliverables include:</p> <ul style="list-style-type: none"> <li>Test results</li> <li>QA approved solution package</li> </ul>	<p><b>5 - DELIVERY</b></p> <p>Deploy the solution in the client's environment, support their SIT, UAT and deployment cycles, and deliver admin training. Deliverables include:</p> <ul style="list-style-type: none"> <li>Solution deployment</li> <li>Admin training</li> </ul>	<p><b>6 - TRANSITION</b></p> <p>Close the project, obtain project signoff and transition to ongoing support. Deliverables include:</p> <ul style="list-style-type: none"> <li>Project sign-off</li> <li>Support hand-off</li> <li>Post-mortem report</li> </ul>

## Project Team: Roles And Responsibilities

Strong teamwork is of utmost importance to the success of a project. We have listed the roles of team members here to provide an overview of our structure and extensive capabilities.

### Core Project Team

- Project Manager: Manages the engagement, project activities and deliverables, and provides status reports.
- Solution Architect: Oversees the implementation of best practices, provides guidance and expertise, reviews and approves deliverables.
- Technical Consultant: Develops the solution, prepares unit test scripts and performs unit tests, code reviews and bug fixes.

### Extended Project Team

- Executive sponsor: Leads executive steering meetings, lends executive support.
- Principal: Oversees the engagement and manages escalations.
- QA Consultant: Prepares and updates test documents, performs QA and performance testing, publishes test results.

### Additional Resources Available

- Business Analysts: Gathers and document customer business requirements and provide business expertise.
- Deployment Specialists: Responsible for solution deployment in the customer's environment(s).



OneSpan enables financial institutions and other organizations to succeed by making bold advances in their digital transformation. We do this by establishing trust in people's identities, the devices they use, and the transactions that shape their lives. We believe that this is the foundation of enhanced business enablement and growth. More than 10,000 customers, including over half of the top 100 global banks, rely on OneSpan solutions to protect their most important relationships and business processes. From digital onboarding to fraud mitigation to workflow management, OneSpan's unified, open platform reduces costs, accelerates customer acquisition, and increases customer satisfaction.



### CONTACT US

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