

HIGHLIGHTS

Quick resolution:

- 48% of reported incidents in 2017 were closed on first call
- 73,61% of reported incidents in 2017 were solved within 1 business day
- 91% reported incidents in 2017 were solved within 1 week

Quick response:

- 98% of reported incidents in 2017 were responded to within 4 business hours

High satisfaction score

- Overall we received a satisfaction rate of 81%

MAINTENANCE AND SUPPORT PLANS

OneSpan's maintenance and support options help you make the most of your investment. With flexible service packages and rapid-response coverage to all corners of the globe, there is a OneSpan support plan to match your needs and budget.

A Full Spectrum of Options

We offer a full spectrum of maintenance, support, and professional services options to help our customers successfully deploy, upgrade, manage, monitor, and optimize OneSpan's software solutions. Our services are designed to meet the needs of regulated industries, including financial services, banking insurance and government, which must combine excellent user experiences with the highest levels of fraud prevention and security. You can select offerings tailored to your support needs and budget, including annual maintenance and service agreements, pay-per-incident support, and customized professional services engagements.



PLAN OPTIONS

OneSpan offers a variety of extended plans with options that range from standard maintenance and support to those that include direct access to a Senior Support Engineer.



REDUCED RISK

Our extended support plans reduce your implementation and deployment risk. OneSpan helps protect your investment by providing you with the assistance you need to fully leverage our solution.



INCREASED ROI

Our mission is to minimize business disruption, maximize protection and increase the value of your investment with our extended support plans.

Expertise, Global Resources, and a Commitment to Excellent Service

We are fanatic about our customers' success. Our knowledgeable and highly responsive services and support team's mission is to ensure timely implementation and problem resolution in the most courteous manner. Our customer support analysts, support specialists, product specialists, consultants, and project managers have years of experience supporting more than 10,000 security-conscious enterprises that provide authentication to millions of end users. We offer support services around the clock from service and support teams worldwide, backed by a global network of certified resellers and distributors and OneSpan's R&D organization. Our case management tools, defined communication and escalation procedures, and culture of commitment to excellent service ensure that you receive prompt attention and are kept informed of the status of your incidents.

Maintenance

Threat actors are continuously inventing new techniques to access your systems. You can't risk letting your IT security defenses fall behind. OneSpan's maintenance service provides you with the latest product updates and upgrades (i.e., new minor and major versions of the software), patches, and service packs (collections of patches). You also obtain access to a knowledge base with information about known issues, how-to-documents, frequently asked questions, and other technical information.

DATASHEET | MAINTENANCE & SUPPORT PLANS

Maintenance service agreements are concluded for a period of one year. A one-year agreement is required with the initial license of OneSpan software products and can be renewed in subsequent years.

Support Plans

OneSpan support plans help you use our technology successfully. They provide answers to your questions about how to deploy and manage the products. They also help diagnose and resolve issues with the software.

Initial support is provided by a support analyst, and cases may be escalated to level 2 and level 3 support and product specialists for in-depth troubleshooting. If appropriate, support staff may connect to your infrastructure for troubleshooting and diagnosis. The majority of the incidents reported are resolved through workarounds, configuration changes, or patches.

Support plans require a valid software license and maintenance agreement. First-level support may be provided by OneSpan or by a certified customer support engineer employed by a OneSpan reseller or distributor.

Three types of support agreement are available:

- **The Standard Business Support Plan** is an annual agreement for support services during regional business hours.
- **The Non-Stop Support Plan** is an annual agreement for 24x7 support services, including accelerated service level commitments for initial response, status updates, and incident resolution.
- **Emergency Service Agreements** provide 24x7 support services on a per-case basis.

Scheduled Assistance Services

OneSpan scheduled assistance services allow you to schedule technical help from support analysts and support and product specialists for tasks such as installing, configuring, and upgrading OneSpan products and for troubleshooting incidents. Scheduled assistance services are available during regional business hours and are scheduled at least one business day in advance. They require a valid software license. They do not require a maintenance agreement or a support plan; however, they are not a substitute for them (i.e., they do not provide patches, upgrades, or defect resolution).

Two types of scheduled assistance services are available:

- **Pay Per Case Services** provide assistance on a per-case basis via email or telephone.
- **Remote Assistance Packages** provide assistance during a fixed time period (typically 4 or 8 hours) and include remote connection to your infrastructure to assist with tasks such as installation, configuration, and upgrading.

Professional Services

OneSpan's experienced consultants, trainers, and project managers engage with you to provide customized services for tasks such as project design and implementation, training, product integration, application design and consultation.

Our professional services staff have been involved in hundreds of digitalization projects around the world. They have extensive knowledge of security issues and regulatory requirements, as well as authentication technologies and techniques. Engagements are managed using a professional services delivery model with defined stages for analysis and design, integration, piloting, and deployment. Support may be provided remotely or on site, depending on your situation.



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SERVICES OVERVIEW						
SERVICES	MAINTENANCE & SUPPORT			SCHEDULED ASSISTANCE		PROFESSIONAL SERVICES
Includes	Updates, upgrades, patches and knowledge base Answer questions and troubleshoot, diagnose and resolve issues with the software			Support for installing, configuring, and upgrading and for troubleshooting issues		Project management, training, integration, onsite support, others
Options	Standard Business Support	Non-stop support	Emergency Service	Pay per case	Remote assistance package	Package or Statement of Work
Hours	Business Hours	24X7	24X7	Business Hours*	Business Hours*	Business hours** or 24x7
Response Time	Initial response: <4 business hours	Accelerated response, status updates, and resolution for high-severity incidents	Initial response: <1 hour	Schedule 24 hours in advance	Schedule 24 hours in advance	N/A
Contact Method	Email; Telephone	Telephone	Email, Telephone	Email, Telephone	Email, telephone, remote access	Custom agreement
Term	Annual agreement	Annual agreement	Per case	Per Case	Per block of time	Variable
Pricing	25 % of all software licenses (Perpetual) Included in TERM licenses with a minimum of €1,000/ 1,300 USD	33 % of all software licenses (Perpetual) 8% on top of TERM licenses with a minimum of €10,000 / 15,000 USD	3.000 € / 3.300 USD	300 € / 330 USD	Pricing upon request	Pricing upon request

*For business hours and contacts in your region, please see <https://www.vasco.com/support/product-support/client-support-regions.html>

** Professional Services are typically delivered during business hours and business days of the OneSpan office providing the services. Services can be delivered outside business hours at a surcharge.



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NON-STOP SERVICE LEVEL COMMITMENTS	
SERVICES	AGREED SERVICE LEVEL FOR INCIDENTS WITH SEVERITY 1 & 2
Initial response time	95% within 30 minutes
Call answered by live person (direct communication between Customer and Support Engineer via telephone either at Customer's first call or at call-back by the Support Engineer)	80% within 5 minutes
Status updates (Customer will be updated on the current status of the Case)	80% within 1 hour
Root cause analysis (Customer will receive a detailed report on the actual cause and the Final Response described)	100% within 5 business days
Resolution summary overview (Customer will receive a brief report with the description of the original problem and a final response)	90% within 4 business hours

NON-STOP SERVICE SUPPORT OVERVIEW			
SERVICE			
	REPORT	RESPONSE	RESOLUTION
SEVERITY	1	phone 30 minutes Commence working continuously within 1 hour	Permanent fix will be supplied or applied when ready
	2	phone 30 minutes Commence working continuously during business hours within 1 hour	Permanent fix will be supplied or applied when ready
	3	phone/ email 4 business hours Commence based on commercially reasonable efforts	Permanent fix will be supplied or applied with the next possible maintenance release
	4	phone/ email 1 business day Commence based on commercially reasonable efforts	Permanent fix will be supplied or applied with a subsequent release



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.

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