ONESPAN SIGN STARTER PACKAGE DETAILS

1)   Project Parameters

Maximum Service Hours included in this Package	Ninety-six (96) hours
Expected Project Duration	Nine (9) Weeks
Location of Professional Services	Remote

2)   Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at www.onespan.com/master-terms, including the Professional Services Schedule at https://www.onespan.com/professional-services (the "PS Schedule"), unless Customer has previously executed a written agreement for the sale of the Services, in which case such agreement shall control (the "Contract"). Terms not defined herein shall have the meaning given them in the Contract.

3)   Assumptions and Pre-requisites

a)   The purpose of this package is to assist Customer with onboarding one (1) electronic signature process on the OneSpan Sign solution, on one (1) OneSpan Sign production account.
b)   This package can be applied to an API-integrated or non-integrated process
c)   Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
d)   Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
e)   Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.
f)   No Supplier Products are installed on premise as part of this package.
g)   Customer must have valid licenses for:
   i)   OneSpan Sign
h)   No product modification is required for Customer to use OneSpan Sign.
i)   The Customer will appoint a project manager to coordinate all aspects of the project, including but not limited to performance of the activities below at no charge to Supplier:
   i)   Plan activities, oversee, and manage the Customer's resources, employees, and contractors, including as required: business analyst(s), solution architect(s), system integrator(s).
   ii)   Creation of overall project plan
   iii)   Change management
   iv)   Coordination of issue management and resolution
   v)   Prepare and make available documentation describing the use cases, and all information necessary and relevant to the success of the project
   vi)   Respond timely to project requirements, clarification, and issues.

4)   Services

a)   Project kickoff conference call
   i)   Supplier will conduct a project kickoff call to set objectives and explain project phases and scope.
   ii)   Supplier will work with the Customer to see that all prerequisites and requirements conditional for the provisioning of the Services, are fulfilled.
b)   Solution Review Workshop
   i)   Supplier will facilitate an approximately half-day solution review workshop with Customer stakeholders and technical resources. A full review of key OneSpan Sign functionalities, Customer business requirements, current Customer e-signature processes (if applicable), Customer third-party integrations, Customer project timelines, Customer resource schedules and Customer communication plans will take place.
   ii)   Supplier will document the outcome of the workshop.
c)   OneSpan Sign Implementation Consulting
   i)   Supplier will facilitate configuration and documentation of the Customer OneSpan Sign account, including branding, visual configuration capabilities and technical account settings.
   ii)   Supplier will facilitate configuration and documentation of the Customer OneSpan Sign account email templates, as needed.
   iii)   Supplier will facilitate configuration and documentation of the Customer OneSpan Sign account email delivery (e.g., DKIM or SMTP) and provide assistance with integration, as needed.
   iv)   Supplier will facilitate review and documentation of the Customer OneSpan Sign single sign-on configuration and provide assistance with integration, as needed.
   v)   Supplier will facilitate scheduled telephone calls or screen sharing sessions for OneSpan Sign capabilities and best practices.
   vi)   Supplier will facilitate telephone calls or screen sharing sessions for OneSpan Sign informal training to Administrators or Users.

vii) Supplier will facilitate the provisioning of Customer users on OneSpan Sign, as needed.
viii) Supplier will advise Customer on integrating with OneSpan Sign via the OneSpan Sign REST API or Software Development Kit (SDK), as needed.
ix) Supplier will provide computer code samples demonstrating how to integrate with the OneSpan Sign API, as needed.
x) Supplier will facilitate an introduction and handover to the OneSpan Customer Support team.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Solution review summary document.
0002	Account configuration document

6) Exclusions

a) On-premises or private cloud deployment of OneSpan Sign.
b) Any Professional Services not expressly addressed in this Package.
c) Operating System not supported by latest OneSpan Authentication Server.