OneSpan

Core Customer Success Package

Curated self-service resources, plus support from a team of experts dedicated to your continuous success

Comprehensive Core Package Provides:

Accelerated time to value
- Faster solution launch through curated self-service onboarding and go-live assistance.
- Self-serve solution education.
- Knowledge base and developer community portal.

Mission-critical support
- Critical incident support and request handling are available during regional business hours.
- Trust Center access for updates on continuous availability of your solution.

Increased adoption
- OneSpan customer success consultants are exceptionally skilled in enabling solutions and supporting all customer use cases.

Strategic Partnership
- Value and growth throughout your journey with OneSpan are driven by continuous access to resources and support.
- OneSpan's customer success team operates as a unified, strategic extension of your team.

Accelerate your success with OneSpan's Core Customer Success Package

The Core Package provides the resources and support your organization needs to achieve continued success with OneSpan's solutions. With this package you have access to the highly experienced OneSpan customer success team, along with self-service support resources that are designed to set you up for success and growth.

OneSpan is an extension of **your** team – **your** mission-critical **ally**. Our customer success organization functions as a cohesive team to provide a simple and rewarding success experience. We centralize all success functions and provide complete service packages, so you never need to wonder who to call or what service to choose.

OneSpan's comprehensive Customer Success Packages were built for your success. Basic support is not enough.

PROFESSIONAL SERVICES

SALES

CUSTOMER SUPPORT

CUSTOMER SUCCESS TEAM

OneSpan combines value-added services for your convenience.

ONE Customer Success Team.

PRODUCT MANAGEMENT
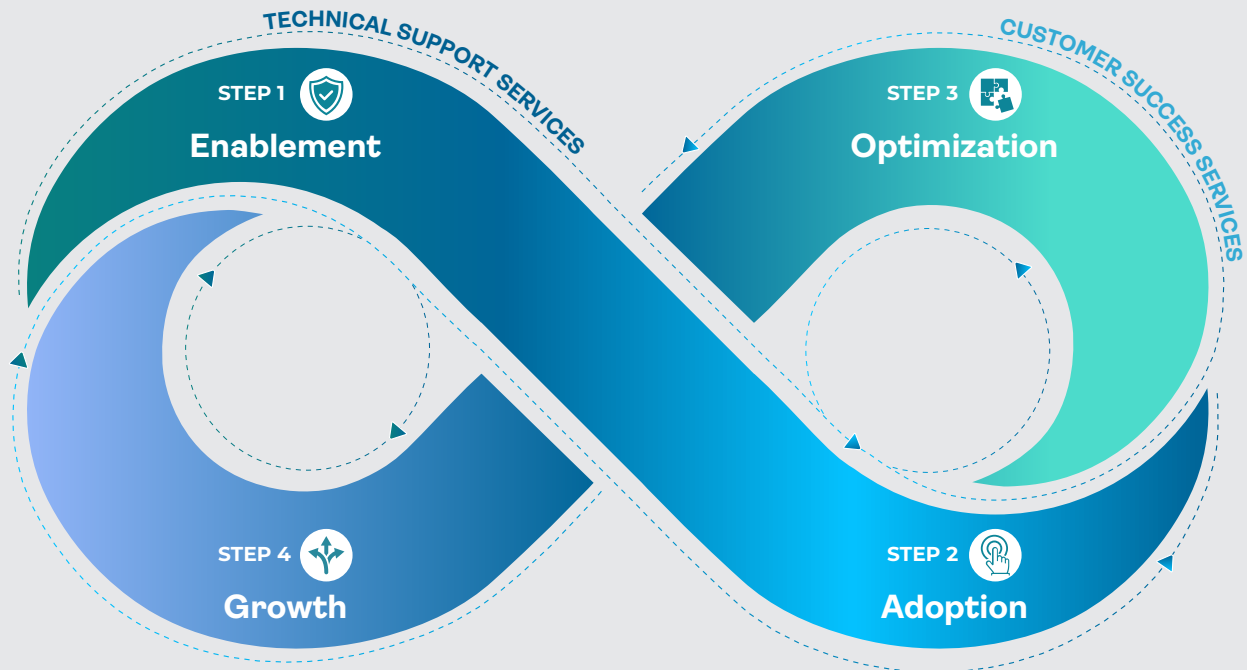
CUSTOMER SUCCESS MANAGEMENT

EXECUTIVE ALIGNMENT

How It Works

OneSpan's success packages are offered in a tiered approach that give you access to a full range of benefits during your partnership with OneSpan. The Core Package includes the resources and support required for your organization to maximize value and run efficiently.

OneSpan's global customer success team has the regional presence to assist you when and where you need support. Our team is highly experienced in a full range of industry verticals, giving you seamless access to subject matter experts. The Core Package also includes curated self-service materials to expand your solution knowledge and promote your success.

Core Customer Value Creation

TECHNICAL SUPPORT SERVICES

CUSTOMER SUCCESS SERVICES

STEP 1
Enablement

STEP 3
Optimization

STEP 4
Growth

STEP 2
Adoption

STEP 1
Enablement

STEP 2
Adoption

STEP 3
Optimization

STEP 4
Growth

Self-service solution education and go-live assistance

Package Details

OneSpan's customer success packages are available in three support tiers: Core, Enterprise Essential and Enterprise Elite. Details of the Core and Enterprise Essential package are below.

SERVICES		CORE	ENTERPRISE ESSENTIAL
FASTER TIME TO VALUE		**CURATED SELF SERVICE**	**GUIDED**
Adoption	Implementation and go-live	✓	✓ Guided
	Solution education	✓ Self-service	✓ Guided
	Success plan		✓
	Enterprise best practices workshop		✓
	Solution consultancy and engineering guidance (1 use case/year)		✓ Guided
	Adoption guidance workshop		✓ 2 per year
MISSION CRITICAL SUPPORT		**BASIC SUPPORT**	**ENTERPRISE GRADE SUPPORT**
Support Service Levels	SaaS critical (P1 & P2) incident support	✓ Trust center	✓ Telephone
	Business hour request handling Monday – Friday – regional 10 x 5	✓	✓
	Critical (P1-P2) incident support 24 x 7		✓
	Non-critical (P3-P4) request handling 24 x 5		✓
	Root cause analysis for P1 incidents (upon request)		✓
	Priority case routing		✓
Support Channels	Customer support portal / E-mail	✓	✓
	Telephone support		✓
Escalation Management	Incident manager		✓
Service Reviews	Service performance review and continuous improvements		✓ 1 per quarter
INCREASED ADOPTION			**CONTINUOUS VALUE**
Optimize	New release alignment		✓
Grow	Additional use case review		✓
Executive Business Review	Executive alignment on business strategy and outcomes		✓ 1 per year

Service Level Table

Core Success package – Case classification and Response Times

Case		Channel	Response Time
Incident	P1	E-mail and Portal – Trust Center status updates (24 x 7)	8 Business hours
	P2	E-mail and Portal – Trust Center status updates (24 x 7)	8 Business hours
	P3	E-mail and Portal	Next Business Day
	P4	E-mail and Portal	Commercially reasonable efforts
Service Request (P3-P4)		E-mail and Portal	Next Business Day
Request for Information (P3-P4)		E-mail and Portal	Commercially reasonable efforts

About OneSpan

OneSpan, the digital agreements security company™, helps organizations accelerate digital transformations by enabling secure, compliant, and refreshingly easy customer agreements and transaction experiences. Organizations requiring high assurance security, including the integrity of end-users and the fidelity of transaction records behind every agreement, choose OneSpan to simplify and secure business processes with their partners and customers. 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**
Contact us at **www.onespan.com/contact-us**