OneSpan

Enterprise Essential Customer Success Package

Rely on support and guidance from a OneSpan team of experts dedicated to your continuous success

Comprehensive Enterprise Essential Package Provides:

Accelerated time to value
- Faster solution launch through solution education and guided go-live assistance from OneSpan's solution experts.
- Solution consultancy and adoption guidance workshops to make solution adoption a seamless process.

Mission-critical support
- 24 x 7 access to mission-critical support to ensure uninterrupted solution availability.
- Promote continuous service improvement with quarterly performance reviews.

Increased adoption
- Drive growth of your OneSpan solution with additional use case reviews.
- The customer success team is exceptionally skilled in enabling mission-critical solutions and supporting all customer use cases.

Strategic Partnership
- Value and growth are driven by continuous collaboration throughout your journey with OneSpan.
- Build on your success with OneSpan solutions with executive alignment on business strategy and outcomes.
- OneSpan's customer success team operates as a unified, strategic extension of your team.

Maximize your success with the Enterprise Essential Customer Success Package from OneSpan

Our Enterprise Essential Package gives you access to all the resources and support your organization needs to achieve continued success with OneSpan's solutions. Our solution experts will guide you through onboarding for a stress free experience. You will receive around-the-clock support for critical incidents, and access to our seasoned technical consultants. To continuously maximize your value, our team will build a strategic partnership with your organization to promote optimizations and growth throughout your journey with OneSpan.

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. **We'll handle everything.**

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

PROFESSIONAL SERVICES

SALES

CUSTOMER SUCCESS TEAM

OneSpan combines value-added services for your convenience.

ONE Customer Success Team.

CUSTOMER SUPPORT

PRODUCT MANAGEMENT

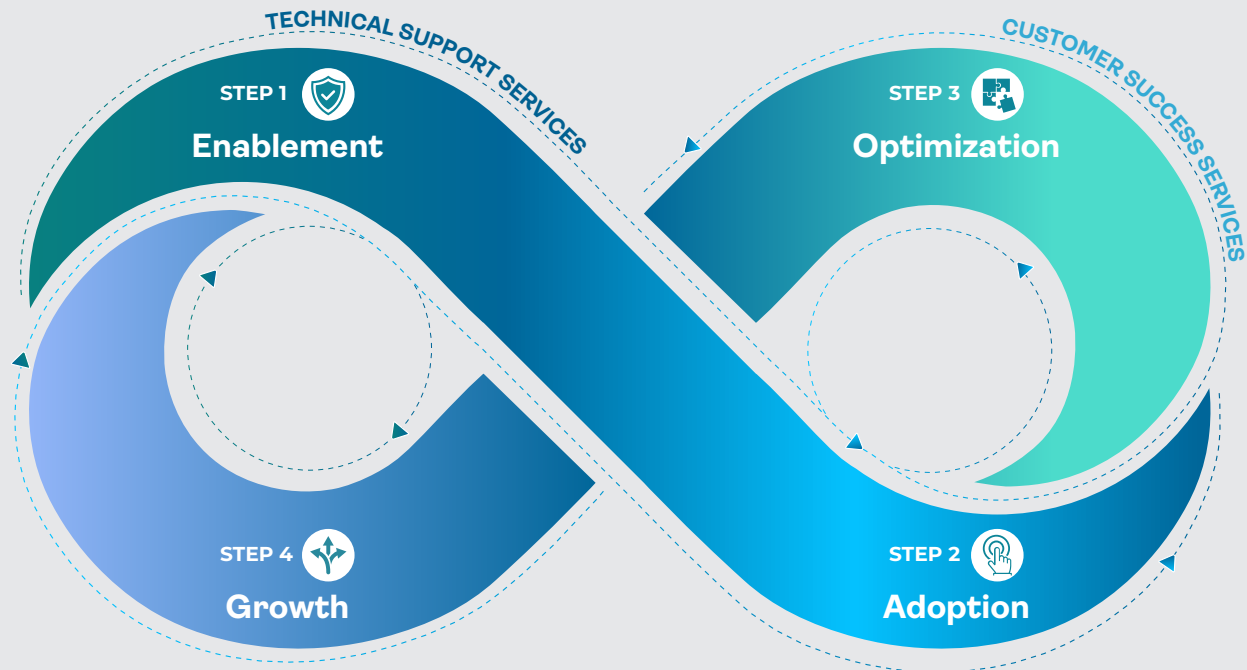CUSTOMER SUCCESS MANAGEMENT

EXECUTIVE ALIGNMENT

How It Works

OneSpan's success packages are offered in a tiered approach providing the full range of benefits and resources you will need during your partnership with OneSpan. The Enterprise Essential Package provides all the guided services and continuous support an enterprise organization needs 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 also highly experienced in a full range of industry verticals, giving you seamless access to subject matter experts.

Customer Value Creation

TECHNICAL SUPPORT SERVICES

STEP 1
Enablement

STEP 3
Optimization

CUSTOMER SUCCESS SERVICES

STEP 4
Growth

STEP 2
Adoption

STEP 1

Enablement

- Solution education
- Integration guidance
- Solution consultancy
- Go-live assistance
- Support to boost user assurance and confidence

STEP 2

Adoption

- Adoption guidance workshops
- Guided solution consultancy
- Engineering guidance

STEP 3

Optimization

- New release alignment
- Quarterly service performance review

STEP 4

Growth

- Use case and solution expansion
- Business outcome and strategy alignment

Package Details

OneSpan's customer success packages are available in three support tiers. In certain qualifying situations, you can choose to upgrade from the Enterprise Essential package to Enterprise Elite for an additional cost.

SERVICES		ENTERPRISE ESSENTIAL	ENTERPRISE ELITE
FASTER TIME TO VALUE		**GUIDED**	**DEDICATED TEAM**
Adoption	Implementation and go-live	✓ Guided	✓ Concierge
	Solution education	✓ Guided	✓ Tailored
	Success plan	✓	✓ Tailored
	Enterprise best practices workshop	✓	✓ Tailored
	Solution consultancy and engineering guidance (1 use case/year)	✓ Guided	✓ Tailored
	Adoption guidance workshop	✓ 2 per year	✓ 4 per year
MISSION CRITICAL SUPPORT		**ENTERPRISE GRADE SUPPORT**	**CONCIERGE SUPPORT**
Support Service Levels	SaaS critical (P1 & P2) incident support	✓ Telephone	✓ Telephone
	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	✓	✓
	Dedicated hotline		✓
	Designated support specialist		✓
Escalation Management	Incident manager	✓	✓
	Dedicated hotline		✓
	Expedited case resolution through cadence calls		✓
Service Reviews	Service performance review and continuous improvements	✓ 1 per quarter	✓ 1 per month
INCREASED ADOPTION		**CONTINUOUS VALUE**	**STRATEGIC VALUE**
Optimize	New release alignment	✓	✓
	Benchmarking – industry best practice sharing		✓
	Pro-active health check and recommendations		✓
Grow	Additional use case review	✓	✓
	Architecture workshop		✓
	Early access to product releases		✓ 1 per year
	Strategy workshop		✓
Executive Business Review	Executive alignment on business strategy and outcomes	✓ 1 per year	✓ 2 per year
	Product vision and update*		✓ 1 per year

* Product vision, roadmap, and update meetings are for informational purposes only and are not Supplier commitments to deliver (or not deliver) any particular product, feature or functionality.

Service Level Table

Enterprise Essential / Enterprise Elite success package – Case Classification and Response Times

Case		Channel	Availability	Response Time	Response Time Objective	Connecting Work	Status updates
Incident	P1	Telephone	24 x 7	5 mins	100%	< 1 hour Work continuously	Every 1 hour
		E-mail & Portal	Business Days (24x5)	1 hour			
	P2	Telephone	24 x 7	5 mins	100%	< 1 Business Hour. Work continuously during 24 x 5	Every 2 hours
		E-mail and Portal	Business Days (24x5)	1 hour			
	P3	E-mail and Portal	Business Days (24x5)	4 hours	95%	8 Business Hours	-
	P4	E-mail and Portal	Business Days (24x5)	4 hors		8 Business Hours	-
Service Request (P3-P4)		E-mail and Portal	Business Days (24x5)	8 hours	-	8 Business Hours	-
Request for Information (P3-P4)		E-mail and Portal	Business Days (8x5)	8 Business Hours	-	Commercial 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**