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
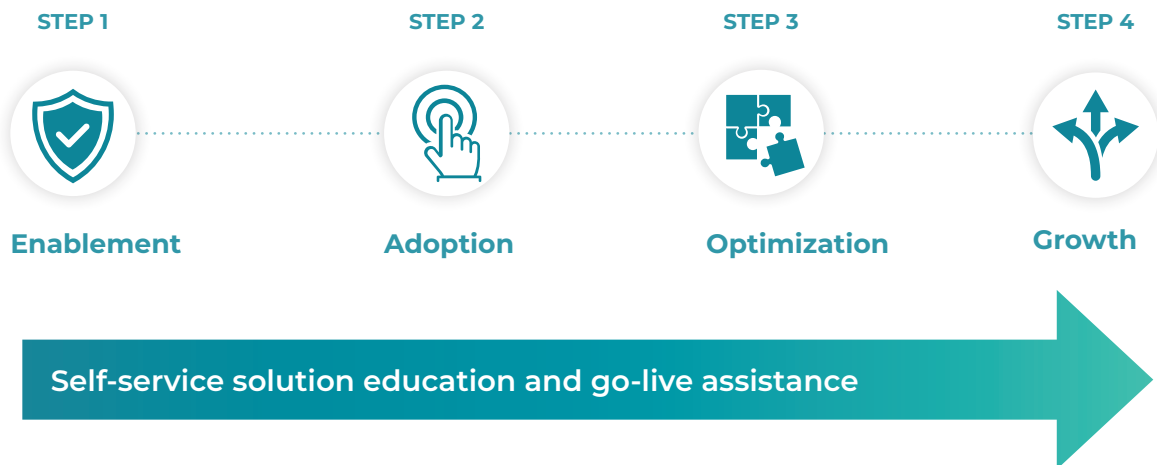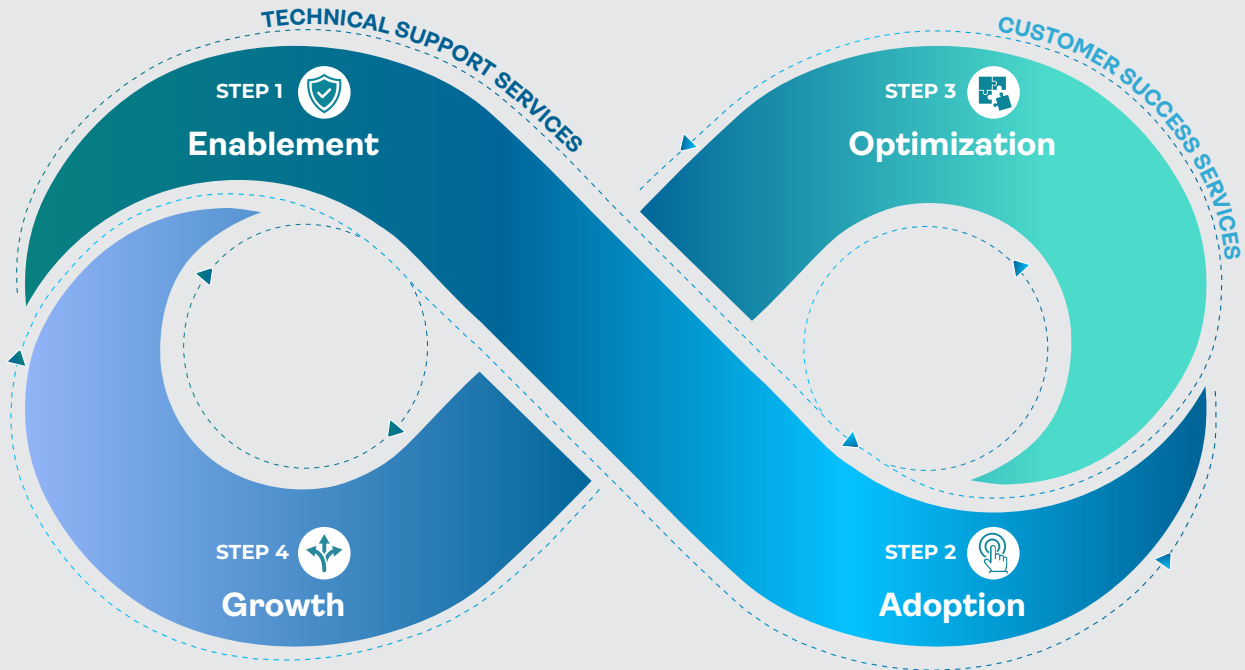
CUSTOMER SUCCESS MANAGEMENT

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

STEP 1
Enablement

STEP 3
Optimization

CUSTOMER SUCCESS SERVICES

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 all three packages are below.

		CORE	AVAILABLE UPGRADE FROM CORE	
SERVICES		CORE	ENTERPRISE ESSENTIAL	ENTERPRISE ELITE
FASTER TIME TO VALUE		CURATED SELF SERVICE	GUIDED	DEDICATED TEAM
Adoption	Implementation and go-live	⊘	⊘ Guided	⊘ Concierge
	Solution education	⊘ Self-service	⊘ 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		BASIC SUPPORT	ENTERPRISE GRADE SUPPORT	CONCIERGE SUPPORT
Support Service Levels	SaaS critical (P1 & P2) incident support	⊘ Trust center	⊘ Telephone	⊘ 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		⊘	⊘
	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

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

Available Upgrade from Core – 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 hours		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**