

ONESPAN SIGN ONBOARDING PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Thirty-Six (36) hours
Expected Project Duration	Eight (8) 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) This OneSpan Sign Onboarding Package (the "Package") governs Supplier's provision of Professional Services aimed at introducing and enabling Customer to implement OneSpan Sign. This Package only includes onboarding and configuration of one (1) candidate electronic signature process on the OneSpan Sign solution on one (1) Sandbox account and (1) Production Account. If Customer's requirements exceed those agreed to in this Package, Customer may obtain additional Professional Services through a separate order.
- b) The scope of this package covers one (1) complete project life cycle including:
 - i) Solution onboarding
 - ii) Solution guidance workshop
 - iii) Competency development
 - iv) Implementation and test guidance in Sandbox
 - v) Deployment of the implemented solution into Production
- c) This package applies to the following Customers:
 - i) Customers who have purchased the OneSpan Sign Customer Success Package - Core and have valid licenses for OneSpan Sign
 - ii) Customers who have purchased the OneSpan Sign Customer Success Package - Enterprise Essential or Enterprise Elite, have already onboarded at least one (1) candidate electronic signature process, and wish to onboard another new candidate electronic signature process.
 - iii) Customers who are already live in Production with at least one (1) candidate electronic signature process with Premium Support and wish to onboard another new candidate electronic signature process.
- d) This package can be applied to an API-integrated or non-integrated process.
- e) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.
- f) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.
- g) Services will be provided remotely.
- h) No Supplier Products are installed on premise as part of this package.
- i) No product modification is required for Customer to use OneSpan Sign.
- j) 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 a solution review workshop with Customer stakeholders and technical resources. A full review of key OneSpan Sign functionalities, Customer business requirements, one (1) current candidate Customer e-signature process (if applicable), Customer third-party integrations associated with the one (1) candidate e-signature process (if applicable), Customer project timelines, Customer resource schedules

- and Customer communication plans will take place.
- c) OneSpan Sign Implementation Consulting
 - i) Supplier will facilitate configuration of the Customer OneSpan Sign account, including branding, visual configuration capabilities and technical account settings.
 - ii) Supplier will facilitate configuration of the Customer OneSpan Sign account email templates, as needed.
 - iii) Supplier will facilitate configuration 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 of the Customer OneSpan Sign single sign-on configuration and provide assistance with integration in one (1) Sandbox account, 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 competency development 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.
 - xi) Supplier will coordinate and assist the Customer to deploy the one (1) implemented and tested workflow into the Customers one (1) Production account.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Sandbox Account Configured with Customer approved settings and workflow requirements

6) Exclusions

- a) On-premises or private cloud deployment of OneSpan Sign.
- b) Any Professional Services not expressly addressed in this Package.