



Customer Success Packages

Rely on expert support and guidance to maximize your continued success.

Comprehensive Customer Success Packages Provide:

Accelerated time to value

- Faster solution launch through go-live assistance and success enablement.
- Experienced OneSpan solution experts facilitate a seamless go-live experience.
- Developer community portal at every subscription level.

Mission-critical support

- Ongoing access to mission-critical support to ensure continuous availability of your solution.
- The top tier package includes designated resources to provide you concierge support services.

Increased adoption

- Customer success consultants provide proactive guidance to maximize adoption, use, and growth.
- The customer success team is exceptionally skilled at supporting all customer use cases.

Strategic Partnership

- Value and growth are driven by continuous collaboration throughout your journey with OneSpan.
- OneSpan's customer success team operates as a unified, strategic extension of your team.

Note: Services to Migrate from another solution provider or an existing OneSpan on-premise solution to a OneSpan SaaS Solution are not covered by the OneSpan Customer Success Package. Migration services are available through a separate agreement.

Accelerate your time to value with a customer success package from OneSpan

OneSpan customer success packages provide an ongoing partnership with knowledgeable solution experts. Our team continually focuses on your success, from solution consultancy, integration guidance, and go-live assistance, to technical support, ongoing value enablement, and more.

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.

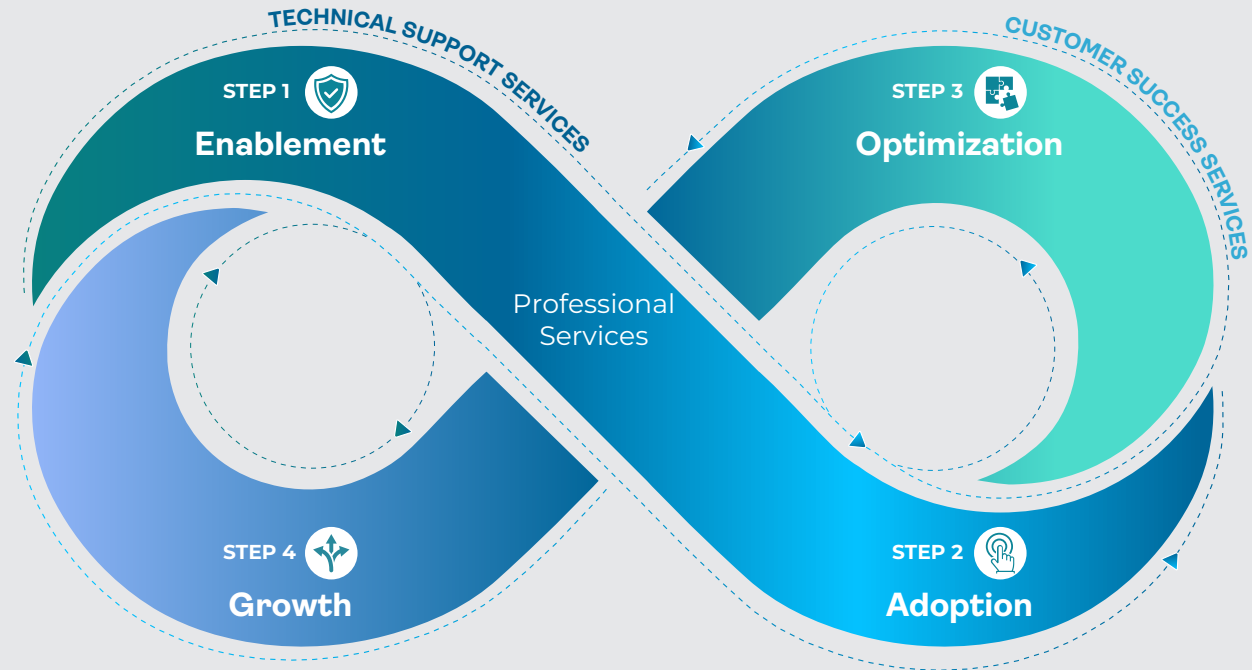


How It Works

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. Each tier includes all the services typically required for you to maximize your solution value.

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



STEP 1



Enablement

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

STEP 2



Adoption

- Adoption guidance
- Solution consultancy
- Best-practice sharing

STEP 3



Optimization

- Proactive optimization services
- Benchmarking
- Proactive health checks and recommendations

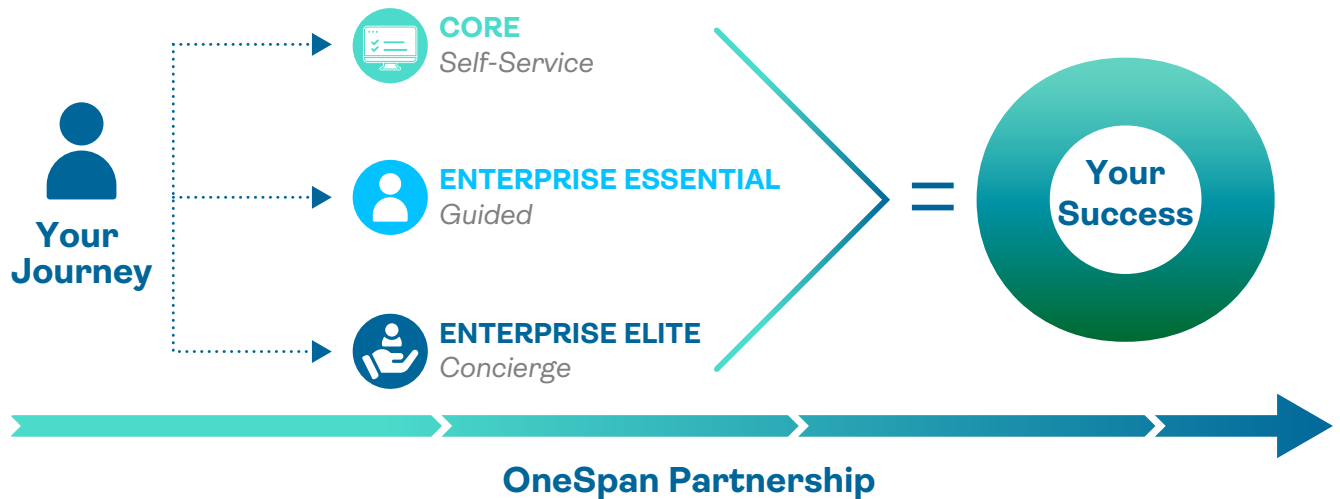
STEP 4



Growth

- Strategy workshops
- Architecture workshops
- Use case and solution expansion
- Business outcome alignment
- Executive business reviews
- Service reviews

The Right OneSpan Journey for You



Package Details

OneSpan's customer success packages are available in three support tiers. Eligibility for **Core, Enterprise Essential, or Enterprise Elite** service packages is determined by the product tier. Packages range from

self guided to concierge level service, ensuring there is a perfect fit for your organization. In certain qualifying situations, you can choose to upgrade to a higher service level for an additional cost.

OUTCOME	SCOPE	CORE	ENTERPRISE ESSENTIAL	ENTERPRISE ELITE
FASTER TIME TO VALUE	Onboarding and go live	☑	☑ Guided	☑ Concierge
	Customer success resources		☑ Shared	☑ Designated
	Concierge level assistance for launch			☑
MISSION CRITICAL SUPPORT	Technical support business hours (Monday – Friday)	☑ E-mail, Portal	☑ Telephone, E-mail, Portal	☑ Telephone, E-mail, Portal
	24 x 7 Incident support via telephone		☑	☑
	Expedited case resolution through cadence calls			☑
	Dedicated hotline			☑
INCREASED ADOPTION	Executive business strategy and outcome alignment		☑ 1 per year	☑ 2 per year
	Additional use case expansion review		☑	☑
	Proactive health checks			☑
	Benchmarking & best practices workshops			☑
	Strategy and architecture workshops			☑

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](https://www.onespan.com)

Contact us at www.onespan.com/contact-us



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