



# Enterprise Elite Customer Success Package

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

## Comprehensive Enterprise Elite Package Provides:

### Accelerated time to value

- Faster solution launch through solution education and a go-live plan tailored to your requirements.
- Experienced OneSpan solution experts devoted to facilitating a seamless go-live experience.
- Solution consultancy and adoption guidance workshops provided by your dedicated customer success team.

### Mission-critical support

- 24 x 7 access to mission-critical concierge support to ensure uninterrupted solution availability.
- Access to expedited case resolution and your own dedicated hotline for critical situations.
- Monthly performance reviews to promote continuous service improvement.

### Increased adoption

- OneSpan's customer success consultants provide proactive guidance, best practices, and industry benchmarking to maximize adoption, use, and growth of your solution.

### Strategic Partnership

- Value and growth are driven by continuous collaboration throughout your journey with OneSpan.
- Build on your success with OneSpan solutions through strategy workshops and executive alignment on business strategy.

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.

## Optimize and grow with the Enterprise Elite Customer Success Package from OneSpan

The Enterprise Elite Package gives you unparalleled access to a strategic partnership with our solution experts. This package provides the highest level of customization with a dedicated team focused on your organization's success and growth. You will receive a roadmap tailored to your requirements and assistance with everything necessary for continuous success. To maximize value, our forward-thinking OneSpan customer success team is focused on ways to optimize solutions and promote 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.**

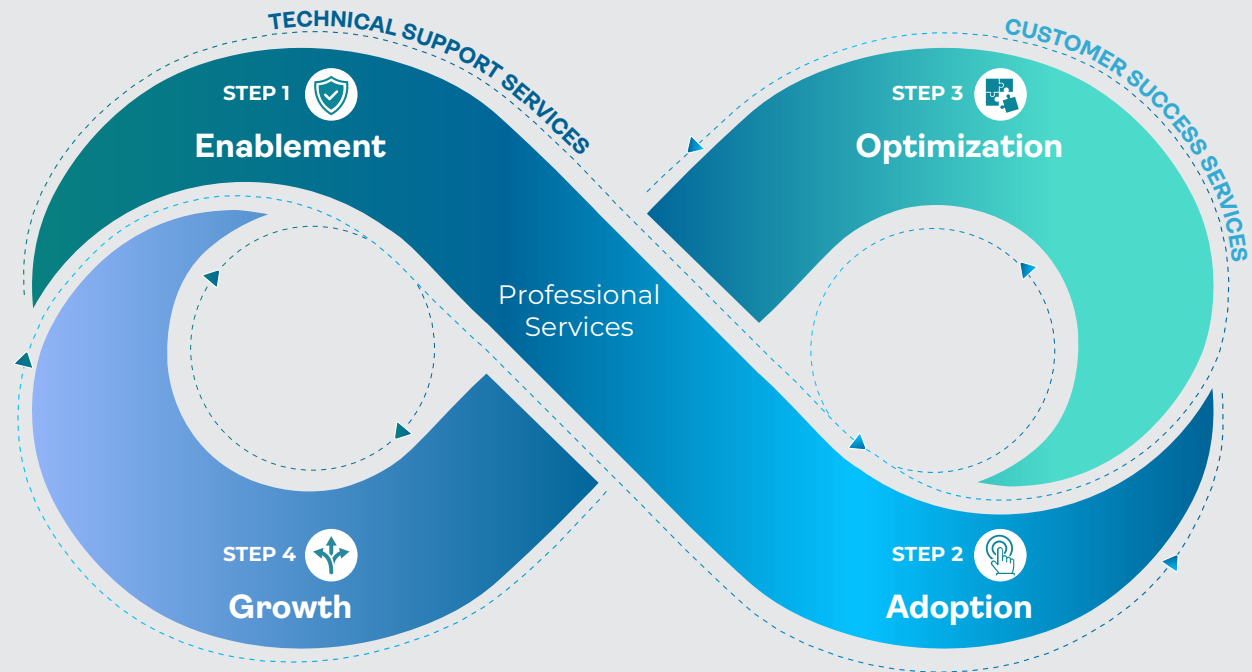


## How It Works

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 Elite Package is your key to a world of customized and dedicated service, concierge support, and strategic 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
- Customized integration guidance
- Solution consultancy
- Concierge level go-live assistance
- Support to boost user assurance and confidence

### STEP 2



#### Adoption

- Adoption guidance
- Customized solution consultancy
- Engineering guidance
- Best-practice sharing

### STEP 3



#### Optimization

- Proactive optimization services
- New release alignment
- Benchmarking
- Proactive health checks and recommendations
- Early access to product releases
- Monthly service performance review

### STEP 4



#### Growth

- Strategy and architecture workshops
- Use case and solution expansion
- Business outcome and strategy alignment

## Package Details

OneSpan's customer success packages are available in three support tiers. Details of the Enterprise Elite Package tier are below.


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



**Leader**  
SPRING  
2023

### Strong Customer Focus

Consistently ranked as #1 in customer satisfaction and with the highest customer retention rates in the market, we provide the white-glove treatment and will do whatever it takes to make sure you're successful and feel like a valued customer – today and tomorrow.

ENTERPRISE E-SIGNATURE LEADER  
Highest Net Promoter Score (NPS)

ONESPAN SIGN 82
DOCUSIGN 75
ADOBE 63

**Quality of Support: 93%**

<https://www.onespan.com/g2-comparison-table>

## 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)

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