OneSpan

ONESPAN AUTHENTICATION SERVER (OAS) DIGIPASS GATEWAY INSTALLATION OR UPGRADE PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Eight (8) hours
Expected Project Duration	One (1) Week
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) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.

b) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.

c) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.

d) Services defined in this package are applicable to OneSpan Authentication Server or OneSpan Authentication Server Appliance

e) Customer must have valid licenses for:
   i) OneSpan Authentication Server, or
   ii) OneSpan Authentication Server Appliance

f) Customer must ensure that their implementation environment meets the minimum server requirements identified in the Product Documentation.

g) Customer will establish sufficient access to use Supplier's current remote services capability.

h) Customer has a previously installed and presently operational (no pending support tickets) current version of OneSpan Authentication Server / OneSpan Authentication Server Appliance

i) Customer personnel must be able to provide input regarding the current processes for authentication, transaction approval, Customer registration and the planned application architecture.

j) At maximum one (1) DIGIPASS Gateway Server to be installed or upgraded in one (1) environment (an environment is defined as either Development, Test or Production).

k) Customer should provide the push notification certificates (from Apple and Firebase) in the required format if push notifications are required.

4) Services

a) Installation and Configuration of one (1) DIGIPASS Gateway.
   i) OneSpan will either install or upgrade and configure the OneSpan DIGIPASS Gateway to be used with the Customer's ordered tokens.
   ii) OneSpan will configure the Customer's OneSpan Authentication Server to handle authentication requests through the DIGIPASS Gateway.
   iii) OneSpan will install and configure DIGIPASS Gateway to support the Customer's intended activation method to be implemented.
   iv) OneSpan will demonstrate successfully functioning mobile token activation process through the DIGIPASS Gateway.
   v) Onespan will configurate the DIGIPASS Gateway instance to connect to the push notification providers (Apple and Firebase), if push notifications are required as per the client's business case.
   vi) Onespan will support Customer in configuring a public SSL certificate on the DIGIPASS Gateway to handle communication from the public network (Internet), if required.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Verification of properly configured DIGIPASS Gateway.

6) Exclusions

    a)   Installation, configuration, backup or management of any third party software or hardware (such as operating systems, databases, network settings, backup systems, monitoring solution, Active Directory or other Windows Services, load balancers, server hardware, firewall)

    b)   Operating System not supported by latest OneSpan Authentication Server, OneSpan Authentication Server Appliance, and OneSpan DIGIPASS Gateway.

    c)   Custom development by OneSpan.

    d)   Installation or upgrade in another OneSpan Authentication Server environment (e.g. Production, Test, etc.)

    e)   User or admin training

    f)   Any integration training or support.

    g)   Any Professional Services not expressly addressed in this Package.