

## ONESPAN AUTHENTICATION SUITE (OA SUITE) STARTER PACKAGE DETAILS

### 1) Project Parameters

<b>Maximum Service Hours included in this Package</b>	One hundred and twelve (112) Hours
<b>Expected Project Duration</b>	Six (6) Months
<b>Location of Professional Services</b>	Remote

### 2) Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at [www.onespan.com/master-terms](http://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 Authentication Suite (OA Suite) Starter Package (the "Packaged Services") describe Supplier's provision of Professional Services to Customer to support Customer's implementation of OneSpan Authentication Suite Server, including CrontoSign capabilities (optional).
- 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) Customer must have valid licenses for:
  - i) OneSpan Authentication Suite
  - ii) CrontoSign (optional)
- e) Customer must ensure that their implementation environment meets the minimum server requirements identified in the OA Suite product documentation
- f) Customer personnel have experience with the programming languages relevant to the integration.
- g) Customer personnel must be able to provide input regarding the current processes for authentication, transaction approval, Customer registration and the planned application architecture.
- h) Customer will establish sufficient access to use Supplier's current remote services capability.
- i) Customer's Hardware Security Module ("HSM") is operational and configured and supported by the latest version of OA Suite (optional).

### 4) Services

- b) 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.
- c) OA Suite Server Solution Analysis and Design
  - i) Supplier will conduct a Solution Review workshop with the Customer to review and document the solution requirements including:
    - (1) Application authentication/signature workflows
    - (2) Digipass management
    - (3) End-User authentication or transaction experience workflow
    - (4) Processes (deployment, fulfilment)
  - ii) Supplier will propose a design to how those workflows should be integrated in the solution.
  - iii) Supplier will work with Customer to define Digipass parameters.
  - iv) Supplier will document the solution design based on the results of the design workshop.
- d) OA Suite Server Competency Development
  - i) Supplier will provide OA Suite Server Product Training to the customer covering:
    - (1) Theoretical Digipass concepts and management
    - (2) Authentication / signature validation
    - (3) Software Digipass Provisioning
    - (4) API Integration instructions for implementing the workflows as specified in the Solution Design document for Authentication Suite Server SDKs
    - (5) CrontoSign concepts and integration with CrontoSign Server SDK (Optional)
- e) Engineering Guidance during Integration
  - i) Supplier will provide engineering guidance to the Customer in support of their integration with OneSpan

Authentication Suite Server APIs.

- f) OA Suite Solution Post Deployment Support
  - i) Supplier will provide telephonic and email support for thirty (30) consecutive calendar days after completion of the best practices for testing training.
  - ii) Supplier will conduct a meeting to transition the Customer to use OneSpan Support for future troubleshooting.

## 5) Project Deliverables

Deliverable #	Deliverable Description
0001	Solution Design describing the workflows for integration with OA Suite Server
0002	Materials used during the OA Suite Server Product Training.
0003	Thirty (30) consecutive calendar days of post deployment support.

## 6) Exclusions

- a) Installation, configuration, backup or management of any 3rd 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 OA Suite Server.
- c) Installation, configuration or management of Customer's HSM.
- d) Custom documentation or translation of documentation.
- e) Competency development or Integration support for Mobile Security Suite ("MSS") or FIDO (Available through separate offering).
- f) Integration Validation of Customer's implementation of OA Suite Server or MSS (Available through separate offering) or any implementation of FIDO.
- g) Any software development by OneSpan.
- h) Support on source code not related to OA Suite Server.
- i) Any Professional Services not expressly addressed in this Package.