



# World-class Customer Support

OneSpan provides a comprehensive support service offering tailored to your unique business needs. We are committed to your success with an always-and-everywhere availability and guaranteed uptimes of OneSpan’s solutions.

## HIGHLIGHTS

### High satisfaction score

- **91%** of our customers are satisfied about OneSpan’s customer support service.

### Service around the clock

- We offer support services around the clock from service and support teams worldwide, backed by a global network of certified resellers and distributors and OneSpan’s R&D organization.

### Extensive expertise

- Our customer support team, product specialists, consultants, and project managers have years of experience supporting more than 10,000 security-conscious organizations in their digital transformation.

## Optimize your OneSpan software and cloud solutions

We offer a full spectrum of maintenance, support, and professional services to help you successfully deploy, upgrade, manage, monitor, and optimize OneSpan’s software and cloud solutions. From digital onboarding to fraud mitigation to workflow management, our services are designed to meet the needs of regulated industries by combining excellent user experiences with the highest levels of security.



### PLAN OPTIONS

OneSpan offers a variety of extended plans with options that range from standard maintenance and support to those that include direct access to a Senior Support Specialist.



### REDUCED RISK

We help you reduce your implementation and operational risk. We provide you with the assistance you need to fully leverage our solution.



### INCREASED ROI

Our mission is to minimize business disruption, maximize protection, and increase the value of your investment with our extended support plans.

## Around the clock self-service to drive your business forward

At OneSpan we care about your customer experience. We strive to increase our customer engagement and satisfaction by offering you the right tools to realize your business goals quickly.

OneSpan's Customer Support Portal is your 24 x 7 gateway to answers and information. Browse our knowledgebase for faster answers, submit support requests, and follow up the status of your support cases online.

OneSpan's Trust Center gives you real-time updates about the operational health and scheduled maintenance of OneSpan's cloud solutions.

OneSpan's Community Portal is the place for developers, administrators, and end users to build secure digital customer journeys. Our community portal is created to help you get your product knowledge and integrations up to speed and includes a sandbox development area, a document resource center, support tools, a code sharing center, and a community forum.

## Support plans aligned to your requirements

OneSpan's customer support offering provides a range of support options designed to meet the unique needs of your business. With business-critical support options and 24 x 7 availability, we strive to deliver rapid resolutions to facilitate your success. Our experts have vast experience across use cases and channels and support you through every step of your digital transformation to help you secure the digital customer journey, mitigate fraud, and strengthen compliance.

We offer four types of support plans:



**Essential Support:** an annual agreement for support services during regional business hours. We recommend this support plan for non-business critical applications.



**Premier Support:** an annual agreement for 24 x 7 support services including accelerated service level commitments for initial response, status updates, and incident resolution. Premier support is recommended for business-critical applications.



**Elite & Elite Light Support:** an annual agreement that comprises all benefits of the Premier Support Plan and additionally includes a designated support specialist, higher priority response, support service review, and on-site preventive maintenance. We strongly recommend this support plan to safeguard your mission-critical applications.

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| SUPPORT PLAN OVERVIEW          |   |  |                                 |                                   |                                |                                |
|--------------------------------|---|--|---------------------------------|-----------------------------------|--------------------------------|--------------------------------|
| DESCRIPTION                    |   |  | ESSENTIAL                       | PREMIER                           | ELITE LIGHT                    | ELITE                          |
| Incident Support               | SaaS  | 24 x 7 monitoring for operational incidents and event / alert handling | ✓                               | ✓                                 | ✓                              | ✓                              |
|                                |   | 24 x 7 emergency support via telephone                                 | Priority 1                      | Priority 1 & 2                    | Priority 1 & 2                 | Priority 1 & 2                 |
|                                | On-Prem   | 24 x 7 emergency support via telephone                                 | ⊘                               | Priority 1 & 2                    | Priority 1 & 2                 | Priority 1 & 2                 |
|                                | P3 & P4 Incident support via e-mail, live chat and telephone  |  | During business hours (8 x 5)*  | During business days (24 x 5)*    | During business days (24 x 5)* | During business days (24 x 5)* |
| Service Requests               | Service Request - Email / Live chat (via Customer Support Portal) – Response time   |  | Next business day*              | 8 hours (24 x 5)*                 | 8 hours (24 x 5)*              | 8 hours (24 x 5)*              |
| Request for Information        | Request for Information - Email / Live chat (via Customer Support Portal) – Response time                                 |  | Commercially reasonable efforts | 8 business hours*                 | 8 business hours*              | 8 business hours*              |
| Maintenance                    | Software product patch creations, minor and major software updates  |  | ✓                               | ✓                                 | ✓                              | ✓                              |
| Knowledgebase                  | Technical knowledgebase for faster troubleshooting and issue resolution   |  | ✓                               | ✓                                 | ✓                              | ✓                              |
| Customer Support Portal        | Live chat, case management, access to knowledgebase   |  | ✓                               | ✓                                 | ✓                              | ✓                              |
| Trust Center                   | Online real-time updates on the status of OneSpan Cloud systems (system status, scheduled, and ongoing maintenance, etc.) |  | ✓                               | ✓                                 | ✓                              | ✓                              |
| Community Portal               | Sandbox development area, document resource center and support tools, code sharing center, and community forum            |  | ✓                               | ✓                                 | ✓                              | ✓                              |
| Service Level Objectives       | Response times  |  | ⊘                               | ✓                                 | ✓                              | ✓                              |
|                                | Commence working within 1 hour for priority 1 & 2 incidents   |  | ⊘                               | ✓                                 | ✓                              | ✓                              |
| Continuous Support             | Global support for priority 1 & 2 critical incidents - follow the sun principle   |  | ⊘                               | ✓                                 | ✓                              | ✓                              |
| Service Status Review          | Support status review   |  | ⊘                               | Report: 1/quarter<br>Live: 1/year | Live meeting: 1/quarter        | Live meeting: 1/quarter        |
| Designated Support Specialist  | A designated support specialist for expedited services will be assigned   |  | ⊘                               | ⊘                                 | 1 per 6 customers              | 1 per 4 customers              |
| Priority Case Routing          | Higher priority response  |  | ⊘                               | ⊘                                 | ✓                              | ✓                              |
| Support Service Review         | Drive resolution of issues in recurrent meetings (weekly, bi-weekly, monthly)   |  | ⊘                               | ⊘                                 | ✓                              | ✓                              |
| On-site Preventive Maintenance | On-site assistance from OneSpan, up to 20 days per year, travel and lodging included                                      |  | ⊘                               | ⊘                                 | ⊘                              | ✓                              |

\*For business hours and contacts in your region, please see [OneSpan.com/support](https://www.onespan.com/support)

## Professional Services that make the difference

OneSpan's experts and consultants engage with you to provide customized services helping you to maximize your investment in OneSpan technology. From strategy and planning to integration and configuration, we work closely with your team to explore possibilities, define business requirements, share proven methods, and improve your efficiency. Our experienced trainers provide guidance and share knowledge to speed up adoption, get a deeper understanding of your products, and empower your team to become self-sustaining.

OneSpan's professional services staff have been involved in hundreds of digitalization projects around the world. They have extensive knowledge of regulatory requirements, fraud mitigation, and securing the digital customer journey. Engagements are managed using a professional services delivery model with defined stages for analysis and design, integration, piloting, and deployment. Support may be provided remotely or on site, depending on your situation.

## Our Mission

We are fully committed to our customers' success. Our knowledgeable and highly responsive OneSpan team's mission is to ensure timely implementation and problem resolution in the most courteous manner.

## About OneSpan

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OneSpan helps protect the world from digital fraud by establishing trust in people's identities, the devices they use and the transactions they execute. We make digital banking accessible, secure, easy and valuable. OneSpan's Trusted Identity platform and security solutions significantly reduce digital transaction fraud and enable regulatory compliance for more than half of the 100 largest global banks and thousands more banks around the world. Whether automating agreements, detecting fraud or securing financial transactions, OneSpan helps reduce costs and accelerate customer acquisition while improving the user experience.

Learn more at [OneSpan.com](https://www.onespan.com).

### SOCIAL MEDIA



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