

# Service Description

**A. OneSpan Sign.** OneSpan Sign is a software platform for creating and managing the execution of digital transactions with electronic signing and delivery of Documents. Several features and options are available through OneSpan Sign which may include (which are defined in the technical documentation related to OneSpan Sign):

1. A web-based e-signing process that provides options for the presentation and review of Documents, methods of signature capture and user authentication, data capture and form fields.
2. Workflows, reminders and notifications, attachments and e-delivery of the Documents to Participants.
3. Transaction management features for preparing and sending documents manually through the user interface or using transaction templates, and the ability to monitor and manage documents that are in progress or completed.
4. Electronically signed Documents in PDF format with each e-signature digitally signed for comprehensive security and detection of any Document changes along with an embedded audit trail.
5. Electronic evidence stores web pages along with the flow based actions taken by Participants during the signing/delivery process, and can be reviewed to show what was displayed and signing actions. An Evidence Summary Report is also provided and both the electronic evidence and summary are protected by digital signing.
6. A REST API along with Java and .Net SDKs to allow integrating third-party and custom applications with the Service.
7. Support for native mobile applications and pre-built connectors to applications such as Salesforce and Microsoft Dynamics

OneSpan Sign provides customers with three different environments to support their development, testing and production needs. Each environment serves a specific purpose and has its own characteristics. These environments and their respective characteristics may change at OneSpan's discretion.

1. Production:
  - Production usage of the current version of OneSpan Sign;
  - Documents are not watermarked;
  - Subject to the Service Levels.
2. Sandbox:
  - Integration development and testing of the current version of the OneSpan Sign;
  - Documents are watermarked to make them unsuitable for production usage;
  - Not subject to the Service Levels and security requirements & safeguards set out in the Agreement; as such, Customer acknowledges that no production Data is to be uploaded to the Sandbox environment.
3. Preview:
  - "Preview" access to functionality planned in the next upcoming major release and regression testing of integrations before the new major release is deployed in production;
  - Documents are watermarked as to make them unsuitable for production usage;
  - Not subject to the Service Levels and security requirements & safeguards set out in the Agreement; as such, Customer acknowledges that no production Data is to be uploaded to the Preview environment.

**B. OneSpan Vault.** OneSpan Vault is a software platform for creating, transferring and storing copies of e-signed Documents that must be maintained as authoritative copies. Several features and options are available through OneSpan Vault which may include:

1. A registry which is used to create, transfer and store authoritative copies of e-signed Documents in an attached OneSpan Vault database.
2. The registry creates and maintains an audit trail of all transfer operations for each Document stored in OneSpan Vault during its lifecycle/.
3. Access by Users to the authoritative copies of Documents and permitting Users to perform authorized operations on their Documents.
4. A console manager that provides viewing and operations on the documents stored in OneSpan Vault.
5. A SOAP API to allow integrating third-party and custom applications with OneSpan Vault.