SIGNINGHUB DIGITAL SIGNATURE SOLUTION SERVICE DEFINTION

G-CLOUD 12

LOT 2 CLOUD SOFTWARE

ASCERTIA LTD

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1. Introduction

1.1 Company Overview

Ascertia is a successful global provider of advanced digital signature and electronic identity (eID) validation software solutions and is recognised as such by leading Technology Analysts. Ascertia's products and business solutions focus on enabling high-trust within e-commerce environments using digital signatures and encrypting data at rest. Firms can now safely cross the final hurdle of migrating paper-intensive processes to the digital world by using Ascertia's products to sign securely on the desktop, mobile or server.

Ascertia has long history in the digital signature market and an excellent reputation for delivering products to a wide range of organisations and industries around the world. Standards compliance and tracking of key standards is a fundamental part of our product strategy. This delivers real value and investment protection to organisations that invest in Ascertia's products since they can quickly and easily upgrade existing products to new releases with new features as they need to. It also helps to explain the long-term relationships Ascertia has maintained with many well-known organisations.

Ascertia is easy to deal with; we listen and act quickly. Ascertia's strategy is to empower its staff and have compressed lines of communication and approval. We listen, understand and act appropriately to ensure our partner's and client's success.

1.2 Value Proposition

SigningHub is a complete solution for document approval workflows, advanced digital signatures and document status tracking. It is designed to quickly optimise the way businesses deliver, review, approve and sign their business documents. It is available as a software product for on-premise hosting as well as public or private cloud service.

With public sector who require documents to be valid into the future, SigningHub delivers long-term electronic signatures that are legally compliant and independently verifiable. SigningHub caters for all levels of signatures including EU qualified signatures.

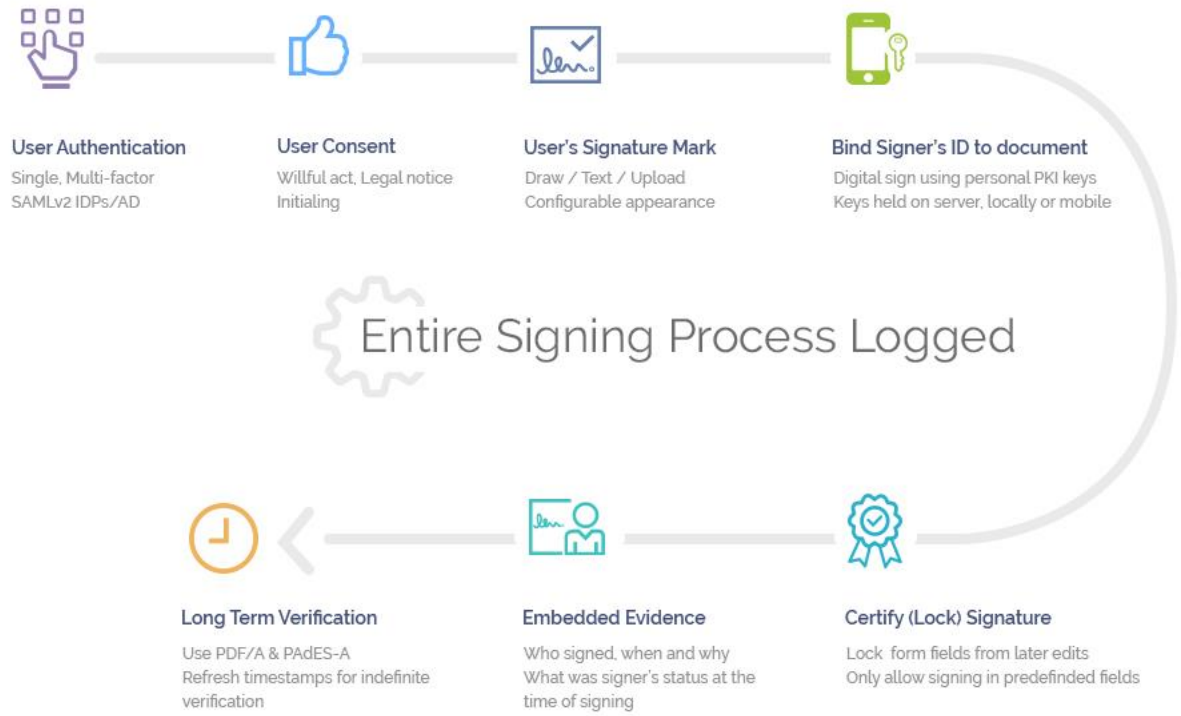
1.3 What the Service Provides

SigningHub is a secure digital signature and document workflow solution. It enables organisations to eliminate inefficient paper-based processes and save substantial time and related costs. Documents can be easily sent to internal or external parties for review and sign-off. The service delivers strong security and legally binding signatures.

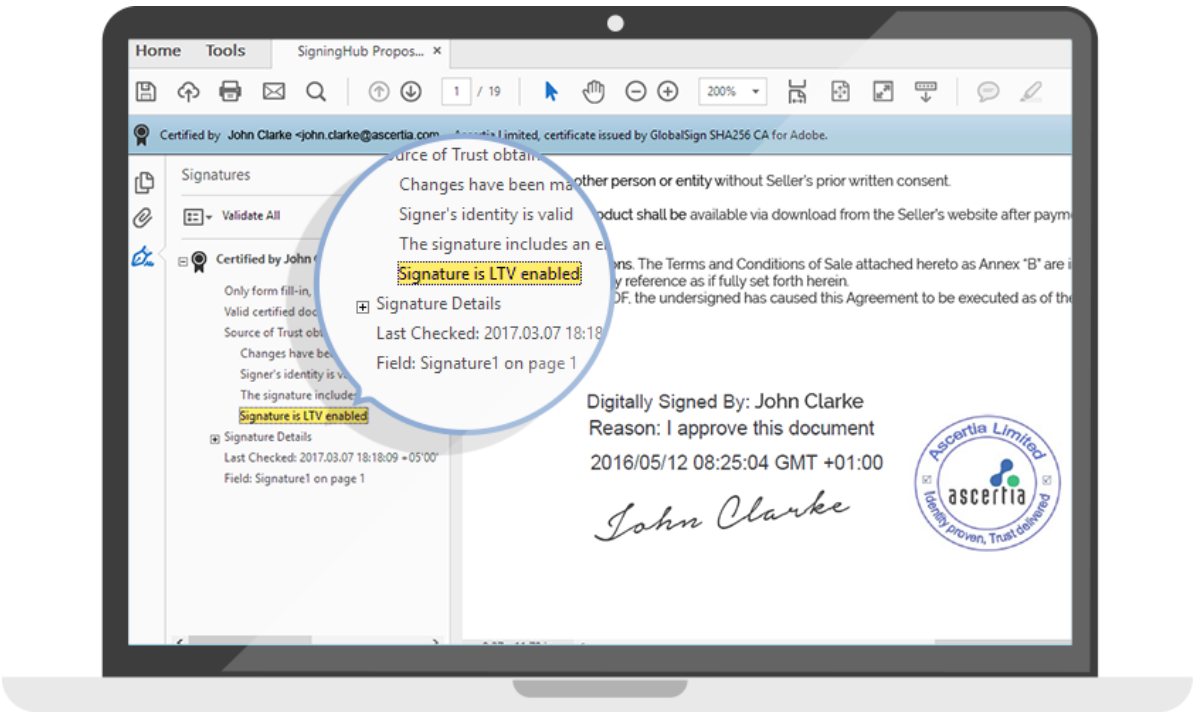
SigningHub allows a user to select a document (multiple formats are supported), upload it and share it with other defined users or groups asking them to review and sign it based on their agreement or approval of the contents. The other users are notified to review the document within a secure and confidential environment and prompted to sign with their digital signature on the document. Users can also fill in pre-existing form fields.

SigningHub provides a flexible and automated workflow that covers a wide variety of business process needs. Any SigningHub user and any integrated business application can initiate a workflow process (human and machine driven). All common document types are uploaded and converted to PDF to take advantage of the ISO 32000 and ISO 19005 long-term preservation features. Visible signature appearances (including hand-signature images, text and company logos/seals) are used to make it easy for people to understand that a document has been signed. It is important to note that the cryptographic digital signature embedded within the signed

document is what provides user authentication, data integrity and non- repudiation security services, not just the signature appearance.



Long-term digital signatures are created to ensure that the signatures remain valid for the long term, i.e. in excess of 20 years.



Current users of the service are from a diverse range of verticals and organisation sizes.

Typical clients are looking for a solution that is secure, hosted in Europe, meets the EU signature directive standards, provides document longevity and ensures there is no lock-in and no proprietary approaches.

1.4 Service Management Details

SigningHub is run on a Microsoft Azure platform hosted in 2 sites in Western Europe (Netherlands / Ireland). The Microsoft Azure website provides further details – please refer to

HTTPS://SERVICETRUST.MICROSOFT.COM/VIEWPAGE/MSCOMPLIANCEGUIDEV3 and look under the SOC tab.

Ascertia SigningHub is hosted by a high availability Microsoft Azure configuration using two datacentres which provides 99.995% uptime.

This is not guaranteed and there is no compensation if the service does not meet these levels. The Ascertia support desk is available from 6am to 6pm via the website, chat, Skype, email and then escalation to phone call and web-conferencing if required.

The Service will occasionally be unavailable during system maintenance and upgrades. Dates for scheduled maintenance will be made known to customers and prospects. However, Ascertia disclaims all responsibility for any interruptions or problems with the Service caused by external forces affecting the reliability of the Internet or computer systems.

2. Data Protection

2.1 Information Assurance/ Security

To ensure optimal security, SigningHub encrypts all documents using AES (Advanced Encryption Standard) 256-bit key as it receives them and before it stores them in the database (both SigningHub and ADSS Server support database encryption). Each key is unique to the SigningHub deployment and is generated in real time during deployment. To provide further security, SigningHub performs all hashing of a document so that any cryptographic operation performed by ADSS Server is only performed on the hash rather than the full document. This allows ADSS Server to be run as a managed service if needed, an option used by some partners.

SigningHub generates a unique deployment Document Encryption Key (DEK) per deployment to secure document data. SigningHub offers the capability to utilise an HSM to protect the DEK, using a further Key Encryption Key (KEK) generated and protected by the HSM. This is done via ADSS Server and SigningHub itself has no direct communication with the HSM.

Ascertia's SigningHub Cloud is fully GDPR compliant.

Clients wanting to discuss the use of a high trust UK datacentre or using a private cloud instance and high trust CAs can speak to the Ascertia sales team for advice. Other authentication options can be discussed such as smartcard-based client SSL authentication, Active Directory federated authentication, OAuth, SAML, mobile phone authentication options and other approaches.

2.2 Data Processing & Storage Location

Our top priority is protecting your privacy. Ascertia is dedicated to safeguarding your information. Our Privacy Policy available here: HTTPS://WWW.SIGNINGHUB.COM/PRIVACY-POLICY/ GOVERNS any personal information you provide to us.

SigningHub is currently hosted on a Microsoft Azure servers in Northern Europe. User accounts and service plans are managed by dedicated Ascertia staff. No transfer of user data is allowed outside the EU.

2.3 Data Restoration / Service Migration

Microsoft Azure was selected because it offers high availability, high reliability and exceptional data integrity. A move to another cloud service provider can be considered if required.

2.4 Data Back-Up & Restoration

Ascertia SigningHub is hosted by Microsoft Azure which provides real-time backup of all systems, documents and data.

2.5 Business Continuity Statement/Plan

Ascertia's SigningHub Cloud service uses two separate data centres configured for high availability working using high availability Azure SQL database services to ensure maximum resilience and availability.

Ascertia has multiple staff able to securely access the system from multiple locations to ensure that any required management task can be carried out as required.

2.6 Privacy by Design

Ascertia's SigningHub Cloud is fully GDPR compliant.

3. Using the Service

3.1 Ordering and Invoicing

SigningHub usage can be purchased on a monthly or annual basis and the service can be used immediately. Ascertia's sales team can be contacted to enable longer evaluation periods if required. An online shop enables credit card-based purchases of a small number of default plans, there is also an option to set-up custom plans as required. Ascertia's sales team can also discuss specific requirements and handle offline orders and provide signed electronic invoices.

3.2 Availability of Trial Service

Anyone can register to use a free one-month trial account with stated document and signature limits. The Ascertia Sales team is able to assist with requests for longer evaluation periods required to meet specific business needs.

3.3 On-Boarding, Scope etc.

SigningHub has been designed to be very easy for people to register and immediately use the service. The on-boarding time can be measured in minutes.

As soon as an account has been created a user can upload a document, define the contacts that will be asked to sign the document, use an existing workflow template or by creating a new template by positioning a signature field for each signer as required and saving using a new template name, and clicking send.

The SigningHub web-site has demonstration videos lasting about two minutes that show the main features and how to quickly obtain business value from the service.

Various help facilities are provided – on-line help, a navigation guide and a next step suggestion feature. These items can be turned on or off within each user profile.

3.4 Off-Boarding, Service Migration, Scope etc.

SigningHub users can off-board very easily. All documents stored within their account can be downloaded. All documents can be deleted. The signatures produced by SigningHub use industry standards and can still be checked and validated within other software such as Adobe Reader. The SigningHub web-site has further information on this. The off-boarding time can be measured in minutes.

Any documents left on the system will be kept for at least 180 days after they were last opened. An email warning the owner about impending deletion of old, unopened documents will be sent and 30 days later any document on the list that remains unopened for the previous 210 days will be deleted.

SigningHub provides on-line document workflow and signing services and is not intended to act as a long-term dormant document storage service. All SigningHub documents are AES-256 encrypted at the application level and written to the database as encrypted objects. This means that when a document is deleted the deletion is secure and no special overwrite processing or hardware destruction is required.

3.5 Training

Training videos are provided on the website. A welcome guide is also provided in each new user's account area. Most clients are able to use the service with no extra information required.

To integrate an existing business application details of the RESTful API are provided on the website. Source code examples are also provided to make it as easy as possible to use SigningHub as an adjunct to an advanced web-application OR as a branded front-end for older applications that have no web-portal capability.

Ascertia will provide training support if required for users in the unexpected situation that they are having difficulty using the service.

3.6 Implementation Plan

Ascertia will provide a detailed implementation plan to the buyer on request. This plan uses project management software and details each step that the buyer needs to action for successful signup to the service

3.7 Browsers & Devices

SigningHub works using a browser listed above on Windows, MacOSX, Linux and iOS devices and Android devices. Internet Explorer 8 and prior are not supported.

Free copies of the SigningHub mobile apps are available on the iTunes store and the Google Play Store.

3.8 Service Constraints

Software upgrades to the SigningHub Cloud service is first deployed within the SigningHub staging system, customers are required to test access to this service and are provided upgrade notifications a minimum of 7 days' notice change to staging changes.

Once customers have confirmed changes to the staging services a production upgrade is planned, customers are also provided a minimum of 7 days' notice prior to the upgrade of the production service, prior to system upgrades the login page for the service will provide a notice for users advising them of a scheduled system change.

3.9 Service Levels

Ascertia SigningHub is hosted by a high availability Microsoft Azure configuration using two datacentres which provides 99.995% uptime.

SigningHub operates at 99.95% - there is an allowance for 1 hour of scheduled maintenance every quarter.

3.10 Outage & Maintenance Management

Ascertia’s SigningHub runs on a full high spec, high availability Microsoft Azure platform. Microsoft Azure platform offers flexibility in increased system performance at the click of a button, ensuring our cloud is always running at best possible performance.

3.11 Financial Recompense Model for not Meeting Service Levels

Ascertia will consider any recompense models on a case by case basis.

4. Provision of the Service

4.1 Customer Responsibilities

Each user must use the Service in compliance with the Terms of Service. These can be found here:- HTTPS://WWW.SIGNINGHUB.COM/TERMS-OF-SERVICE/

Technical Requirements (service dependencies and detailed technical interfaces, e.g. client-side requirements, bandwidth/latency requirements etc.);

SigningHub is expected to work with any modern browser that supports HTML5. The supported browsers are Internet Explorer 9+, Chrome v5+, Firefox v3+, Safari v5+ and Opera v16+.

Various languages are supported including English, Dutch, Spanish, French, German, Greek, Latvian, Turkish and Arabic.

4.2 Development Life Cycle of the Solution

Ascertia uses industry standard software development process built on agile software development principles, Product Managers\Owners drive product roadmap based on market and customer requirements, this is captured as epics and stories which developers then use to create detailed functional specifications which are used to build software products and drive product testing by the Ascertia quality assurance team. Software quality and security is at the core of everything we deliver. Ascertia product source code is maintained in a central repository under version control, automated testing is conducted for every release.

As part of the regular release cycle the Ascertia development team runs vulnerability scans against products and 3rd party libraries to identify issues and vulnerabilities, this happens at the start of every sprint, we endeavour to resolve any critical issues discovered within each sprint.

Ascertia leverages automated testing for the SigningHub application, this is conducted as part of every release cycle.

Ascertia has a Security Assurance Response Team who are responsible for reviewing security vulnerabilities' that are identified in Ascertia products or 3rd party libraries that are shipped as part of Ascertia products. Customers are notified when and if a critical security issue is identified within an Ascertia product and immediate remedial action is required.

Updates to SigningHub are notified on the SigningHub website and available for testing on the staging server prior to implementation on the production servers.

4.3 After-Sales Account Management

Ascertia will proactively run the account with an Account Manager (AM) and a member of our Customer Success Team (CST) being assigned to handle any queries, support cases and account planning

4.4 Termination Process

If an order is given for a longer period, then on termination Ascertia will refund any unused months that have been paid for. Written notification of termination must be given 3 months in advance if term of contract has not been reached.

5. Our Experience

5.1 Clients

Ascertia has Government customers across the World. In the UK, both central government departments and local government organisations use SigningHub.

5.2 Contact Details

For further information consult the service website WWW.SIGNINGHUB.COM or email SALES@ASCERTIA.COM, Tel:- +44 (0) 800 772 0 442 or +44 (0) 203 633 117