

eSign

 Service Definition

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1. Introduction

1.1 Company Overview

eSign is a UK-based provider of secure, legally binding electronic signature and digital document management solutions. Founded in 2012, eSign has grown to become a trusted provider for the UK government, local councils, NHS trusts, Oxford University and organisations across the UK.

eSign is ISO 27001, ISO 9001 and Cyber Essentials Plus accredited and is an approved supplier on the UK Government's Public Service Network – which provides additional assurance that we meet the strictest security, compliance, and interoperability standards.

1.2 Value Proposition

eSign is a trusted, UK based eSignature and digital document solution. Built to serve government, healthcare, education, finance and beyond, eSign enables teams to securely capture legally binding advanced and qualified eSignatures at scale, cutting admin costs and speeding up critical processes.

With UK-based data centres, tamper-proof digital certificates and compliance with strict regulations such as GDPR and eIDAS, eSign ensures every document is protected and legally defensible.

Our platform integrates seamlessly with existing workflows and tools for faster adoption and a frictionless experience for both teams and end users.

1.3 Our Company Values

At eSign, we believe that we should leave things in a better state than we found them. Our products make things simple. Through the digitisation of document processes, we are helping to reduce the use of paper and support businesses on their net-zero journey.

We are passionate about making cutting-edge digital technologies accessible to as many people as possible. An example of this was during the COVID-19 pandemic; our team provided free eSign solutions to hospitals to speed up the processing time of important documents and digital prescriptions.

"We are Agile"

We are extremely agile in our ability to swiftly adapt to changing market conditions, customer needs, and technological advancements. This agility is reflected in our decision-making processes, flexible organisational structure, and quick response to opportunities and challenges. At eSign, we foster a culture of collaboration and empowerment, allowing our employees to take ownership of their roles and contribute actively to the company's agility.

"We are Accountable"

We prioritise and uphold accountability through transparent communication, clear goal-setting, and rigorous tracking of performance metrics. At eSign, accountability is ingrained at every level, from our senior management team to individual employees, fostering a culture of responsibility and integrity. We prioritise customer satisfaction, ensuring that our digital solutions meet expectations and that any issues are promptly addressed. Our accountability is manifested through a commitment to delivering results, meeting obligations, and maintaining trust with our customers, employees and stakeholders..

"We are Purposeful"

We demonstrate purposefulness by aligning our actions with a clear and meaningful mission or vision. We have a strong sense of purpose through our commitment to providing cutting-edge solutions that solve businesses' pain points and making a positive impact on our community, industry and the world at large. This can be seen through our environmentally friendly solutions that enable businesses to eliminate paper, and our work with local councils and governments to give citizens access to leading technology. Our purpose serves as a guiding force, inspiring innovation, resilience, and long-term growth while fostering deeper connections with our customers, employees, and stakeholders.

1.4 What eSign Provides

eSign offers a range of trusted eSignature and qualified services to organisations across the UK, designed to speed up document processing, improve compliance, whilst reducing the reliance on paper-based processes.

► eSignature Platform

eSign's web based application offers advanced and qualified eSignatures that meet strict eIDAS and GDPR requirements. Users and team members can upload a document, add the necessary fields and send it to a recipient for signing in just a few clicks.

► ePrescription Platform

eSign's ePrescription platform is a standalone application that transforms manual prescription processing. Designed for hospitals, clinics and pharmacies, eSign replaces slow, paper-based workflows with a streamlined solution for prescription processing.

► Document Management

eSign is a centralised platform, enabling teams to manage, send and sign documents securely. With integrations available for Microsoft SharePoint, Dynamics, Salesforce, and more, eSign can fit seamlessly into your existing workflows.

► 21 CFR Part 11 Module

The eSign 21 CFR Part 11 Module ensures compliance with FDA regulations on the use of electronic signatures. It includes specific features for authentication, the reason for the signature, and the manifestation of the signature.

► Web Forms

Streamline data collection and signing with personalised, secure web forms. eSign's web forms can be embedded on your website, app, or sent via email for seamless data and signature capture.

► eWitness

eSign's eWitness feature allows users to send documents for signature, with a requirement for a witness to sign the document. eWitness can be used in land transfers, deeds and shareholder agreements and is accepted by the HM Land Registry.

► Advanced API & Developer Hub

eSign's API lets you customise and extend the functionality of your apps to meet your unique business needs. With our secure API and user-friendly Developer Hub, you can easily incorporate eSignatures and automate document processes for your specific workflows.

1.5 Industry-Leading Projects in the Private Sector

Digital Prescriptions for the Clinical Homecare Industry

The National Clinical Homecare Association (NCHA) is the trade body for the clinical homecare industry, representing the majority of organisations providing Clinical Homecare Services.

The NCHA had a requirement to harmonise prescription processing for patients in clinical home care. The existing paper-based workflow often led to unnecessary delays in patients receiving appropriate care and medical treatment, especially those patients who were deemed to be 'at risk'.

eSign worked with stakeholders involved in the digital prescription project to generate a business value map. The strategic goal was to have a universal and scalable solution that addressed all the issues relating to paper-based prescription transport. eSign created a functional application to meet the needs of multiple clinical homecare providers, each with differing software and processes.

Key Successes:

- Prescription process time was reduced from two days to two hours (80% reduction)
- 9,172kg CO2 equivalent reduction over 12 months (inclusive of paper, envelopes)
- £95,324.44 annual savings from kWh reduction (based on mailing)
- 510 trees can work on reducing carbon dioxide emissions from other sources
- Qualitatively, staff have also reported an improved audit log and a reduction in delays
- Due to multiple staff being assigned to prescriptions in case of absence

Digital Solutions for a Central Government Department

A central government department has been using eSign for over five years to speed up document processing times and revolutionise HR and policy management processes. The department uses eSign to manage new applicants, digitalise the onboarding process, manage contracts and agreements, and streamline internal policy management.

1.6 Benefits of eSign Solutions

eSign is the fastest, most secure way for UK organisations to capture legally binding signatures at scale. Guaranteed UK data residency and compliance with GDPR and eIDAS.

- ▶ **Legally binding eSignatures:** Every signature is verified and backed by a full audit trail, meeting requirements for UK regulations (eIDAS, GDPR, FCA, FSQS and NHS).
- ▶ **Reduced risk and improved compliance:** With our ISO 27001 accredited, UK data residency, you can rest assured that your data never leaves the UK.
- ▶ **Speed up document turnaround times:** 85% of eSign's documents are completed in less than a day.
- ▶ **Easy to adopt and scale:** Our intuitive user interface ensures a seamless experience for senders and signers and can be integrated with the tools that you already use.
- ▶ **Eliminate paper-based processes:** Make measurable progress towards carbon emission reduction goals by eliminating paper-based processes.

1.7 Overview of the G-Cloud Service

With the public sector under increasing pressure to adopt digital technologies and reduce costs, eSign can help organisations and departments to embrace digital ways of working. eSignatures modernise public sector paperwork, enabling secure, efficient document handling.

With the rapidly growing digitisation of document management and cloud-based solutions, the need for trustworthy providers has never been more important. The eSign document management and electronic signature solution provides businesses with improved efficiencies and major cost savings, creating enhanced advantages over competitors.

1.8 Associated Services

Our products and user-friendly platform enable individuals and businesses to digitally sign documents with ease. From advanced and qualified eSignatures to more advanced features like authentication and encryption, eSign's products ensure the security and integrity of the signed documents.

- ▶ Advanced & Qualified eSignatures
- ▶ ID Verification
- ▶ API & Developer Hub
- ▶ Payment Processing
- ▶ eConsent
- ▶ Personalised Email
- ▶ ePrescriptions
- ▶ Verification Tools
- ▶ Electronic Seals
- ▶ eWitnessing

2. Data Protection

2.1 Information Assurance

We are aware of and respect the huge responsibility we have in transmitting and processing your documents and data. We understand that our services play a significant role in people's lives, such as purchasing a new home, receiving urgent healthcare treatment and medicines, and even rendering humanitarian aid. Our number one priority is the secure completion of your entire document journey, from document creation to transaction completion and signature capture.

We monitor in real-time the journey of your document and assist your end users with real-person customer support. Based in the UK, our energy-efficient server infrastructure is second to none and is partnered with our powerful trademarked, proprietary software. We work with a range of experts and accreditation authorities to ensure that we operate to the highest standards relevant to your industry.

2.2 Data back-up and restoration

With continuous threats such as computer viruses, Trojan horses, Denial-of-Service (DoS) Attacks and phishing becoming increasingly common and sophisticated, it makes implementing, maintaining and updating information security in an organisation more challenging. However, here at eSign, we have robust policies and procedures in place to protect a secure information infrastructure.

Our IT security team monitors the eSign network, providing assurances for all staff to focus their efforts on other objectives. We have implemented the latest security tools throughout our systems, which focus on any particularly high-value or high-risk integrations and touchpoints.

- ▶ Logical access management system.
- ▶ Denial of Service (DDoS) mitigation.
- ▶ Our systems operate under a continual program of reviewing and responding to alerts to ensure they are secure and safe from potential threats.
- ▶ Intrusion detection and prevention systems.
- ▶ Anti-malware software integration that automatically alerts eSign's cyber incident response team if potentially harmful code is detected.
- ▶ Annual Business Continuity Planning (BCP) and Disaster Recovery (DR) testing are in place.

2.3 Business continuity statement

We ensure data confidentiality, integrity, and availability through a robust combination of policies, processes, and independent evaluations.

The approach to our architecture affords us excellent resilience in the context of Business Continuity,

Disaster Recovery (DR) and High Availability (HA). We have chosen geographically separate locations to host our servers to maximise failover and load balance options. eSign follows the ISO/IEC 27001:2013 – Information Security Management standard.

This means that we have to maintain a relevant Business Continuity and Disaster Recovery Plan. This plan is subject to regular internal review. We have an Information Security Management System (ISMS) group, which meets regularly and by exception. The ISMS group includes Director-level membership.

As part of this methodology, recovery exercises are performed on a regular basis, simulating disaster recovery scenarios. In the rare event that a system failure does occur, we use an aggressive root cause analysis process to get an in-depth understanding of the cause. Implementation of improvements learnt from such an event is a top priority for us. We will provide post-mortems for every customer-impacting incident upon request, should one occur.

Furthermore, Business Continuity and Disaster Recovery feature in our day-to-day operational processes as part of our commitment to excellent IT service management, through the adoption and embedding of the ITILv3 framework for IT support.

We conduct tests against our Business Continuity and Disaster Recovery plans every 3 months after a significant change and release, and in the event of something such as an office move. Our MIS service, including the infrastructure to support it, together with our Information Security Management System (ISMS) and related policies and procedures, is independently audited at least annually, or after a major change.

2.4 Auditing

Within the eSign dashboard, there is full transparency of document/envelope/signing status. This is available to the author of the document and the admins of the account. You can see when a document has been signed, by whom, and where and when they signed through captured signer verification data.

There is also transparency on pending envelopes, which allows authors and admins to view the signing status, how many times a document has been viewed, etc. The author and admins can control documents in transit by sending reminders, recalling documents, editing the envelope and redirecting if required. Notifications of envelope status are sent via email, and there is a recent activity log within the dashboard for auditing purposes.

2.5 Privacy by design

'Privacy by design' refers to the protection of data through technology design. eSign has robust policies and procedures in place to ensure that your data is never compromised. At eSign, we leave nothing to chance and are constantly testing and improving our security system for ultimate protection.

- ▶ **Confidentiality** – At eSign, we understand that confidentiality is essential. Our security policy includes data encryption as standard, so you can be sure your data is in good hands.
- ▶ **Integrity** – Our security capabilities protect the integrity of your digital services for peace of mind that our eSign solutions will strengthen your cybersecurity and never compromise it.
- ▶ **Availability** – Our stringent security measures ensure your data is protected from cybercriminals and always available and accessible when you need it.
- ▶ **Authentication** – With two-factor authentication and ID verification, we ensure we verify the identity of both users and document signers before they can access sensitive data.

3. Using eSign

3.1 Ordering and Invoice

After completion of the Business Value Map and use case, the Digital Transformation team will issue a full proposal document providing the proposed solution to meet your requirements. If you wish to proceed, we will then issue an order form with 7 days to sign. The order form states the full details of the proposal, including features and integrations, if applicable. Once the order form is signed, eSign starts the implementation process, and the Finance team issues the invoice to the client.

3.2 Implementation Plan

The Digital Transformation Team will create a customer engagement model with the Client, which outlines the implementation process. Based on this, the Account Manager provides an implementation report detailing the different phases and the required resources from the client side to complete the implementation effectively. Within this report, eSign provides the key milestones and the risk mitigation criteria for achieving the implementation schedule.

3.3 Availability of Trial Service

eSign provides a free 14-day trial for all users, with no credit card details required. During the free trial, users have access to multiple features and can send up to 5 envelopes. Users also have the ability to customise and send 5 pre-built templates. If during the trial you decide to purchase a plan, you can upgrade in the Account Settings of your account. Support is available during the trial if you have any questions, either by calling our support team or using the live chat feature on the website. We also have a range of how-to guides and video tutorials for many of the features on the platform.

3.4 On-boarding

The Account Manager works with the Client to complete a Business Value Map (BVM) document. This is a breakdown of the strategic goals and desired outputs for the application of eSign. Based on these discussions, the Account Manager provides an implementation report detailing the different phases and the required resources from the client side to complete the implementation effectively.

Within this report, eSign provides the key milestones and the risk mitigation criteria for achieving the implementation schedule. The Account Manager will have scheduled meeting(s) with the client's key stakeholders to build up a series of use cases for the eSign application. These Use Cases help the project manager to implement eSign effectively per department and provide user-specific support documentation, where required. Post implementation of eSign in each department, there is a period of user acceptance testing and support for the key stakeholders and users of the software.

Information about our implementation and UAT can be found in our [Service Level Agreement](#), which is an online document on our website. For direct access, please click the following link: Service Level Agreement. eSign's intuitive web-based application allows the user to simply set up an account and start using the platform with very little work needed. The Account Manager within eSign will support the client during the whole process to ensure all users and departments are set up correctly and have access to all functionality from day one.

3.5 Off-boarding

The Digital Transformation Team will create a customer engagement model with the Client, which outlines the implementation process. Based upon this, the Account Manager provides an implementation report detailing the different phases and the required resources from the client side to complete the implementation effectively. Within this report, eSign provides the key milestones and the risk mitigation criteria for achieving the implementation schedule.

3.6 Service Migration

eSign is a stand-alone solution, and we do not integrate with any other eSignature providers to allow the migration of data, users and documents. We can support a client leaving eSign; however, we cannot support migrating to another eSignature provider. The client is responsible for ensuring data and documents are collected before transitioning to another provider.

3.7 Training

eSign provides online user guides accessible within your eSign account and on our website. We provide training sessions both online via Teams and Google Meet for the web application. We provide use-case-specific training based on user requirements and create videos and training aids. We also provide training to Admin users in order for them to become fully competent to manage their teams and accounts accordingly.

3.8 Service Constraints

Please refer to the eSign Developer Hub for more information on our service constraints.

3.9 Support Levels

Enterprise support is available to meet your organisation's specific needs. The level of support provided will depend on your requirements and will be tailored accordingly. All details will be defined and agreed upon within the Business Value Map.

eSign will provide 24/7 critical server support and systems monitoring to clients. All normal queries or development support issues will be responded to within 2 hours during the times of 08:00-18:00, Monday to Saturday.

eSign has a robust disaster recovery mechanism in place. Our servers within our data centre have maintained 99.99% availability. Our servers have multiple power and cooling distribution paths and include redundant components (N+1). Data centre facilities include N+1 on all components and multiple LV path options. The servers are continually monitored 24 hours per day. If there were to be an issue at the primary data centre, the disaster recovery server would replicate the platform and initialise within 40 minutes.

Maintenance and updates take place between 00:00 and 02:00 on Saturday and Sunday mornings. Scheduled downtime may occasionally be necessary for eSign to carry out essential maintenance or network upgrades. They will be kept to a minimum and scheduled to minimise disruption. eSign will aim to provide 7 days' notice of Scheduled Downtime and, in the event that such notice is impossible, will provide the maximum period of notice practicable.

3.10 Financial Recompense Model

This is agreed upon with the customer, depending on the level of service provided.

4. Provision of eSign

4.1 Technical Requirements and Client-side Requirements

For subscription-based users, you will need access to a computer and an email address. API users will require access to a competent person with the relevant technical skills and experience.

4.2 Development life cycle of the solution

eSign's development life cycle has five phases: inception, design, implementation, maintenance, and audit or disposal, which includes an assessment of the risk management plan.

4.3 After-sales Account Management

An Account Manager will be allocated to the client from the start of the licence and will be the first point of contact for all queries. A ZIC will be aligned to the account should the Account Manager be unavailable. If you require further training, this can be provided as per your SLA, and your account manager will contact you regarding any new features or products that you may find beneficial. .

4.4 End of Contract Process

The payment terms are identified between eSign and the Client as part of the Business Value Map process. i.e., 30 days. The payment terms are then factored into the end-of-contract process. As the end of the contract approaches, the licence renewal has to be agreed upon, followed by the order form being signed and an invoice being issued prior to the renewal date and in line with the client's payment terms. For example, the licence renewal date is the 15th of April, and the client operates on 30-day payment terms. The client is required to have agreed to the licence, signed the order form and taken receipt of the renewal invoice by no later than the 15th of March.

If the contract is not being renewed, the client must ensure that all documents and data are extracted from their eSign account. Details of any client data that is held by eSign and processes/dates for deletion, including a report of system usage, will also be provided by eSign.

4.5 Termination

If you wish to terminate your contract with eSign, you must provide at least 30 days' notice.

5. Our Experience

5.1 Case Studies

Discover case studies and testimonials from our valued customers to see just how eSign has been integrated into different businesses and the many benefits our platform brings.



Mid Devon District Council provides and manages social housing to tenants in the Mid Devon District, from signing up new tenants to receiving payments and handling other tenancy-related issues. eSign provided Mid Devon Council with a solution to offer a completely digital sign-up process for tenants. It was straightforward, making the process a lot less stressful for both officers and new tenants. The solution enabled officers to upload the tenancy agreement to the platform, add signature fields to make it easy for signers, send the document in minutes and securely store documents. Officers could also create document templates, which offer additional time-saving benefits.

To read the full case study, please visit:

<https://www.esign.co.uk/resources/customer-stories/mid-devon-district-council/>



University Hospitals of Leicester NHS Trust

The UHL pharmacy homecare team proposed to use eSign as part of the NCHA RxESH system, so by also using eSign for their in-house Kidney Pharmacy home delivery services, they could ensure familiarity and standardisation of electronic signatures used in UHL. Leicester Hospital were satisfied that eSign was a provider on the PSN (Public Service Network), already in use in other NHS Trusts, with the ability to add advanced electronic signatures to existing prescription templates and provide an audit trail of signatures and electronic transfers of documents.

Trust and pharmacy approval were obtained for eSign, and finances were secured for a 1-year pilot to start in May 2022. Relevant stakeholders were involved throughout to review processes and update standard operating procedures and work collaboratively with UHL's outpatient pharmacy, TrustMed. eSign was introduced for Kidney Pharmacy home delivery services in April 2022 for electronic signing and transfer of prescriptions.

To read the full case study, please visit:

<https://www.esign.co.uk/resources/customer-stories/leicester-hospital/>

5.2 Customer Testimonials



“ eSign has brought both time and efficiency benefits to our department since we started using the platform two years ago. It is easy to use, and they have useful training videos available, which have been helpful for training our team on how to use the platform and its features. ”

Cambridgeshire County Council



“ eSign was supportive and responsive throughout the development lifecycle, enabling us to very rapidly produce a working prototype to demonstrate to the hospital customer. The tools are very easy to set up and intuitive to use. When we encountered issues, the eSign team was agile enough to respond, usually on the same day. The copy template feature has made setup with new customers much easier. ”

National Clinical Homecare Association

“ The University of Oxford has appointed eSign UK Ltd. as its preferred electronic signature platform. The rise of remote working through the Covid-19 pandemic created a real need to complete many complicated agreements remotely, and eSign was selected to provide a solution. eSign quickly guided departments on the most cost-effective and efficient route offered, providing continued support to ensure contracts were completed and deadlines met. ”

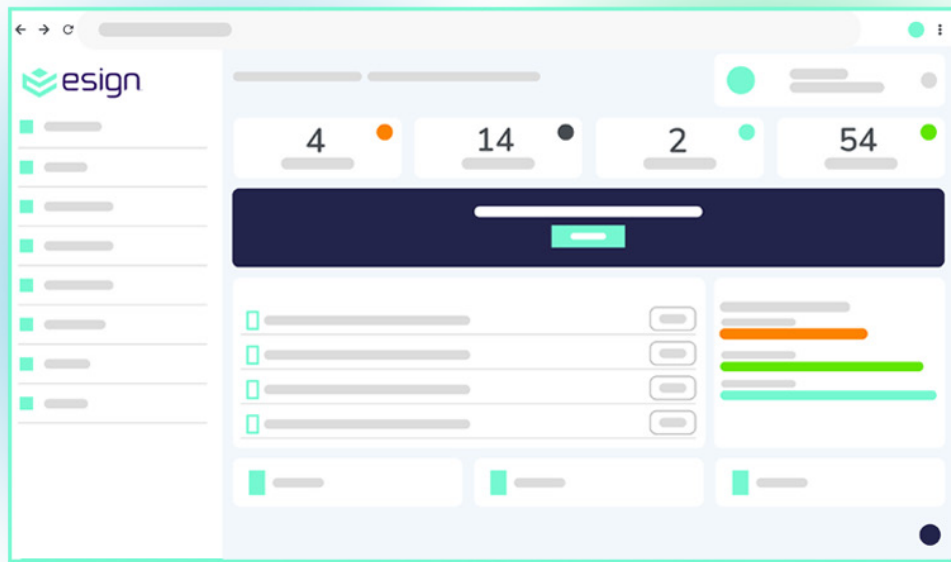
University of Oxford



University Hospitals of Leicester
NHS Trust

“ We have seen significant improvements in our pharmacy service efficiency since implementing eSign. The platform is user-friendly and has allowed our team to securely and reliably provide prescriptions for crucial patient medication, minimising the risk of supply disruption and saving valuable time. Collaborating with eSign has been an easy process. Desi and Luke have always been professional and approachable to offer support when needed. ”

Leicester University Hospital



To read more case studies and testimonials, please visit:

www.esign.co.uk/resources/customer-stories



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