

Digital Signing

SERVICE DEFINITION

Version: 3.0
Date: 30/01/2026



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Digital Signing Overview

The PDMS Digital Signing Service (DSS) applies an Advanced Digital signature to any PDF document, which, when opened in Adobe Acrobat Reader, provides evidence your organisation is the trusted verified author of the document, and that the document has not been tampered with.

Once a digitally signed document has been created by the PDMS DSS, the digital signature and document validity automatically appear when the document is viewed by anyone viewing the document in Adobe Acrobat Reader. It gives a clear indication of whether the signature is valid or if the document has been tampered with in any way.

In order to onboard, your organisation will need to undergo a secure KYC ("know your customer") type process, which PDMS will manage and facilitate, through our partner, GlobalSign, as part of our overall DSS service. This part of the onboarding process will provide a set of digital credentials which will uniquely identify your organisation.

These digital credentials are used by the PDMS Digital Signing Service (DSS) whenever a document or certificate is processed through the signing service. The signing service is highly secure and ensures no-one but you/your organisation can use your credentials. The PDMS Digital Signing Service applies an "electronic seal" (eSeal using Advanced or optional Qualified Trust Seals) to your document, proving the identity of your signing organisation (not an individual person).

Any documents processed by the PDMS Digital Signing Service for signing, remain within our service. PDMS does not retain the document (PDF) once it has been processed, signed and passed back to you: and it is never written to disk. In addition, each step in the signing process is securely protected with multi-factor authentication, so you can be further assured that your sensitive documents remain secure.



What we can offer

There are two ways to make use of the PDMS Digital Signing Service:

API integration with our DSS service

An integration with our Digital Signing Service API over the internet: we offer an API integration using Microsoft Azure Active Directory authentication. This option requires us to establish a trust relationship between your Azure tenant and ours, whereupon your authenticated applications can submit documents (PDFs) to our API for signing.

An example usage would be a Power Automate Flow: if you have a 'Flow' which accepts inputs from a customer or client, processes the data (perhaps through a flow involving internal verification and approval), and produces a PDF output to return to the client, then you could consider incorporating an additional step in the 'Flow' which digitally signs the PDF before returning it to the client.

DSS Direct Integration

A direct integration across our local network: we can develop (optionally) and host an application/service for you which generates your PDF documents from your source data and/or current document solution. This application can then directly integrate with our Digital Signing Service, via secure processes, to apply a secure Advanced level digital signature.

We offer:

- Onboarding support for the standard service itself.
- Complete guidance and support through the trusted identity on-boarding (KYC) process.
- Guidance and support with establishing the trust relationship between your Azure tenant and ours, where required.



Features & Functionality

- Application of digital signatures (organisational “eSeals”) to PDF documents either generated “on prem” or passed to our PDMS DSS service API over the internet
- Integrated Advanced Electronic Signature (AES) & Seals process
- Long Term Validation
- Verification of signatory through onboarding process, for AES
- Optional Qualified Trust Seals for higher level organisation-trusted validation
- Uniquely links the document to the signatory/ validated organisation
- Adobe PDF and Adobe Approved Trust List (AATL) compliant
- Optional alternative use of EU Trusted Lists (EUTL)

Benefits

- ✓ Provide secure signing with organisation entity validated documents e.g. certificates that can be trusted
- ✓ Tamper evident – allows for trust of document validity
- ✓ EIDAS compliant – greater acceptance of signed documents
- ✓ Adobe PDF and Adobe Approved Trust List (AATL) compliant – widely adopted industry standard document tools
- ✓ Useful in regulatory environments where document and organisation validity is of particular relevance
- ✓ Option to integrate into current business processes
- ✓ Digital Signing Services API available

Why work with PDMS

We provide a streamlined digital signing solution that, at its core, enables secure digital signatures for PDF documents. Beyond this, we offer tailored services to design and develop custom digital signing software or integrations to meet your specific requirements. These solutions can include advanced workflows for PDF generation and secure signing as part of a comprehensive functionality package.





Approach to Delivery

PDMS will work with you to identify and advise on the nature of the Digital Signing Service (DSS) that you actually require and ensure that it best suits your needs and the needs of any validation or regulatory requirements.

This would include consideration of any specific requirements there may be in relation to integration(s) (or calls to existing DSS API's) with any currently used document or workflow case-management solution used by your organisation.

In understanding your requirements we will also provide the necessary steps for the creation of your organisations 'Trusted Identity' digital credentials, through our trusted identity partner, Globalsign.

These digital credentials (KYC type process) is an essential part of the signing process and provides the 'trusted identity' for your organisation that is signing the document.

Where any project work is identified, on top of the standard signing process, then this will follow industry standard delivery approach. PDMS typically uses the DSDM method.





Using the Service - Onboarding

Ordering and Invoicing

Requests for more information or to place an order for our Digital Signing service, contact PDMS on sales@pdms.com.

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach, timelines etc.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period is typically 1 year and commences following UAT handover, subject to contract agreements.

- An implementation fee will be charged at rate card prices. An estimate of the time required will be provided after discussing your specific requirements.
- Typical per-signature costs range from £0.50 to £1.50 / unit depending on volume and the minimum signing commitment requirements.
- A minimum monthly fee may apply depending on expected volume of signatures and the per transaction price.
- Any professional services needed for specific requirements will be charged at rate card prices
- Any Time & Materials work required (e.g. specific integration work) will be invoiced monthly in arrears.

Use of the service is subject to the PDMS Terms & Conditions and any terms outlined in the Call Off Contract.

Pricing Overview

You can find pricing information in the Digital Signing Service Pricing Document and the PDMS Rate Card.



Implementation Plan

We will hold a number of briefing calls as part of our onboarding process where we will ensure that we have a shared understanding of the project outcomes, the broader project context and to establish agreed ways of working.

As part of our onboarding process, we will provide an implementation plan that will cover the following:

- Gather a specific understanding of your signing and document accreditation and validation requirements (DSS).
- Advise on the level of Digital Credentials required and the resulting level of the 'KYC' process.
- Identify any specific integration work that may or may not be required.
- Identification of estimated document signing volumes – to set the minimum signing volume for the service.
- If any specific T&M professional services are required these will be documented, and will follow identified delivery and governance processes - and will form part of the overall DSS proposal.
- Once all service requirements are identified and documented - these will be incorporated into the G-Cloud Call of Contract.

Offboarding

We will agree an offboarding process which will include details of the data that will be provided, the format, any relevant documentation and details of how knowledge and learning can be handed back over to the organisations. Depending on the specific tasks related to offboarding at the end of a contract, there may be additional costs.

Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract.

Our standard termination clause, without cause requires 3 months' notice of termination.

Training

PDMS provides training for our services and solutions in a variety of different ways. We will outline and provide costs for an agreed training plan and knowledge transfer as part of our onboarding process.

We offer several different training approaches including:

- Workshops and training sessions – in person or online
- User guides – including online wikis
- Online video tutorials and how to guides – for self-paced training or as refresher materials

We can also provide in-depth training to “Super-Users” of the solution to support a “train the trainer” approach.





Data Security

PDMS is certified to ISO/IEC 27001:2022, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

This act gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

PDMS' general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and PDMS staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

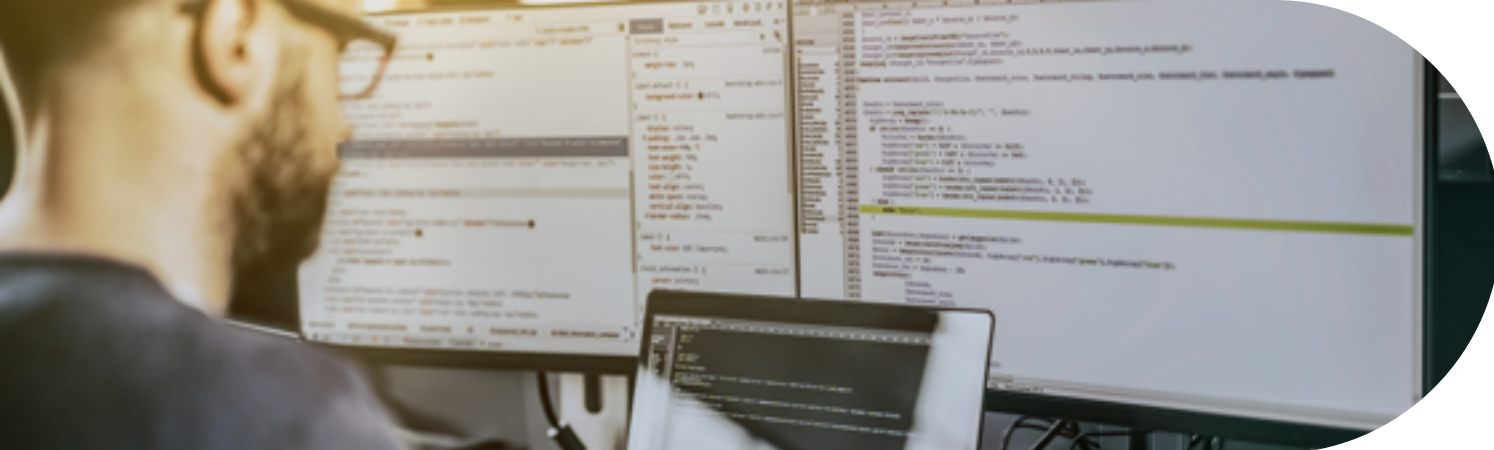
PDMS can provide copies of the various policies and procedures that relate to Business Continuity on request.

Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department.

These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.



Support

We have a dedicated support team providing support for the solutions we have developed. We will agree a support service that meets your specific needs as part of our implementation plan and we provide a support and management contract which outlines our support commitments.

Support is typically available during office hours but can be extended to provide 24/7 coverage if required.

We have a number of channels for reporting support cases including an online system to record, manage and monitor the progress of individual support cases.

PDMS will work with you to identify suitable KPIs for ongoing monitoring to demonstrate adherence to agreed service levels. These will be included within regular project service reports. An example of a typical response time KPI is as follows:

Target achievement of SLA response times

P1 (High): Response within 1 working hour; resolution within 4 working hours

P2 (Medium): Response within 4 working hours; resolution within 2 working days

P3 (Low): Response within 2 working days; resolution within 5 working days

>95%

Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Project Managers are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will proactively support you to ensure that our services and solutions are delivering the best possible outcomes for your business.





About PDMS

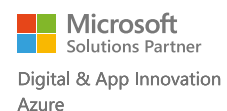
PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

Accreditations



Memberships





Social Value

Right from the outset, giving back to our local communities has always been important to PDMS. We do this in many ways including fundraising activities undertaken by our generous and enthusiastic staff, corporate charitable donations to local, national and international causes and providing services in kind - for example, a new website for a sporting club or a database for a wildlife charity.

However, what we are most proud of is the time that our team generously gives up to support many community charities and organisations - particularly those that focus on young people. We provide mentors to schools and students, support the work of Junior Achievement and help to broaden the horizons of young people, especially young girls, when it comes to career opportunities in tech. We've welcomed hundreds of students on work experience, placements and apprenticeships over the years and have loved helping young people to learn more about the world of work and grow in confidence.

We want to play our part in protecting our environment too. Our ISO14001 accreditation, is helping us to measure and minimise our impact.

PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts to undertake work as part of the GCloud framework, we will discuss with the buyer appropriate levels of social value that we could offer that are aligned with the buyer's social value objectives, we also liaise with the relevant buyer project team to see how we can develop and maintain skills as part of any contract. We will look to support the buyer's own social value framework by offering work careers support, mentoring and supporting charities that help women and young girls to progress a career in tech, STEM ambassadors etc.

We regularly take on apprentices across different technical roles and 17% of our current development team started as apprentices.

We will pro-actively seek to openly share our knowledge/ expertise by providing online 'lunch and learn' training sessions on accessibility, agile delivery and UX design. Examples include work experience placements, careers talks & mentoring, diversity & inclusion initiatives and supporting the development of digital skills.



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



Our Clients





Maris GlobalSign

Challenges

With 50,000 active seafarers managed and 100 million of gross vessel tonnage registered to the Maris platform, comprehensive end-to-end security is a priority. With high volumes of digital information managed, there needs to be a layered approach to security including signing digital documents safely, easily and effectively.

Benefits and outcomes



Advanced Electronic Signatures (AES) offer peace of mind over the authenticity and validity of certificates and their signatures



Estimated 4,500 digital signings taking place each month



Significantly reduce man hours and cut costs



Users have the utmost confidence in the digital signature process



Digital document signing service seamlessly integrated within PDMS' technical infrastructure environment



Catriona Watt
CEO at PDMS

"Our partnership with GlobalSign is the very backbone of PDMS' digital transformation solutions where trusted identity and digital signings are required. Together, we are offering customers much more than a point solution, but a comprehensive environment where DSS powers genuine business growth. We are now able to help customers realise tangible cost savings, new efficiencies, and powerful return on investment."



Contact Details

 pdms.com
 twitter.com/pdms
 facebook.com/pdmsgroup
 linkedin.com/company/pdms
 GetInTouch@pdms.com
 +44 1624 664 000

Isle of Man Office

Global House
Isle of Man Business Park
Cooil Road
Isle of Man
IM2 2QZ

Glasgow Office

Unit 5000, Academy Park
Gower Street
Glasgow
Scotland
G51 1PR