

# Digital Contracting Products

**Workflows** are processes configured in Workflow Designer to create, review, sign, and archive contracts. Workflows can accommodate multiple templates, depending on Customer's business process and templates, but, as a best practice, Ironclad recommends limiting a single workflow to no more than three unique contract templates.

**Standard Users** have the ability to:

- Create contract requests using workflow launch forms or via the Salesforce integration, if applicable.
- Manage and update contract versions using Ironclad Editor, Share Document, and document upload/download functionality.
- Collaborate and track workflow steps using Activity Feed, @mentions, and ad-hoc approvals.

**Power Users** have the same permissions as Standard Users and the abilities to:

- Be designated as a workflow approver or signer
- Create and maintain workflows in Workflow Designer
- Manage Groups, API Access, User Management, and Integration settings.

**Salesforce Integration** includes access to Ironclad's Salesforce Managed Package through the Salesforce AppExchange and access to Ironclad-side configuration settings to configure the following functionality:

- *Workflow Launch*: Launch workflows from Salesforce using a custom button and map Salesforce fields to Ironclad workflow attributes.
- *Workflow Sync*: Sync Ironclad process data to Salesforce via a custom object and provide users with the ability to refresh Ironclad workflows with updated source data from Salesforce.
- *Record Sync*: Sync completed contracts and properties from Ironclad's Repository to Salesforce's standard Contract object or a custom object.

**API Access** includes access to REST endpoints, webhooks, authentication tokens, and Ironclad-side configuration settings for Ironclad Workflows and Repository. API Access is capped at 100 API calls per user per 24-hour period. API Access does not include access to Digital Acceptance API endpoints for interacting with Ironclad's clickwrap transaction platform.

# Success Plans

The **Standard Success Plan** helps you achieve your goals with self-guided resources and access to 8AM-8PM EST Technical Support.

- *Community Success Resources:* Unlimited access to our Success Community with Ironclad training videos and prescriptive how-to guides to optimize your Ironclad platform. Access to attend live and pre-recorded webinars about best practices for leveraging your Ironclad platform.
- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST. As set forth in the Enterprise Services Agreement at Exhibit A: Ironclad Service Level Agreement & Technical Support Schedule, which is incorporated by reference.

The **Premier Success Plan** provides you with access to success management assistance during business hours, including proactive health monitoring; adoption guidance and 24x7 technical support for mission critical incidents.

- *Community Success Resources:* Unlimited access to our Success Community with Ironclad training videos and prescriptive how-to guides to optimize your Ironclad platform. Access to attend live and pre-recorded webinars about best practices for leveraging your Ironclad platform.
- *Digital Success Management:* Access to on-demand success resources to assist with providing adoption; best practices and use-case optimization on the Ironclad platform.
- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST including 24x7 access for mission critical incidents. As set forth in the Enterprise Services Agreement at Exhibit A: Ironclad Service Level Agreement & Technical Support Schedule, which is incorporated by reference.

The **Enterprise Success Plan** provides you with our highest level of access to success management assistance during business hours, including proactive health monitoring; adoption guidance and 24x7 technical support for mission critical incidents.

- *Community Success Resources:* Unlimited access to our Success Community with Ironclad training videos and prescriptive how-to guides to optimize your Ironclad platform. Access to attend live and pre-recorded webinars about best practices for leveraging your Ironclad platform.
- *Designated Success Manager:* Direct access to a designated Customer Success Manager, responsible for leading business reviews with usage metric analysis, and providing trainer assistance with Ironclad feature releases and industry trends.
- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST including 24x7 access for mission critical incidents. As set forth in the Enterprise Services Agreement at Exhibit A: Ironclad Service Level Agreement & Technical Support Schedule, which is incorporated by reference.

