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.