

The Ironclad CLM Platform

Ironclad CLM provides access to create, manage, and store contracts through Ironclad's Dashboard, Repository, and Workflow Designer. The following features are also included:

- **Smart Import:** Smart Import automatically extracts important contract data for verification when a customer uploads contracts to their Repository.
- **Clickwrap for CLM** enables:
 - Click-to-Accept as a mode of acceptance within Workflow Designer
 - Public Workflows

Note:

1. API Access is capped at 100 API calls per user per 24-hour period and API Access does not include access to Ironclad Clickwrap API endpoints for interacting with Ironclad's clickwrap transaction platform.
2. Smart Import Uploads are capped at 10,000 documents per year.
3. Click-to-Accept agreements are capped at 10,000 documents per year across all workflows.

Ironclad CLM User Types

Administrators have full access to Ironclad's platform, allowing them to control user permissions, workflow configurations, integrations, and other admin settings. In addition to the abilities of Collaborator/Approvers, they have the ability to:

- Create and maintain workflows in Workflow Designer
- Manage Groups, API Access, User Management, and Integration settings.

Collaborator/Approvers are business users who interact with all aspects of the Ironclad platform, but do not make changes to admin settings or workflow configurations. They have the ability to:

- Create contract requests using workflow launch forms
- 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
- View contracts in the Repository and Dashboard
- Be designated as a workflow signer.

In instances where a Salesforce integration has been enabled, Collaborator/Approvers will be able to perform some/all of these functions via Salesforce too.

Viewer/Signers do not collaborate directly on workflows, but act as the final signer on documents executed via Ironclad. They have the ability to:

- View contracts in the Repository and Dashboard

- Be designated as a workflow signer.

Note: For all user types, a user account is associated with a single email address. Multiple individuals may not share the same user account unless those individuals also have their own independent accounts.

Ironclad CLM Add-ons

Ironclad's **Coupa Integration** streamlines the contract process for procurement with the ability to:

- Launch an Ironclad Workflow from a requisition
- Automatically approve workflows in Ironclad based on Coupa approvals
- Automatically hold purchase order generation until a contract is executed in Ironclad.

Ironclad's **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 within Salesforce using a custom Lightning Web Component 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.

Additional API calls per user per 24-hour period beyond the standard 100 API calls per user per 24-hour period.

Non-production Separate Instance: Ironclad instance for non-production uses such as training and testing.

Use of Ironclad's EU data center: Ironclad's European Union data center is based in Belgium with a backup center in Germany. It allows EU customers to store their data locally within the EU.

Additional 1TB of Storage: Additional storage beyond the standard 1 TB amount.

Ironclad Clickwrap

Our **Ironclad Clickwrap** packages are designed to meet a range of needs, and vary in the features offered, as well as the number of embedded contracts and APIs/month they provide. All packages include APIs, JS Snippets, and SDKs; configurable clickwrap layouts and styles; and ability to manage online terms with Legal Centers. Higher tier packages may also include features like dynamic and multi-language support clickwrap agreements; custom branding, HTML, CSS of Legal Centers; custom domain; snapshots and more. While our packages have been developed based on the usage patterns of our customer base, we know that each customer is unique, and that customers may need more entitlements over time. Additional entitlements can be purchased, and are outlined in the section "Ironclad Clickwrap Add-Ons".

Ironclad Clickwrap Add-ons

Embedded Contract Locations allow users of Ironclad Clickwrap to choose online terms to be presented in a clickwrap agreement, clickwrap layout and style, and additional options for tracking acceptance of clickwrap agreements.

Additional Embedded Contract Locations provide additional configurations to track separate, distinct locations of clickwrap agreements such as clickwrap agreements for different brands, applications, websites, or mobile apps.

Snapshot Locations are defined as locations or URLs where Snapshots will be taken. Snapshot Locations can be set up with an Embedded Contract Location to capture metadata of a clickwrap agreement as well as visual evidence of what the clickwrap agreement looked like when it was presented to the counterparty. Snapshot Locations can be set up to automatically capture this visual evidence on a daily, weekly, or monthly cadence for web and mobile web URLs.

Success Plans

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

- *24/7 Success Resources:* Unlimited access to live and self-paced training available on Ironclad Academy and Knowledge Base content in the Ironclad Help Center, and access to the Ironclad Community forums.
- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST.

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. Included in this package are:

- *24/7 Success Resources:* Unlimited access to live and self-paced training available on Ironclad Academy and Knowledge Base content in the Ironclad Help Center, and access to the Ironclad Community forums.
- *Success Management:* Aligned Success Manager to assist with adoption, best practices and use-case optimization on the Ironclad platform. 1:1 account and optimization reviews 2-3 times per year, in addition to annual business review.
- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST including 24x7 access for mission critical incidents.

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.

- *24/7 Success Resources:* Unlimited access to live and self-paced training available on Ironclad Academy and Knowledge Base content in the Ironclad Help Center, and access to the Ironclad Community forums.
- *Enterprise Success Management:* Ongoing 1:1 personalized and recurring planning sessions, business reviews, and joint success plans centered around strategic goals and performance metrics.
- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST including 24x7 access for mission critical incidents.