Ironclad CLM

Ironclad CLM provides access to create, manage, and store contracts. CLM also automatically extracts important contract data for verification when a customer uploads contracts to their repository.

Ironclad CLM User Types

Requester Seats have the ability to:

- Create contract requests using workflow launch forms

- Search, iew, comment on, upload/download drafts, and search for contracts

- Approve contracts that they have launched

- Sign contracts

Standard Seats are for business users who interact with all aspects of the Ironclad platform, but do not make changes to admin settings or workflow configurations. In addition to the abilities of Requester Seats, they have the ability to:

- Edit contracts using Ironclad Editor, including advanced AI features like AI Assist and AI Playbooks

- Be designated as a workflow approver for any contracts in Workflow Designer

- Search, view, and upload contracts in the Repository and create custom Repository and Dashboard views

- Create and view reports in Insights

Administrator Seats 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 Standard Seats, they have the ability to:

- Create and maintain workflow configurations in Workflow Designer

- Manage Groups, API Access, User Management, and Integration settings

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 request

- 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

API Access: 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 the total of 100 API calls per user per 24-hour period * the number of seats on your Ironclad CLM platform. API Access does not include access to Ironclad Clickwrap API endpoints.

Additional API calls: Additional API calls per user per 24-hour period beyond the standard 100 API calls per user per 24-hour period * the number of seats on your Ironclad CLM platform.

Additional Smart Import Uploads: Additional Smart Import uploads beyond the annual imports that come with an Ironclad CLM subscription.

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. This data center allows EU customers to store their data locally within the EU.

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

Ironclad Public Workflows

Ironclad's **Public Workflows** include self-service, publicly hosted contracts triggered by a launch form and accepted either using Click-to-Accept or an integration with an esignature provider. Ironclad's Public Workflows come with 2 Administrator seats, which give users full access to Ironclad's platform, allowing them to control the user permissions, workflow configurations, integrations, and other settings needed to set up and maintain public workflows.

Ironclad Public Workflow Add-ons

Additional Click-to-Accepts (CTAs): Additional CTAs beyond the annual CTAs that come with your Public Workflow package.

Ironclad Legal Centers

Legal Centers provide the ability to manage, publish, and host legal terms online and incorporate them by reference in other documents. Package includes:

- 1 Legal Center link

- Branding with company logo

- Standard domain (No HTML/CSS customization)

Ironclad Clickwrap

Ironclad Clickwrap editions vary in features offered and may include access to some or all of the following:

- Embedded Contracts: Your license will include access to embedded contracts

- API (Application programming interface): Ironclad Clickwrap provides activity and REST APIs for customers to access clickwrap functionalities programmatically

- JavaScript Snippet: The code snippet to be embedded on the customer website to display clickwrap agreements

- SDK (Software development kit): SDKs are wrapper for customers to access Ironclad Clickwrap APIs in their programming languages

- Snapshots: Snapshots allows users to configure, manage, and capture visual evidence of the clickwrap acceptance records

- Legal Centers: Web pages that Ironclad Clickwrap generates automatically to present your legal contracts

- Public Workflows: Self-service, publicly hosted contracts triggered by a launch form and accepted either using Click-to-Accept or an integration with an esignature provider

- Static Clickwrap records: Electronic records of acceptance that are created by Embedded Contracts that have no dynamic fields or conditions in the contract

- Dynamic Clickwrap records: Electronic records of acceptance that are created by Embedded Contracts that do have dynamic fields or conditions in the contract

Higher tier packages also include features like additional API access, dynamic and multi-language clickwrap agreements, custom branding and domains, Snapshot automation, developer sandboxes, and more.

Additional entitlements can be purchased, and are outlined in the section "Ironclad Clickwrap Add-Ons".

Ironclad Clickwrap Add-ons

Additional Static Clickwrap records provide additional Static Clickwrap records that are created and stored. These additional records

are bought on an annual basis and must be used within the term of the Ironclad Clickwrap subscription.

Additional Dynamic Clickwrap records provide additional Dynamic Clickwrap records that are created and stored. These additional records are bought on an annual basis and must be used within the term of the Ironclad Clickwrap subscription.

Custom Service Level Agreement provides customers on Ironclad Clickwrap Professional and Enterprise a guaranteed level of system availability.

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 through written cases.

- Technical Support first response times for issues as classified by Ironclad:

    - P0: 4 hours

    - P1: 8 hours

    - P2: 24 hours

    - P3: 48 hours

The **Priority Success Plan** helps you achieve your goals with self-guided resources and accelerated response times with our Technical Support team. 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 through written cases.

- Technical Support first response times for issues as classified by Ironclad:

    - P0: 4 hours

    - P1: 6 hours

    - P2: 12 hours

    - P3: 24 hours

The **Premier Success Plan** provides you with access to success management assistance for adoption guidance during business hours as well as accelerated response times with our Technical Support team. 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. This includes 1:1 account and optimization reviews 2-3 times per year, in addition to an annual business review.

- *Technical Support:* Access to Ironclad Technical Support Experts from 8AM-8PM EST through written cases.

- Technical Support first response times for issues as classified by Ironclad:

  - P0: 2 hours

  - P1: 4 hours

  - P2: 12 hours

  - P3: 24 hours

The **Enterprise Success Plan** provides you with our highest level of access to success management assistance during business hours, including proactive health monitoring and adoption guidance.

- *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 for 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 through written cases and live chat.

- Technical Support first response times for issues as classified by Ironclad:

  - P0: 1 hour

  - P1: 2 hours

  - P2: 4 hours

  - P3: 8 hours

For all Success Plans, the following definitions apply:

- P0 - Ironclad production issue affecting all users, including system unavailability and data integrity issues with no workaround available. Software is materially non-functional.

- P1 - Significant or ongoing interruptions of use of critical software functions with no acceptable workaround available.

- P2 - Minor or limited interruptions of use of a non-critical software function. Issue affecting some but not all users. Short-term workaround is available.

- P3 - General questions and issues pertaining to the software. Information requested about software capabilities, usability, deployment or configuration.