# Subscription Packages

**Ironclad CLM** provides access to create, manage, and store contracts. Our CLM packages are designed to meet a range of needs, and vary in the number of workflows, number of users, and type of success plans they provide. While they've 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, "Subscription Add-Ons".

Each Customer's purchase of an Ironclad CLM subscription includes the ability to access the following external integrations:

- **eSignature providers**: Docusign, Adobe Acrobat Sign, Dropbox Sign (formerly HelloSign)

- **Cloud Storage**: Google Drive, OneDrive, Box, DropBox, Egnyte

- **SSO**: SAML based single sign on

**Ironclad Clickwrap** provides access to Ironclad Clickwrap. Our 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, "Subscription Add-Ons".

# Subscription Add-Ons

**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 one contract type, with no more than three unique contract templates.

**Standard Users** have the ability to:

- View contracts in the Repository and Dashboard
- 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.

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.

**Power Users** have the same permissions as Standard Users as well as 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.

**Smart Import –** Smart Import automatically extracts important contract data for verification when a customer uploads contracts to their Repository. Customers receive 500 trial uploads included with the Ironclad CLM platform at no additional cost and may purchase additional access after 500 uploads.

**Additional 1TB of Storage –** Additional storage beyond the standard 1 TB amount.

**API Access** includes access to REST endpoints, webhooks, authentication tokens, and Ironclad-side configuration settings for Ironclad Workflows and Repository. API Access is governed by the API Terms of Use at https://legal.ironcladapp.com/api-terms-of-use, which are incorporated by reference here. API Access does not include access to Ironclad Clickwrap API endpoints for interacting with Ironclad's clickwrap transaction platform.

**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.

**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.

**OneTrust Integration** streamlines the contract process with the ability to:

- Launch a workflow in Ironclad from a list of vendors pulled in from OneTrust
- Map specific metadata from OneTrust on the vendor that you want to include on specific workflows
- Launch a new engagement in OneTrust for that vendor
- Create a new vendor in OneTrust and prevent approvals of the contract prior to the vendor being approved in OneTrust

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

**Production Separate Instance –** Ironclad instance for production uses that would separate the included Ironclad accounts from Customer's other Ironclad production instances.

**Clickwrap for CLM** enables**:**

- Click-to-Accept as a mode of acceptance within Workflow Designer
- A specified number of Click-to-Accept agreements (shown in the Order Form) per year across all

workflows

- Public Workflows

**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.

**AI Assist** allows Legal teams to safely redline a document with a single click or draft a new clause using generative AI, powered by OpenAI. Once purchased, AI Assist can be configured for all users and groups with access to Ironclad's Editor, using the Users & Groups page under Company Settings.

**Ironclad Signature** facilitates contract acceptance by electronically delivering a contract to counterparties and capturing assent (electronic signature / eSignature). Ironclad Signature is a configuration in Workflow Designer, and includes the ability to tag documents, capture assent (including Click-to-Accept), and manage in-flight contracts.

Using **Custom AI Clauses**, businesses can:

- Adapt the quality and accuracy of AI results as well as improve the ability to understand any unique data and domain knowledge and context. 100 Custom AI clauses are included.

- Train and fine-tune Ironclad AI models for improved performance on customers' most important clauses & provisions. Available to all Ironclad customers (NA & EUDC).

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

The **Priority Success Plan** helps you achieve your goals with self-guided resources and accelerated response times with our Technical Support team.
- *24/7 Success Resources*: Unlimited access to live and self-paced training available on Ironclad Academy and Knowledge Base content in 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.

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:*Unlimited access to live and self-paced training available on Ironclad Academy and Knowledge Base content in the Ironclad Help Center, and exclusive access to the Ironclad Community.
- *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.

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:* Unlimited access to live and self-paced training available on Ironclad Academy and Knowledge Base content in the Ironclad Help Center, and exclusive access to the Ironclad Community.
- *Designated Success Manager*: Direct access to a designated Customer Success Manager, responsible for leading business reviews with usage metric analysis
- *Technical Support*: Access to Ironclad Technical Support Experts from 8AM-8PM EST including 24x7 access for mission critical incidents.