

This Product Descriptions page describes the Ironclad products and services that may be ordered under an applicable Order Form. The specific products, quantities and fees purchased by Customer are set forth in the applicable Order Form and are governed by the terms and conditions of the applicable agreement between Customer and Ironclad (the “Agreement”).

Capitalized terms used but not defined in this Product Descriptions page have the meanings given to them in the Agreement. In the event of any conflict between this Product Descriptions page, an Order Form, and the Agreement, the order of precedence shall be (i) Order Form, (ii) Agreement, then (iii) this Product Descriptions page.

Availability and functionality of products and features described herein are subject to the Agreement, licenses purchased, applicable usage limits, and Ironclad’s then-current documentation and policies.

All Ironclad’s artificial intelligence services, features, and related AI technologies that support the Enterprise Services (the “AI Products”) are subject to the [AI Credit and Fair Use Policy](#).

Ironclad CLM Services

Contract lifecycle management includes contract management services including the workflow-related services accessible through <https://www.ironcladapp.com> (the “**CLM Services**”)

Each Customer’s purchase of an Ironclad CLM subscription may include 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

Included in Ironclad CLM Platform

References to configuring AI Clauses, AI Properties, or providing examples are intended to describe Customer’s ability to engage in specific configuration and detection within Customer’s instance, and do not describe training of Ironclad’s generally available AI models.

Product Feature	Description
AI Assist	In-editor AI feature designed to help users summarize selected text and draft or revise content within supported documents, subject to Customer’s configuration, permissions, available data, and applicable usage limits.
AI Clauses (Custom)	Custom AI clause functionality that allows authorized administrators to configure contract-specific clause types beyond Ironclad’s out of the box clause types and provide examples to help identify clauses in AI Playbooks and Smart Import. Customers may create up to 100 Custom AI Clauses per instance, subject to Customer’s configuration, available data, and applicable usage limits.

Product Feature	Description
AI Clauses (OOTB)	175 pre-configured AI clause types that may be configured to automatically detect clauses across AI Playbooks and Smart Import. The pre-configured clauses include the most common legal provisions found in commercial contracts, including Indemnification, Limitation of Liability, Governing Law, Termination for Cause, Intellectual Property, Arbitration, Confidentiality, and more. AI Clauses includes the ability for authorized administrators to train OOTB clauses with additional examples to improve detection accuracy for their specific contract language.
AI Playbooks	AI-assisted playbook functionality designed to use clause detection and Customer-configured rules to help identify potentially non-standard terms during contract review and surface Customer-approved guidance, positions, or fallback language, subject to Customer's configuration, available data, document quality, permissions, human review, and applicable usage limits.
AI Properties (Custom)	Custom AI property functionality that allows authorized administrators to configure metadata fields unique to Customer's contracts, such as notice periods, jurisdiction-specific terms, or custom identifiers. Custom AI Properties may surface AI-suggested values directly on contract records through supported Smart Import and Extract Metadata workflows. Customers may create up to 100 Custom AI Properties per instance, subject to Customer's configuration, available data, and applicable usage limits.
AI Properties (OOTB)	Pre-built AI property functionality designed to help identify common structured metadata fields from executed contracts, such as agreement date, expiration date, contract value, counterparty name, governing law, renewal type, and termination notice period. AI-suggested property values may be used in Insights, search filters, and reporting, subject to Customer's configuration, permissions, available data, document quality, and human review.

Product Feature	Description
Contract Dashboard & Activity Feed	Dashboard and activity feed functionality designed to help users view in-flight and completed agreements and related activity, such as creation, edits, redlines, approvals, signatures, and stage timing, subject to Customer's configuration, permissions, available data, and applicable retention settings.
Contract Repository	Central contract repository designed to help Customer store executed contracts and associated metadata, support bulk upload of structured and unstructured documents, surface AI-suggested metadata properties where enabled, and support record retention and export workflows, subject to Customer's configuration, permissions, available data, purchased licenses, and applicable usage limits.
Extract Metadata (formerly Run AI)	Metadata extraction functionality designed to help authorized administrators run supported extraction workflows across contracts already stored in Ironclad to populate or refresh AI-suggested properties and clauses when schemas, configurations, or models change, subject to Customer's configuration, available data, document quality, human review, and applicable usage limits. Customers may run Extract Metadata up to 30,000 times in a 30-day period, unless otherwise specified in the applicable Order Form.
Ironclad Agent	AI powered chat-based agent that conversationally answers questions about contracts, in your repository or in motion, and can invoke other agents and actions. subject to Customer's configuration, permissions, available data, and applicable usage limits.
Ironclad Insights	Contract analytics and visualization functionality designed to allow users to build or use charts to monitor throughput, bottlenecks, workloads, and spend, then drill into underlying workflows and records or export results, subject to Customer's configuration, permissions, available data, and applicable usage limits.

Product Feature	Description
Launch Forms & Dynamic Templates	Configurable launch forms and dynamic templates that can collect business inputs, such as counterparty, dates, values, record type, and region, and use those inputs to help populate document language, approval paths, and metadata, subject to Customer's configuration, templates, permissions, available data, and applicable usage limits.
Search Agent	AI-powered search agent that enables users to query contract metadata and text using conversational prompts, helping to quickly locate agreements and answer questions, subject to Customer's configuration, permissions, available data, indexing, and applicable usage limits.
Smart Import	Bulk import functionality designed to help ingest legacy or third-party contracts into Ironclad and, where AI features are enabled, suggest agreement classifications and metadata such as dates, values, counterparties, and clause tags, subject to Customer's configuration, document quality, available data, human review, and applicable usage limits. Unless otherwise set forth in the applicable Order Form, (a) Customer's usage of Smart Import is uncapped in the first year of the initial subscription term and (b) Customers may run Smart Import up to 50,000 times each quarter after the first year of the initial subscription.
Turn Tracking	Negotiation tracking functionality designed to help users identify which party is currently expected to take action on a negotiation, track negotiation turns, and surface where agreements may be delayed, subject to Customer's configuration, user activity, available data, and workflow usage.
Workflow Access & Permissions	Access and permission controls designed to allow authorized administrators to manage workflow and record access for specific groups or participants, either generally or based on configured conditions, so that access to workflows and Repository records can be limited based on Customer's configuration and permissions model.

Product Feature	Description
Workflow Designer	No-code workflow configuration tool that allows Authorized Users to design and manage contract processes, including by uploading templates, defining launch questions, tagging properties in documents, and configuring create, review, approval, signature, and archive steps, subject to Customer's purchased licenses and administrative permissions.
Workflow Designer Agent	AI powered agent that builds and edits workflow configurations through conversation, allowing customers to set up fields, conditions, approvals, signers, subject to Customer's configuration, document quality, permissions, available data, human review, and applicable usage limits more without manually navigating each individual setting,
Workflow Roles & Approvals	Workflow role and approval configuration functionality that allows Authorized Users to assign internal recipients, approvers, coordinators, company signers, and archivers, including through round-robin or condition-based routing, to help route agreements based on configured contract attributes such as type, value, or region.
Workflow Testing & Preview	Preview functionality that allows authorized administrators to test configured workflows by simulating launch inputs and reviewing the clauses, documents, roles, data, and conditions that may be triggered before publishing workflows to end users.

User Types

User Types available to Customer are based on the subscription seats purchased via the Order Form.

- **Administrator Seats** have access to Ironclad's CLM platform allowing them to control user permissions, workflow configurations, integrations, and other admin settings. In addition to the abilities of Standard Seats, Administrator Seats have the ability to:
 - Create and maintain workflow configurations in Workflow Designer
 - Manage Groups, API Access, User Management, and Integration settings
- **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:
 - Manage and update contract versions using Ironclad Editor, Share Document, and document upload/download functionality
 - Search and view contracts and workflows
 - Be designated as a workflow approver in Workflow Designer
 - Create and view reports in Insights

- **Requester Seats** have the ability to:
 - Create contract requests using workflow launch forms
 - View, comment on, upload/download drafts, and search for contracts
 - Approve contracts that they have launched
 - Sign contracts
- **Jurist Seats** have the ability to access Jurist. Jurist Seats are available as standalone seats if you have purchased Jurist as a standalone service, or as an add-on access level to Administrator, Standard, and Requester seats.

Salesforce Integration Users have the ability to access Ironclad's Salesforce Managed Package through Ironclad's ISV partnership with Salesforce, 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

CLM Platform Entitlements

Customer may have access to certain of the below CLM Platform Entitlements, as set forth in the applicable Order Form.

API Access: API Access includes access to REST endpoints, webhooks, authentication tokens, and Ironclad-side configuration settings for Ironclad Workflows and Repository. Purchase of the API Access entitlement is governed by the API Terms of Use at <https://legal.ironcladapp.com/api-terms-of-use>, including without limitation the applicable Rate Limits documentation available at <https://developer.ironcladapp.com/reference/clm-api-rate-limits>, all of which are incorporated by reference here.

Coupa Integration provides 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

Non-Production Separate Instance: A separate Ironclad CLM instance used for testing, developing, training, or staging purposes, not allowed for production use.

OneTrust Integration provides 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

Security and Data Pro Package: Security and Data Pro Package enables customers to monitor and trace Authorized User activity through an exportable audit history log, plus receive activity reports by calling Ironclad's Activity Feed API. This includes Bring Your Own Key or Hold Your Own Key services.

Use of Ironclad's EU data center: Ironclad's European Union data center is based in Belgium with a backup center in Germany, subject to the Agreement, DPA, applicable subprocessors, support operations, and any data transfers permitted under the Agreement or DPA.

Advanced Encryption: Advanced Encryption allows customers to take greater control of data encryption key management through Ironclad's Bring Your Own Key or Hold Your Own Key services.

AI Credits: Credits that can be applied toward usage of designated Ironclad AI products or agents, including those described in the table below (collectively, "AI Agents"). Credits are consumed at defined rates based on specific actions taken by AI Agents. Customers may purchase additional AI Credits beyond those included with an Ironclad CLM Platform edition.

AI Agent	Description
Analytics Agent	AI powered analytics feature that lets users ask plain-language questions about their in-flight and executed contracts to generate charts, metrics, and tables with no external business intelligence tool or data export required, subject to Customer's configuration, document quality, permissions, available data, human review, and applicable usage limits
Archive Agent	AI-powered archive feature designed to help process signed contract documents by extracting, validating, and suggesting workflow metadata—including standard, custom, and archive-only properties—while providing reasoning and source citations for human review before the workflow is archived, subject to Customer's configuration, document quality, permissions, available data, human review, and applicable usage limits.
Contract Family Agent	AI powered contract family building agent that groups related contracts into a single family and rolls up effective terms, risk, and obligations to the master record so users can understand how contracts are related to one another, subject to Customer's configuration, document quality, permissions, available data, human review, and applicable usage limits.
Contract Review Agent	AI powered contract review agent that allows legal professionals to draft, edit, summarize, redline, and analyze risk in contracts and other legal documents using playbooks and precedents, subject to Customer's configuration, document quality, permissions, available data, human review, and applicable usage limits.

AI Agent	Description
Intake Agent	AI-powered intake feature designed to help process third-party contract documents by extracting potential key details, such as parties, dates, values, and signers, and suggesting information for launch forms, subject to Customer's configuration, document quality, permissions, available data, human review, and applicable usage limits.
Renewal Agent	AI-powered renewal feature designed to help teams manage upcoming -contract renewals by generating Renewal Briefs that surface key contract terms, likely business owners, cost-saving opportunities, and vendor health insights, and enabling users to launch renewal workflows, subject to Customer's configuration, available contract data, permissions, human review, and applicable usage limits.

Obligation Management: Obligations Management includes:

- The ability to create structured obligations using predefined, out-of-the-box types and properties
- The ability to assign ownership to Ironclad users and update key obligation details like type, name, description, status, and owner
- Access to the centralized Obligations Dashboard, enabling filtering by key fields, saving custom views, and monitoring obligations in one place
- The ability to view obligations within individual contract records or across your organization via the dashboard

Clickwrap Workflows: Clickwrap workflows allows customers to display preset and dynamic contracts on their own websites, apps or other, in an embedded fashion with a “check box” acceptance.

Legal Centers in CLM: Legal Centers in CLM enables customers to create and manage branded, public-facing pages that host versioned legal documents natively within Ironclad CLM. Each Legal Center supports configurable branding with Customer logo, standard domain, table of contents and version history, subject to Customer's configuration, permissions, and applicable usage limits. Customer may create up to 5 Legal Centers.

Public Workflows (Standard): Public Workflows (Standard) facilitate self-service contract generation and presentation via a publicly hosted URL. Public Workflows are triggered by a launch form and accepted using Ironclad Signature or an integrated eSignature provider.

SAP Data Foundation Integration: SAP Data Foundation Integration provides the ability to:

- Pre-fill Ironclad contract launch forms with supplier name, address, and purchase requisition data pulled directly from SAP Ariba
- Refresh live supplier or requisition data from SAP Ariba within Ironclad on demand during active negotiations, with a deep-link back to the source Ariba record
- Automatically push executed contracts and associated metadata to the SAP Ariba Contract Workspace upon contract execution

- Sync S/4HANA Business Partners into Ironclad Entities on a scheduled or real-time basis, maintaining vendor master data consistency across systems

SAP Procurement Automation Integration: SAP Procurement Automation Integration includes all capabilities of the SAP Data Foundation Integration and provides the ability to:

- Automatically initiate an Ironclad contract workflow when a qualifying purchase requisition is raised in SAP Ariba, with relevant data pre-filled
- Activate negotiated contract terms in SAP Ariba upon contract execution, governing purchase order pricing and spend limits automatically
- Sync contract line items, pricing tiers, units of measure, and delivery schedules from executed contracts into SAP Ariba for automatic PO matching
- Automatically create a purchase requisition in SAP Ariba upon contract execution for contract-first procurement scenarios (e.g., services, consulting, capex)
- Trigger a pre-filled Ironclad workflow from a sourcing award decision in SAP Ariba
- Sync contract amendments to the SAP Ariba Contract Workspace and surface post-signature obligation alerts in SAP

NetSuite Integration provides the ability to:

- Pre-fill Ironclad workflow launch forms with vendor and entity data pulled directly from NetSuite, eliminating manual entry
- Automatically push executed contracts, associated metadata, and signed documents from Ironclad to NetSuite records upon contract execution, ensuring complete and compliant recordkeeping
- Sync key contract data between Ironclad and NetSuite to maintain data consistency across contract and financial systems

Ironclad Signature

Ironclad Signature enables Customers to electronically deliver a contract to counterparties and capture assent. Contracts can be signed in a variety of ways, depending how assent is captured.

- A **“Completed Signature Request”** means a completed request to capture assent through Ironclad Signature, whether completed by one signer through an embedded clickwrap acceptance or by one or more signers through an e-signature acceptance workflow. Unless otherwise specified in the applicable Order Form, the number of completed signature packet requests that can be captured via Ironclad Signature is capped at the total of 250,000 per year on the Ironclad CLM platform.

Success Plans

Ironclad makes support services available to Customers based on the success plan selected on the Order Form. 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. A short-term workaround is available.
- **P3** - General questions and issues pertaining to the software. Information requested about software capabilities, usability, deployment or configuration.

Customers may elect to enhance support services for an additional fee.

Phone Support: Upgrade your **Enterprise Success Plan** with **24/7 phone support**. This premium add-on provides Administrator Seats with direct access to our expert support team via phone, ensuring real-time assistance and personalized guidance around the clock.