



**State of Oklahoma**  
**Office of Management and Enterprise Services**

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**AMENDMENT No. 2 TO STATE OF OKLAHOMA STATEWIDE CONTRACT WITH  
IRONCLAD, INC.**

This Amendment No. 2 (“Amendment”) to the Oklahoma Statewide Contract with Ironclad, Inc. SW1067 (“Contract”) is effective on the date of the last signature below (the “Amendment Effective Date”) and is entered into between the State of Oklahoma by and through the Office of Management and Enterprise Services (“State”) and Ironclad, Inc. (“Supplier”). This Amendment supplements and amends the Contract effective March 6, 2023, including all supplements and amendments thereto. Unless otherwise indicated herein, capitalized terms used in this Amendment without definition shall have the respective meanings specified in the Contract.

For good and valuable consideration, the parties agree to amend the Contract as follows:

1. This Contract is being amended to add an additional product, Ironclad Jurist (AI). The Pricing Proposal, Attachment E-3 is deleted in its entirety and replaced with the attached Revised Pricing Proposal, which shall remain Attachment E-3.
2. In the event of a conflict between the terms and conditions hereof and the terms and conditions of the Contract, the specific terms set forth in this Amendment shall govern the subject matter herein.
3. Except as expressly modified in this Amendment, all terms and/or provisions of the Contract not addressed herein remain as executed by the parties in the Contract and remain in full force and effect.
4. This Amendment may be executed by electronic signature in counterparts (e-mail, facsimile or otherwise). The counterparts each of which shall constitute an original, but all of which together shall constitute one and the same instrument.

The undersigned represent and warrant that they are authorized, as representatives of the party on whose behalf they are signing, to sign this Amendment and to bind their respective party thereto:

**STATE OF OKLAHOMA**  
**by and through the**  
**OFFICE OF MANAGEMENT AND**  
**ENTERPRISE SERVICES:**

**IRONCLAD, INC.**

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

**Revised Attachment E-3 to  
STATE OF OKLAHOMA CONTRACT WITH IRONCLAD, INC.  
RESULTING FROM SOLICITATION NO. 0900000557**

The Pricing Response is hereby amended as set forth below and supersedes all prior documents submitted by Ironclad, Inc. or discussed by the parties.

**SW1067 Legal Case  
Management**

<b>Description</b>	<b>Unit of Measure</b>	<b>List Unit Price</b>	<b>Percent off List</b>	<b>Oklahoma Price</b>
<b>Administrator User(Power User/Legal)</b>	<b>1</b>	<b>\$1200 per user per yr</b>	<b>0%</b>	<b>\$1200 per user per yr</b>
<b>Standard User (Business User)</b>	<b>1</b>	<b>\$750 per user per yr</b>	<b>0%</b>	<b>\$750 per user per yr</b>
<b>Premier Success</b>	<b>1</b>	<b>15% of Software Cost, \$7,500 Annual Minimum</b>		
<b>Enterprise Success</b>	<b>1</b>	<b>20% of Software Cost, \$25,000 Annual Minimum</b>		
<b>Ironclad API Access</b>	<b>1</b>	<b>\$10,000/Annually</b>		
<b>Ironclad Workflow Designer</b>	<b>1</b>	<b>Included in user pricing</b>		
<b>Ironclad Contract Repository with AI</b>	<b>1</b>	<b>Included in user pricing</b>		
<b>Reporting/Visualization</b>	<b>1</b>	<b>Included in user pricing</b>		
<b>Unlimited Contract Workflows</b>	<b>1</b>	<b>Included in user pricing</b>		

<b>Description</b>	<b>Unit of Measure</b>	<b>List Unit Price</b>	<b>Percent off List</b>	<b>Oklahoma Price</b>
<b>OOTB Integrations (E Signature, Cloud Storage, SSO)</b>	<b>1</b>	<b>Included in user pricing</b>		
<b>Ironclad Clickwrap Professional Package</b>	<b>1</b>	<b>\$36,000</b>		
<b>Clickwrap API, JS, and SDK Access</b>	<b>1</b>	<b>Included in package price</b>		
<b>Online Legal Center and Custom Branding</b>	<b>1</b>	<b>Included in package price</b>		
<b>Multi-language and dynamic contract support</b>	<b>1</b>	<b>Included in package price</b>		
<b>Static Contract Records</b>	<b>TBD</b>	<b>\$0.11 per record</b>	<b>Will negotiate discounts based on volume</b>	<b>TBD</b>
<b>Dynamic Contract Records</b>	<b>TBD</b>	<b>\$0.50 per record</b>	<b>Will negotiate discounts based on volume</b>	<b>TBD</b>
<b>Implementation Quickstart</b>	<b>1</b>	<b>\$6,000</b>		
<b>Implementation Launchpad</b>	<b>1</b>	<b>\$6,000</b>	<b>0%</b>	<b>\$6,000</b>
<b>Implementation Accelerate</b>	<b>1</b>	<b>\$15,000</b>	<b>0%</b>	<b>\$15,000</b>
<b>Ironclad Jurist (AI Assistant)</b>	<b>1</b>	<b>\$3,000 per user per year</b>	<b>0%</b>	<b>\$3,000 per user per year</b>

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## Ironclad Software, Implementation & Customer Success Options



## Ironclad Packages Explained

### Product Plan

- # of Administrators
- # of Standard Seats
- # of Viewer Seats
- # of Instances
- Storage
- API Access
- Integrations

### Success Plan

- Educational resources
- Feature release planning
- Ironclad Success Team
- Technical Support SLAs
- Joint Success Planning
- Business Reviews

### Professional Services

- Implementation Package
- Contract Migration
- Additional Training
- Additional Consultation
- Additional Integration Consultation & Support

Recurring Investments

One-time Investment

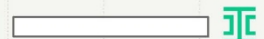
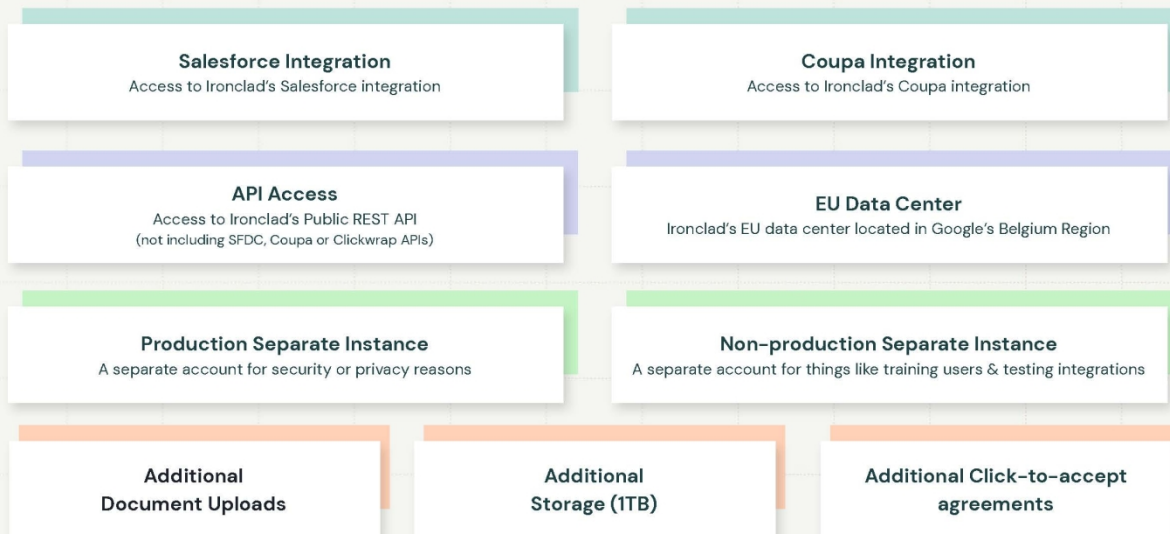


# Ironclad User Types

	Administrator	Standard Seat
View Contract Requests & Repository	✓	✓
Comment (in-doc and activity level commenting)	✓	✓
Sign Contracts (assigned as a signer via Workflow Designer)	✓	✓
Request Contracts (through Ironclad, Salesforce or API)	✓	✓
Negotiate and Redline Agreements (in-doc editing)	✓	✓
Formal Approval (automatic routing defined in Workflow Designer)	✓	✓
Workflow, clause, and template management (In Workflow Designer)	✓	
Manage permissions and settings (if provided Admin role)	✓	
	\$1200 per user per yr	\$750 per user per year



# CLM Add-ons



# Understand your company's contracting needs

Building a wall to wall contracting program

## Legal

→ Central repository and workflow for all legal documents

## Finance/Accounting

→ Lookup contracts to confirm invoice amounts and schedules  
→ Check and approve based on budget

## Customer Success

## Partnerships

## Compliance

## IT

## Product

## Engineering

## Customer Support

## CISO

## Procurement

→ Review and approve all purchasing activity across company

## Marketing

→ Generate contractor SOWs; identify customers with logo rights

## Human Resources

→ Generate employment documents

## Sales

→ Draft and negotiate contracts with prospects



IRONCLAD IN-HOUSE PROFESSIONAL SERVICES IMPLEMENTATION OPTIONS

# Launchpad & Accelerate

Note: For all implementation options not included in Launchpad or Accelerate, Ironclad offers bespoke custom implementation packages, as well as offering an ecosystem of third party implementation consultants certified on the Ironclad platform.



ironclad



## IMPLEMENTATION

# Launchpad Team & Sessions



### Implementation Consultant

Your point of contact throughout the entire implementation process

DAY 1

#### Welcome

#### Kickoff Prep

##### Session 1

Kickoff Call and Workflow Designer Walkthrough

#### Workflow Build

##### Session 2

Workflow Designer Build I

##### Session 3

Workflow Designer Build II

#### Iteration

##### Session 4

Workflow Iteration & Finalization

##### Session 5

Pre-launch Planning & Admin Setup

#### Go-live

##### Session 6

Project Wrap-up & Transition

#### Customer

##### Homework

- Be prepared with contract templates & business process
- Review deployment guide
- Complete relevant Academy lessons

- Appoint a dedicated program manager responsible for workflow builds & continue progress on workflows

- Complete Ironclad Administrator Launch Path in Academy. Set up user groups and permissions + finalize WFs

- Review and test built workflow(s)
- Develop a Launch Plan

\*Estimated Time Commitment: ~2-4 hrs per week depending on workflow complexity

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## Launchpad Sessions

Session	Timing	Description
Kickoff Prep	Week 0	Ironclad Implementation team will send the Customer pre-kickoff "homework" including a workflow readiness worksheet, template preparedness details, login credentials for Ironclad, and recommended Ironclad Academy courses.
Kickoff Call and Workflow Designer Walkthrough (One Hour)	Week 1	Ironclad Implementation team will work with the Customer to schedule a kickoff call in which they'll provide an implementation overview, and discuss the business process and desired timeline & goals. Ironclad Implementation team will provide an end to end walkthrough of the platform with Customer's desired template.
Workflow Designer Build Session 1 (One Hour)	Week 2	Ironclad Implementation team will provide an end to end walkthrough of the platform. Customer & Ironclad Implementation team will begin building the Workflow together. Customer will be expected to come prepared with up-to-date template(s) and documented business processes.
Workflow Designer Build Session 2 (One Hour)	Week 3	Customer will continue workflow configuration while Ironclad Implementation team will provide guidance and best practices. This will be done via screen share of Customer's screen. Customer will be expected to have done homework from prior Workflow session to maximize efficiency of meeting time.
Workflow Iteration & Finalization (One Hour)	Week 4	Ironclad Implementation team will work with Customer to finalize the Workflow configuration, ensuring that the Workflow Launch Form, Review Step and Sign Step are completed and built out in an optimal way. Ironclad Implementation team will also provide best practices on file management + storage, Repository access, and workflow roles. Customer will be expected to review workflow end to end to make sure it functions as expected, and falls in line with pre-existing processes.
Pre-launch Planning & Admin Setup (Two 30 min sessions)	Week 5	Ironclad Implementation team will work with Customer to get their Production instance ready for launch. This includes configuring Groups & Permissions as well as Admin settings, testing the integrations, and confirming that the right users have access to the right workflows. Ironclad Implementation team will also provide a toolkit with launch resources, collateral and best practices.
Project Wrap-up & Transition (One Hour)	Week 6	Ironclad Implementation team will conduct one final post-launch check-in meeting to ensure the Workflows are running smoothly before transitioning Customer over to the Digital Success Management team.

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# Launchpad Roles & Responsibilities

Role	Time Commitment	Responsibilities
Executive Sponsor	1 hour at setup & launch	Set program goals and objectives Provide sign-off on workflow build and rollout strategy
Program Manager	2-4 hours, weekly	Lead deployment activities with Ironclad team. Coordinate with Ironclad on workflow build meetings and working session. It is critical that this individual has bandwidth on a weekly basis to complete Ironclad action items.
Legal Point of Contact	1 hour, weekly	Ensure that workflows are in line with the Customer's legal processes.
Integrations Lead	30 minutes-1 hour, total	Provide appropriate technical information and/or permissions to ensure that cloud storage, eSignature, and SSO integrations* are delivered on time.
Business Representative/Power User	2 hours, total	Provide input in workflow process, and represent business perspective in workflow discussions. Attend a one hour training and then spend one hour testing the workflows.

**\*SFDC Integration Note:** Launchpad customers are entitled to our robust Academy resources and easy to follow, step-by-step instructions for Salesforce integration. 1:1 custom SFDC consultation can be added at a separate cost.



IMPLEMENTATION OPTION

## Accelerate



# Accelerate Team & Milestones



## Implementation Consultant

Your point of contact throughout the entire implementation process

DAY 1

### Welcome

**Workflow Readiness + Admin Trainings**

**Milestone 1**  
Kickoff Call and Customer Readiness

### Workflow Build

**Milestone 2**  
Workflow Designer Walkthrough & Initial Building

**Milestone 3**  
Workflow Finalization

### Go-live

**Milestone 4**  
Pre-launch Planning & Admin Setup

**Milestone 5**  
User Acceptance Testing

### Adoption

**Milestone 6**  
Adoption Planning and Project Wrap-up

#### Customer Homework (~1-3 hrs per week depending on workflow complexity)

Be prepared with contract templates & business process

Review deployment guide

Complete Academy Courses sent by IC

Learn Workflow Designer by reading content, watching webinar

Co-build workflows with Legal Engineer + continue building outside of sessions.

Set up user groups and permissions + finalize WF

Develop training and deployment plan

Consult with Success Manager on best practices

Build adoption plan & reporting mechanisms

Keep pace with new product features



## Accelerate Project Plan

Milestone	Description
<b>0. Workflow &amp; Admin Readiness</b>	Ironclad Implementation team will send the Customer pre-kickoff "homework" including a workflow readiness worksheet, template preparedness details, login credentials for Ironclad, and recommended Ironclad Academy courses to prepare for your workflow build.
<b>1. Welcome!</b>	Kickoff call! Align on Customer's objectives, share implementation methodology and align on key next steps. Overview of Workflow Designer and review Customer's use cases and processes.
<b>2. Workflow Building</b>	Optimize contracting processes and rationalize contract templates using co-build model to ensure solution works for all stakeholders. IC uses Customer business requirements to build v1 of workflow and Customer continues to iterate as homework. (Repeat for Workflow 2)
<b>3. Workflow Iteration &amp; Repository Setup</b>	Provide soft-launch users access to Ironclad and high-level training. Solicit feedback and decide what to action. Align on record properties to track in Repository.
<b>4. Systems Setup</b>	Setup standard integrations (Google Drive, Okta, DocuSign, SDFC)
<b>5. Launch Planning &amp; Go Live</b>	Determine training schedule and adoption plan. Launch Ironclad training for legal users/admins and business users. Continuously solicit feedback on workflow/process & refine
<b>6. Ongoing Adoption</b>	Subsequent workflows built by customer Program Manager, Ongoing best practices & new Product feature news provided by Ironclad Success Team





# Accelerate Sessions

#	Session	Timing	Description
1	Kickoff & Info Gathering	Week 0-1	Prior to Kickoff Meeting, Customer will provide Ironclad with a copy of a finalized template & documented business process for the highest priority workflow. The Kickoff Meeting will include an intro to Ironclad and an overview of project timelines and an end-to-end demo of WFD.
2	Admin Training 1	Weeks 2-3	Ironclad will host two (2) live Admin training sessions. First Admin training session, "Get to Know Ironclad", will provide an overview of Ironclad's interface.
3	V1 of WF built by Ironclad	Week 2	Ironclad IC team builds the first version of the Customer's first Workflow in WFD based on the Customer's Business Requirements.
4	Review & Complete WF 1	Week 3-5	Ironclad IC team will work with the Customer to review and iterate the first Workflow until the workflow is published in the Customer's production environment. Ironclad provides guidance and recommendations for the current workflow and best practices for future workflows.
5	Admin Training 2	Week 5	Second Admin Training, "Design a Workflow and Manage Records", provides an overview of WFD and the Repository.
6	Business Info Gathering for WF 2	Weeks 5-6	Customer will provide Ironclad with a copy of a finalized template & documented business process for the second highest priority workflow. The Ironclad IC team will meet with the Customer to review the submitted Business Requirements relevant to the second Workflow.
7	V1 of WF 2 built by Ironclad	Week 6	Ironclad IC team will build the first version of the Customer's second Workflow in WFD based on the Customer's Business Requirements.
8	Review & Complete WF 2	Week 7-9	Ironclad IC team will work with the Customer to review and iterate the second Workflow until the workflow is published in the Customer's production environment. Ironclad provides guidance and recommendations for the current workflow and best practices for future workflows.
9	SFDC Guided Setup (if needed)	Week 9-10	If the Customer purchased a Salesforce ("SFDC") Integration, the Ironclad IC team will work with the SFDC Admin who will be responsible for self-implementing within its own SFDC instance. The Ironclad IC team will provide self-service materials and documentation to integrate SFDC, and will meet for two (2) sessions to suggest SFDC and Ironclad integration points, and answer related questions.
10	User Acceptance Testing	Weeks 9-11	Ironclad IC team will host one (1) session with the Customer to review UAT feedback and to provide guidance for the Customer to incorporate UAT feedback into the Workflows accordingly.
11	Launch Prep	Week 11	Ironclad IC team will work with the Customer to get their Production instance ready for launch. This includes confirming that the right users have access to the right workflows. Ironclad IC team will also provide a toolkit with launch resources, collateral, and best practices.
12	Completion & Transition	Week 12	Ironclad Implementation team will conduct one (1) final post-launch check-in meeting to ensure the Workflows are running smoothly before transitioning the Customer over to the Digital Success Management ("DSM") team.

## IRONCLAD PROFESSIONAL SERVICES

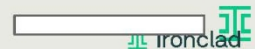
# Launchpad or Accelerate

	6 Sessions	12 Sessions
<b>Launchpad</b>	<b>Integrations</b>	<b>Accelerate</b>
<b>\$6,000</b>	Cloud storage, eSignature, & SSO	Cloud storage, eSignature, SSO & SFDC
One-time investment	<b>Est. Timeline</b>	One-time investment
	60 Days	90 Days
6 1:1 collaborative building sessions aimed at enabling you on core product functionality & implementation best practices.	Launchpad provides collaborative configuration guidance for straightforward workflows on a speedy timeline, whereas Accelerate provides more hands-on support through our co-build approach.	12 1:1 sessions to scope and then train your team on two workflows built primarily by Ironclad.

# Customer Success: Premier Success

Premier Success is a percentage (15%) of the annual cost of the software .

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## CUSTOMER SUCCESS

### Premier Success Plan



#### Aligned Success Manager

A CLM adoption expert familiar with your goals will be your main point of contact post implementation

They'll help with:

- Adoption best practices
- Exploring new use cases
- Product feedback/requests
- How-to product questions
- End-user rollout advice



#### Always-on Resources

- Academy
- Community
- In-app guides
- Help Center
- On-demand webinars



#### Strategic Guidance & Best Practices

Join a group training session or schedule a 1:1 call with your ASM



#### Business Review

We'll prepare and conduct an annual business review to align on goals midterm



#### Technical Support

Mon - Fri  
8AM-8PM EST

Cases logged  
in-app or via  
email

2 hr PO response time.

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# Premier Success Plan – Continued



## Ironclad Academy

On-demand learning for admin and business users.



## Ironclad Community

Advice and inspiration to advance your contracting process.



## Always-on Resources

- In-app guides
- Help Center
- On-demand webinars



## Technical Support

Mon – Fri  
8AM – 8PM EST  
Cases logged in-app or via email  
4 hr PO response time.

"What the heck is this Clickwrap thing we're buying?"

## How to talk to your CFO about buying Ironclad Clickwrap

### Comments used by real customers

"Ironclad Clickwrap pays for itself vs. outside counsel cost if we stop **one customer dispute** a year from escalating to litigation."

"Pushing more of our agreements to clickwrap actually decreases our sales cycle time by days to weeks."

"Every contract we clickthrough is one we don't negotiate. We've cut 30% of negotiations, and that's saved us several FTEs."

"We can produce documentable records for SOX audits in a fraction of the time and cost now."

"Asking our devs to build this will delay the project, leave them on the hook to maintain, AND they'll have to certify all the evidence. Think of all the other revenue generating features we'll delay by spending time on that."



Need to put together an ROI worksheet? We can help and have models to share.

### Some benchmarks you can cite, if those don't go far enough

**\$1M** of revenue accelerated by implementing a clickwrap process in five months by Fortune 500 company

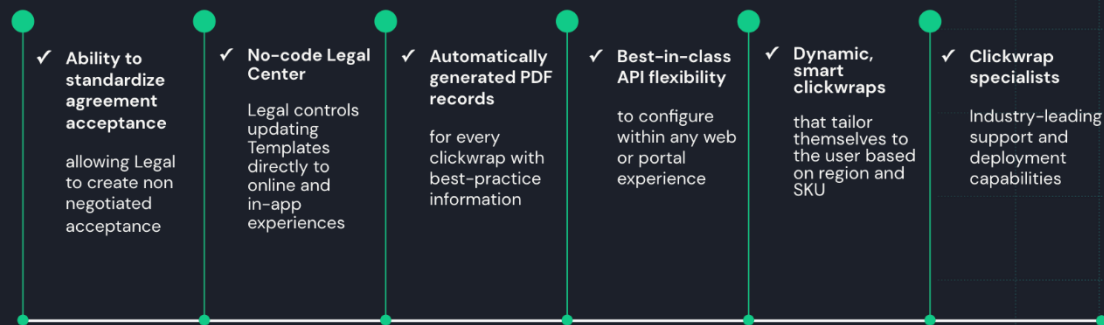
**70%** reduction in time spent by technical teams on maintaining online contracts, mining clickwrap data, and pushing updates

**40%** reductions in overall contract review workload for B2B businesses

**\$22M** size of a recent FTC action when clickwrap evidence could not be reliably produced

## Differentiated Ironclad Capabilities

Ironclad Clickwrap is trusted by innovative start-ups to Fortune 100 companies. We help create enforceable revenue with clickwrap contracts, and streamline new product offerings & GTM motions that demand a transformative agreement experience. Here's how:



Confidential - For Ironclad Use Only



# Understand your company's contracting needs

Building a wall to wall contracting program

## Legal

→ Central repository and workflow for all legal documents

## Finance/Accounting

→ Lookup contracts to confirm invoice amounts and schedules  
→ Check and approve based on budget

## Customer Success

## Partnerships

## Compliance

## Procurement

→ Review and approve all purchasing activity across company

## Marketing

→ Generate contractor SOWs; identify customers with logo rights

## IT

## Product

## Engineering

## Sales

→ Draft and negotiate contracts with prospects

## Human Resources

→ Generate employment documents

## Customer Support

## CISO



## 2023 Clickwrap Pricing Overview

Ironclad Clickwrap's pricing structure aims to keep things as simple as possible, removing tiered functionality and instead taking a volume-based approach. Your clickwrap quote is based on 1) **overall volume of executed agreements** and 2) **complexity of those agreements**.

### Enterprise Clickwrap Functionality

- Plug & play JavaScript snippet and React SDK; Back-end SDKs and API access
- Built-in best practices for clickwrap agreements
- Customize legal centers and headless legal CMS
- Branded records for clickwrap agreements
- Automated Snapshots and API capture
- Support for European languages
- Advanced conditionals, repeaters, & formulas

### Static Contracts

Agreements that contain standard, consistent language regardless of who is accepting the agreement or their inputs.

**Examples:** terms & conditions, privacy policies, static NDAs

### Dynamic Contracts

Agreements that contain optionality, can change based on user input, or contain custom information.

**Example:** product order forms, SOWs, pricing amendments



IRONCLAD IN-HOUSE PROFESSIONAL SERVICES IMPLEMENTATION OPTIONS

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# IMPLEMENTATION

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Iteration

Go-live

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#### Session 5

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#### Session 6

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# Launchpad Roles & Responsibilities

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<b>Program Manager</b>	2-4 hours, weekly	Lead deployment activities with Ironclad team. Coordinate with Ironclad on workflow build meetings and working session. It is critical that this individual has bandwidth on a weekly basis to complete Ironclad action items.
<b>Legal Point of Contact</b>	1 hour, weekly	Ensure that workflows are in line with the Customer's legal processes.
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IMPLEMENTATION OPTION

## Accelerate

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## IMPLEMENTATION

# Accelerate Team & Milestones



### Implementation Consultant

Your point of contact throughout the entire implementation process



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## Accelerate Project Plan

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2	Admin Training 1	Weeks 2-3	Ironclad will host two (2) live Admin training sessions. First Admin training session, "Get to Know Ironclad", will provide an overview of Ironclad's interface.
3	V1 of WF built by Ironclad	Week 2	Ironclad IC team builds the first version of the Customer's first Workflow in WFD based on the Customer's Business Requirements.
4	Review & Complete WF 1	Week 3-5	Ironclad IC team will work with the Customer to review and iterate the first Workflow until the workflow is published in the Customer's production environment. Ironclad provides guidance and recommendations for the current workflow and best practices for future workflows.
5	Admin Training 2	Week 5	Second Admin Training, "Design a Workflow and Manage Records", provides an overview of WFD and the Repository.
6	Business Info Gathering for WF 2	Weeks 5-6	Customer will provide Ironclad with a copy of a finalized template & documented business process for the second highest priority workflow. The Ironclad IC team will meet with the Customer to review the submitted Business Requirements relevant to the second Workflow.
7	V1 of WF 2 built by Ironclad	Week 6	Ironclad IC team will build the first version of the Customer's second Workflow in WFD based on the Customer's Business Requirements.
8	Review & Complete WF 2	Week 7-9	Ironclad IC team will work with the Customer to review and iterate the second Workflow until the workflow is published in the Customer's production environment. Ironclad provides guidance and recommendations for the current workflow and best practices for future workflows.
9	SFDC Guided Setup (if needed)	Week 9-10	If the Customer purchased a Salesforce ("SFDC") Integration, the Ironclad IC team will work with the SFDC Admin who will be responsible for self-implementing within its own SFDC instance. The Ironclad IC team will provide self-service materials and documentation to integrate SFDC, and will meet for two (2) sessions to suggest SFDC and Ironclad integration points, and answer related questions.
10	User Acceptance Testing	Weeks 9-11	Ironclad IC team will host one (1) session with the Customer to review UAT feedback and to provide guidance for the Customer to incorporate UAT feedback into the Workflows accordingly.
11	Launch Prep	Week 11	Ironclad IC team will work with the Customer to get their Production instance ready for launch. This includes confirming that the right users have access to the right workflows. Ironclad IC team will also provide a toolkit with launch resources, collateral, and best practices.
12	Completion & Transition	Week 12	Ironclad Implementation team will conduct one (1) final post-launch check-in meeting to ensure the Workflows are running smoothly before transitioning the Customer over to the Digital Success Management ("DSM") team.

## IRONCLAD PROFESSIONAL SERVICES

# Launchpad or Accelerate

	6 Sessions	12 Sessions
<b>Launchpad</b>	<b>Integrations</b>	<b>Accelerate</b>
<b>\$6,000</b>	Cloud storage, eSignature, & SSO	Cloud storage, eSignature, SSO & SFDC
One-time investment	<b>Est. Timeline</b>	One-time investment
	60 Days	90 Days
6 1:1 collaborative building sessions aimed at enabling you on core product functionality & implementation best practices.	Launchpad provides collaborative configuration guidance for straightforward workflows on a speedy timeline, whereas Accelerate provides more hands-on support through our co-build approach.	12 1:1 sessions to scope and then train your team on two workflows built primarily by Ironclad.

# Clickwrap Implementation Packages

## Quick Start Lite

**\$3,000**

One time investment

3 collaborative 1:1 building sessions aimed at enabling you on core product functionality & implementation best practices.

## Quick Start

**\$6,000**

One time investment

6 collaborative 1:1 building sessions aimed at enabling you on core product functionality & implementation best practices.

## Developer Guidance

**\$15,000**

One time investment

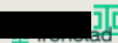
Lean on Ironclad's engineering resources through the collaborative configuration of complex Clickwrap use-cases with 10 sessions totaling no more than 35 hours.



# Customer Success: Premier Success

Premier Success is a percentage (15%) of the annual cost of the software .

15



## CUSTOMER SUCCESS

### Premier Success Plan



#### Aligned Success Manager

A CLM adoption expert familiar with your goals will be your main point of contact post implementation

They'll help with:

- Adoption best practices
- Exploring new use cases
- Product feedback/requests
- How-to product questions
- End-user rollout advice



#### Always-on Resources

- Academy
- Community
- In-app guides
- Help Center
- On-demand webinars



#### Strategic Guidance & Best Practices

Join a group training session or schedule a 1:1 call with your ASM



#### Business Review

We'll prepare and conduct an annual business review to align on goals midterm



#### Technical Support

Mon - Fri  
8AM-8PM EST

Cases logged  
in-app or via  
email

2 hr PO response time.

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## Premier Success Plan – Continued



### **Ironclad Academy**

On-demand learning for admin and business users.



### **Ironclad Community**

Advice and inspiration to advance your contracting process.



### **Always-on Resources**

- In-app guides
- Help Center
- On-demand webinars



### **Technical Support**

Mon – Fri  
8AM – 8PM EST  
Cases logged  
in-app or via email  
4 hr PO response time.