Ironclad, Inc.
71 Stevenson Street, #600
San Francisco, CA 94105

Ironclad

Ironclad Order Form for AppDynamics LLC

Billing Contact: Janice LeBon	Effective Date: October 24, 2020
Billing Address: 303 2nd St, San Francisco, CA 94107	Term: From the Effective Date until October 23, 2021
Billing Email: accountspayable@appdynamics.com	Account Executive: Justin Darby
PO Required? Yes	Account Executive Email: Justin.darby@ironcladapp.com
Payment Terms: Net 60	

Invoice Schedule: $100,298 invoiced before October 9th, 2020

Ironclad Enterprise Services		Qty	Price / Year
Subscription: Platform			
Unlimited Business Users: unlimited access for all contract requestors **Workflow Designer:** access for Power Users to build Workflows		1	$ 113,519
Dynamic Document Creation: Automatic contract drafting based on custom launch form questions **Approval Engine:** Routing and collection of approvals based on custom rules created by Customer **Collaboration Engine**: Real time one-off approvals and communications captured in Audit Trail **Repository:** Access to Ironclad Repository, including contract records, related records (parent/child), custom metadata tagging, full text and structured search. Permissions can be updated by Admins in group settings **Audit Trail**: Real time activity feed tracks all document changes and approvals, archived with contract in repository **Automatic Naming Convention:** Automatic creation of structured folders in Customer's cloud storage environment, including custom naming conventions for all contracts in Ironclad **Advanced Permissions:** Limit user access to workflow launching & visibility **Ironclad Built Workflows:** The workflows listed in the Special Terms section below will be built by the Ironclad Success Team. **Ironclad Built Workflows:** The workflows listed in the Special Terms section below will be built by the Ironclad Success Team.			

Included Integrations:
  • E-Signature Integration (integration with DocuSign, AdobeSign or HelloSign)
  • Cloud Storage Integration (integration with Google Drive, OneDrive, Box, DropBox or Egnyte)
  • SSO Integration (integration with SAML based single sign on)
Ironclad Public API:
Modern REST API to connect Ironclad contract data to Customer's third party software solutions.			

Subscription: Workflows			
Workflow Designer Workflows: Workflows to be built and maintained by Admin Users. 7 of the workflows are allocated to the Channel department.	<u>Price Per Workflow</u> $4,000	37	~~$148,000~~ $145,000
Subscription: Admin Users			
Negotiate/Approve: Admin Users may approve & redline contracts. **Workflow Designer:** Admin Users may design & create Workflows using Workflow Designer.	<u>Price Per Power User</u> Up to 17: Included 18+: $480 / user	2	~~$960~~ Included
Integration: Salesforce Managed Package			
Launch workflows from Salesforce: place custom buttons on any Salesforce object to launch Ironclad **Bi-directional data flow:** push data from Salesforce to Ironclad launch form & update Ironclad workflows with Salesforce data during negotiation; push data from Ironclad back to Salesforce during negotiation and upon completion of the Ironclad workflow.			Included
Subscription: Ironclad eSignature			

eSignature provided by Ironclad: automatically tag signature blocks and route all Ironclad created documents for eSignature.	Not Included
Process Metrics	
Custom Reporting. Create reports across any timeline to measure how Ironclad workflow types are created, negotiated, approved and archived. Access to all Ironclad data to create custom reporting on demand.	Included
Subscription: Success Plan	
The Success Plan to be administered by the Ironclad Customer Success Team. **Technical Support**: As set forth in Exhibit A: Support Services, which is incorporated by reference. **Plus Success Plan** **Systems Setup**: Setup and configuration of Ironclad settings to integrate Customer's pre-existing Cloud Storage, eSignature, and SSO. **Salesforce Integration:** In the event Customer orders the Ironclad Salesforce Managed Package, Ironclad shall be responsible for setup and configuration of Ironclad settings and Customer shall be responsible for its own Salesforce-side configuration. **Success Management and Training**: Allocated Customer Success Manager, responsible for leading annual business reviews with usage metrics and analysis, providing train-the-trainer materials (not including direct end user training) for Ironclad rollout and adoption.	Included

Annual Subtotal	$258,519
Partner Discount	($103,635)
Early Renewal Prorated (Oct 24th 2020 to March 31st 2021)	($54,586)
Annual Recurring Total	**$154,884**
Invoiced by October 9h (Total with Early Renewal Credit)	**$100,298**

Special Contractual Terms:

1.	**Legacy ESA.** This Order Form incorporates by reference the Enterprise Services Agreement entered into between Ironclad and Customer on April 27, 2016 (the "Agreement"), as amended.
2.	**Terminate Legacy Order Form.** For the avoidance of doubt, this Order Form shall replace and supersede the Order Form entered into between the parties on April 1, 2020 (the "Legacy Order Form"), which such Legacy Order Form shall terminate upon execution of this Order Form.

3.	**Ironclad Built Workflows:** Ironclad will staff the appropriate Legal Engineering and/or Customer Success resources to deliver the following services related to the design, build, deployment and maintenance of the Ironclad Built Workflows. The "Time Frame" set forth in each subject headline is an estimate based on a per workflow basis, dependent on relative complexity of the applicable workflow.
	    a. **Workflow List:** Partner Agreement, Single Transaction Partner Agreement, Vendor Onboarding and Risk Assessment Package.
	    b. **Workflow Discovery & Design:** During this phase, Ironclad resources will work with Customer on the design of Customer's solution. Existing template review and optimization, existing approval process review and enhancement, and existing contract repository organization review and improvement, including folder structures, related records and naming conventions. All steps require direct Customer participation and provide Ironclad personnel with clear requirements and necessary resources. An assigned Customer project manager or point of contact with design approval is strongly recommended. (Time Frame: 4 hours per Workflow)
	    c. **Workflow Build:** During this phase Ironclad will build the workflows and iterate on process improvements. This will require Ironclad to work directly with a set of Customer legal users, business approvers and contract requestors. (Time Estimate: 8-20 hours per Workflow)
	    d. **System Setup:** Ironclad setup with Customer's IT infrastructure - specifically, cloud document storage, electronic signature, and SAML-based single sign on. (Time Estimate: 2-8 hours)
	    e. **Success Management:** (Duration of Term) Ironclad's provision of a Customer Success Manager for enablement and training (subject to the applicable Success Plan), configuration support, subject matter expertise, and best practices.
	    f. **Workflow Refresh & Maintenance:** Ironclad to provide ongoing resources, on a twice annual basis, to address Customer requests for redesigning or otherwise updating workflows, as applicable. Customer must provide reasonable assistance, including, without limitation, clear requirements and necessary resources. (Time Estimate: 2-4 hours per Workflow Refresh)

	g.	**Enablement:** (Duration of Term) Ironclad to provide training (subject to the applicable Success Plan) and support, subject matter expertise, and industry best practices for adoption.
4.		**Renewal Price Lock.** Customer shall have the right to renew this Order Form (for the same type and quantity of Enterprise Services) for up to one (1) renewal term, for no more than a 3% price increase over the then-current subscription price for such Enterprise Services.

Service Description: The Ironclad platform is a cloud-based web platform delivered and accessible through https://www.ironcladapp.com that provides contract management and workflow-related services.

This "**Order Form**" is entered into as of the Effective Date by and between Ironclad and Customer. The Order Form is subject to and incorporates by reference the Agreement. The Parties have caused this Order Form to be signed as of the latest date in the signature blocks below, signed by their duly authorized representatives.

Customer: AppDynamics LLC	**Ironclad, Inc.**
Signature: *George Karamanos* EADD3AC1EE6B486...	Signature: *Jen Paau* 8E4CF3D2D533402...
Name: George Karamanos	Name: Jennifer Paau
Title: General Counsel	Title: COO
Date: September 29, 2020	Date: September 29, 2020