

G-Cloud 15 Service Definition for Legalesign

What is Legalesign

Legalesign is an enterprise agreement system for managing end-to-end agreement workflows, from preparing an agreement for completion through to approval, signing, witnessing and finalisation. The system supports approval/acknowledgement-only journeys.

It includes configurable workflows, templates, reporting, integrations, and APIs to standardise and automate agreement processes across teams. Legalesign supports advanced and qualified electronic signatures (AES and QES) and electronic seals where required.

Legalesign also offers embeddable components and direct links to integrate agreement journeys into other applications or websites.

Security and compliance overview

Legalesign operates an ISO/IEC 27001 certified Information Security Management System. The service uses role-based access controls and supports multi-factor authentication and identity federation for user and administrative access. Audit logs are generated on a per-document basis and are available to authorised users. Customer data is hosted in the UK and processed in accordance with UK GDPR and data protection requirements.

Data handling and exit

Customer data remains under the control of the buyer. Authorised users can export documents and related document information using self-service features in the web application. Where structured access is required, APIs can be used to access customer data during the contract term. Offboarding support includes guidance on data export and account closure; where bespoke extraction or migration assistance is required, this can be provided by agreement and may be chargeable.

The levels of data backup and restore, and disaster recovery you'll provide

The service is backed up regularly and includes tested disaster recovery arrangements. Legalesign maintains multiple backup and resilience mechanisms, including high-availability for critical services and daily backup snapshots. Disaster recovery

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procedures are tested on a rolling basis to validate restore processes and service recovery.

Any onboarding and offboarding support you provide

Legalsign provides onboarding and offboarding support, including implementation guidance and training. For public sector and enterprise accounts, an account manager can support rollout planning and adoption. Training is available remotely (for example via webinar) and can be delivered on-site by arrangement and for an additional fee. Documentation is available via the online help centre, and support is provided through the support hub (ticketing) and email, with phone support available on applicable plans. Offboarding support includes guidance on data export and account closure; bespoke data extraction or migration assistance can be provided by agreement and may be chargeable.

The web application is largely self-service. Once provisioned, authorised administrators can configure and manage the service. Many customers can begin sending documents the same day, subject to internal configuration requirements. A standard 14-day free trial is available for evaluation; API evaluations can be supported with a one-month API trial subject to sandbox restrictions and throttling. Rolling monthly contracts are available to support proof-of-concept usage.

Your implementation plan if you're successful

The web application is largely self-service. Once you are up and running you can control all elements of the service yourself. You can get started within an hour. A free trial is available at <https://legalsign.com/landing/free-trial/>

For enterprise accounts, Legalsign provides a five-stage strategy:

- (1) Understand the customer
- (2) Set up and implementation planning
- (3) Team-based training
- (4) Go live
- (5) Analysis and check-in

An example implementation plan is available here: <https://legalsign.com/blog/How-Legalsign-Supports-Customers-During-Implementation/>.

A pricing overview, including volume discounts or data extraction costs

Legalsign offers multiple pricing models to support different customer needs. Customers may subscribe to per-licence plans as published on the Legalsign website;

however, enterprise and public sector customers typically adopt usage-based pricing aligned to document volumes and supported (administrative) users.

For enterprise and public sector deployments, pricing is commonly based on documents created and sent, together with the number of supported or administrative users. This allows organisations to provide access to large numbers of users without per-user charges where documents are not sent.

Documents may be sent individually, via batch send, or via bulk send. Batch send enables a sender to send a pack of documents to one or more recipients in a single send action; batch pricing can be offered where the average number of documents per send is greater than 2. Bulk send generates large volumes of unique documents from a single template and is charged on a per-document basis. Volume discounts are available depending on usage and contract terms. API access, integrations, and automation features are included with per-document pricing.

Pricing varies based on configuration, usage, and contract duration (for example rolling monthly or annual commitments). Full pricing details are provided as part of the quotation process.

Most data extraction can be completed using self-service export features available within the application or via APIs. Where bespoke data extraction or migration assistance is required, this can be provided by agreement and may be chargeable.

Service constraints like maintenance windows or the level of customisation allowed

Legalesign is a SaaS service designed for high availability; current service status and incident history are published via the Legalesign status page. Scheduled maintenance, where required, is planned to minimise disruption. Support is provided on a best-efforts basis under standard terms, with optional service level agreements available by arrangement. The service is highly configurable through administrative settings, including branding, signer experience, language, notifications, and reminder schedules, without requiring bespoke development. Accessibility is supported and is subject to ongoing improvement.

Service levels like performance, availability, and support hours

Legalesign is available 24/7, excluding planned maintenance. Service status and incident updates are published via the Legalesign status page. Support is provided during UK business hours via the support hub and phone, with optional enhanced support and service level agreements available by arrangement. Self-service documentation and guidance are available 24/7 via the online help centre.

How you'll repay or compensate buyers if you do not meet service levels

The Legalsign Service Level Agreement ("SLA") is a policy governing the use of Legalsign and applies separately to each account using Legalsign under 'Team', 'Enterprise', or 'API' plans, or any custom plan, but excludes accounts under plans named 'PAYG' and 'Solo'. Legalsign will use commercially reasonable efforts to make the service available with a monthly uptime percentage of at least 99.95%. Where this uptime percentage is not met, the buyer may be eligible to receive service credits in accordance with the SLA.

Monthly uptime percentage	Service Credit Percentage
99.9% but $\leq$ 99.95%	25%
99.5% but $\leq$ 99.9%	50%
95% but $\leq$ 99.5%	75%
Less than 95%	100%

Service credits are calculated as a percentage of the total charges paid for the monthly billing cycle in which the SLA was not met. To request a service credit, the buyer must submit a claim to support@legalsign.com by the end of the month following the incident, including the dates and times of each unavailability incident, details of affected accounts and teams, and any supporting evidence (for example screenshots or logs).

The ordering and invoicing process

Payment can be made by invoice, direct debit or credit or debit card. For public bodies we usually anticipate a purchase order, and issue an invoice, however all forms of invoicing procedure are available to fit customer procurement processes.

How buyers or suppliers can terminate a contract

Contracts can be terminated in accordance with the agreed terms. Buyers can request termination by contacting Legalsign or by using the cancellation functionality within the web application.

After sales support

Self-service documentation is available 24/7 via the Legalesign online help centre (<https://legalesign.com/articles/>). After-sales support is provided during UK business hours via the support hub (ticketing) and email, with phone support and enhanced support options available on applicable plans or by agreement. Support channel availability may vary by plan.

Any technical requirements

Use of the service requires an internet connection and a modern, up-to-date web browser. No specialist hardware or software installation is required for standard use.