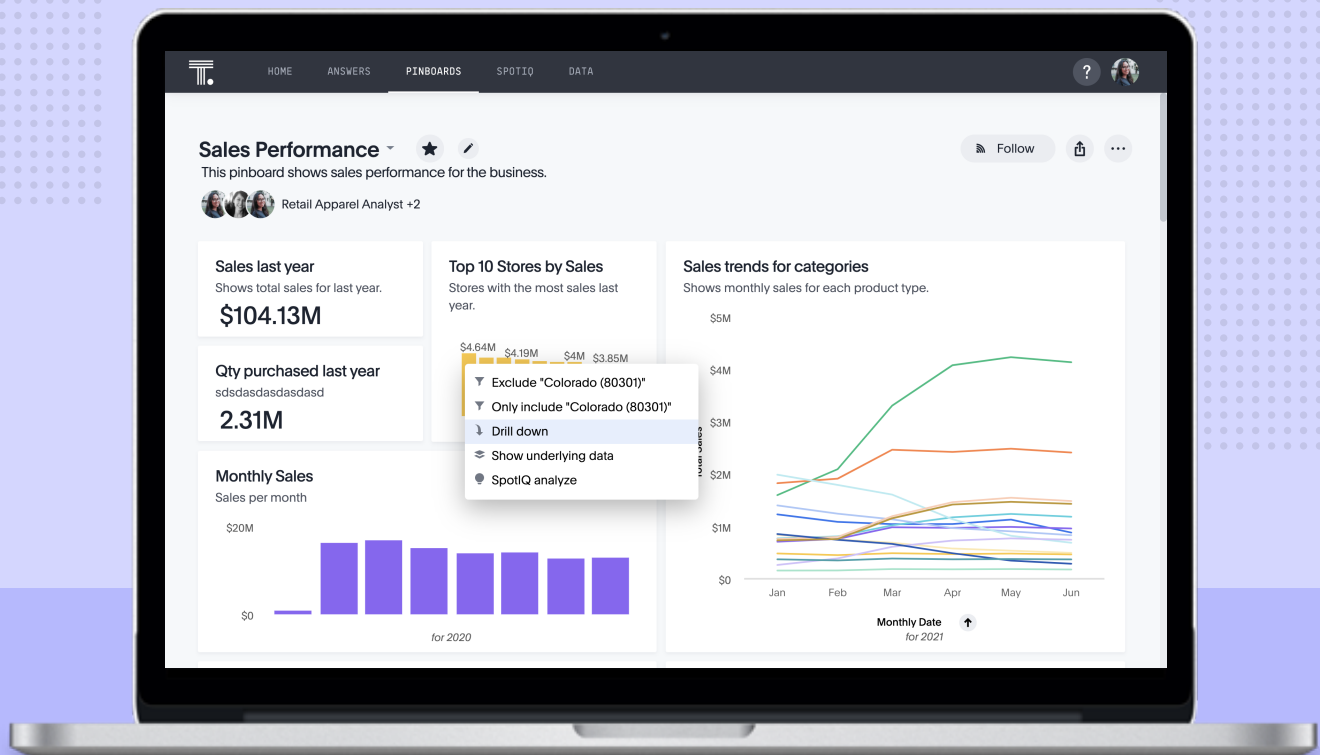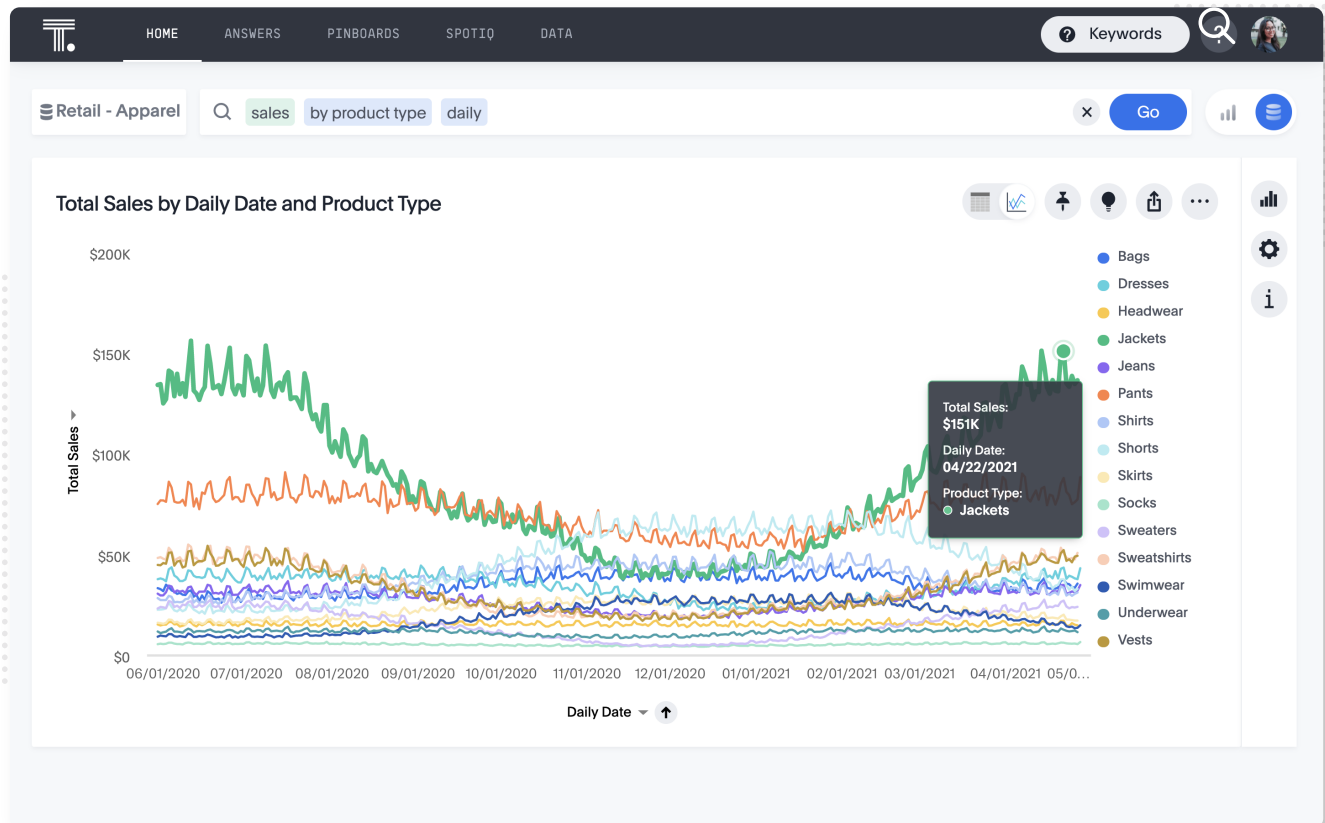# ThoughtSpot

ThoughtSpot Acceleration + ThoughtSpot Everywhere Services

BUSINESS ENABLEMENT AND USE-CASE IMPLEMENTATION

ThoughtSpot Acceleration + ThoughtSpot Everywhere Services: Business Enablement and Use-Case Implementation

With ThoughSpot Business Enablement and Use-Case Implementation Services, our analytics experts work in step with you to enable your organization with AI-driven search. Using a use-case based methodology - defining, developing, and deploying a use-case that is aligned to your specific intended outcomes.
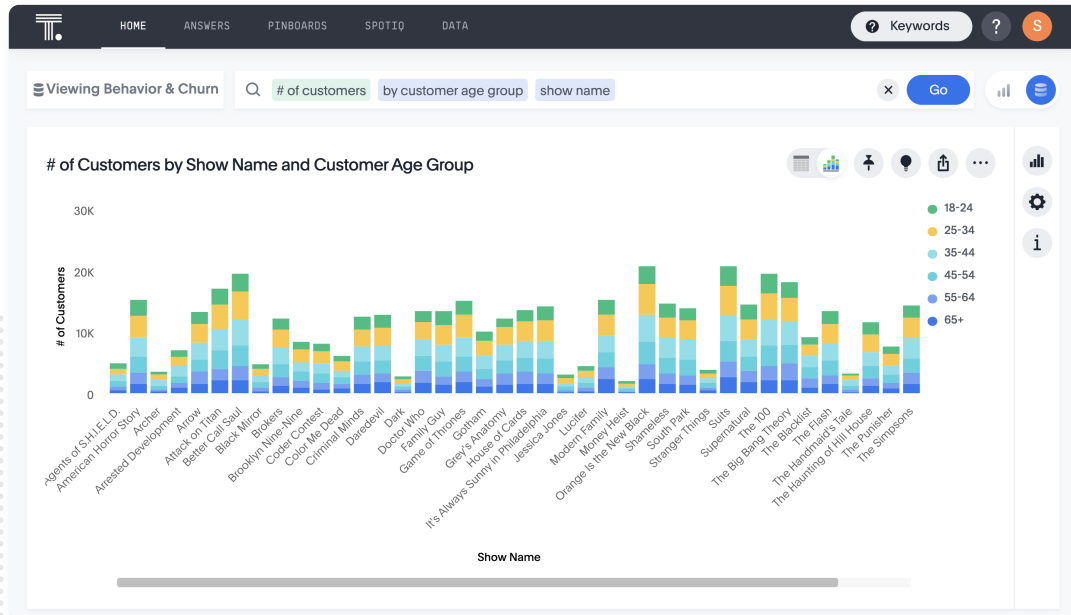
ThoughtSpot Acceleration + ThoughtSpot Everywhere Services

ThoughtSpot Acceleration + ThoughtSpot Everywhere services focus on helping you immediately activate and unlock the value of ThoughtSpot. We go beyond simple product implementation. Our experts help you consider all the factors — from processes and resources to people and measurable business impact. We work with you to establish a blueprint for bringing high-value AI-driven search and embedded analytic use cases to life.

Business Enablement and Use-Case Implementation Components

Single Use Case Configuration and Deployment

Setup, and configuration to support one (1) use case (five fact tables and fifteen dimension tables). We will help you connect to your available data with Embrace, which supports the use case.

Configuration tasks include the following:

ThoughtSpot Cloud

- Configuration of the ThoughtSpot Cloud environment
- Connect to a cloud data platform supported by ThoughtSpot
- Configuration assistance
    - SSO configuration
    - Administrator onboarding
    - User login distribution
- Embrace connection and business model creation including up to five (5) fact tables and fifteen (15) dimension tables, provided that: (a) fact tables and dimension tables are in a star or snowflake schema, (b) implement row-level security as supported by the product, and (c) implementation to support chasm or fan traps (if use case requires)
- Integration with custom security sourced from databases or files using Python scripts
- Worksheet creation

Embrace

- Installation and configuration of the ThoughtSpot software in customer's environment
- Connect to a cloud data platform supported by ThoughtSpot
- Configuration assistance
    - SSO configuration
    - Administrator onboarding
    - User login distribution
- Embrace connection and business model creation including up to five (5) fact tables and fifteen (15) dimension tables, provided that: (a) fact tables and dimension tables are in a star or snowflake schema, (b) implement row-level security as supported by the product, and (c) implementation to support chasm or fan traps (if use case requires)
- Integration with custom security sourced from databases or files using Python scripts

- Answer and liveboard creation
- Production of the following documents: (a) data architecture document, (b) DDL and data model, and (c) a worksheet to enable search and initial content
- Custom end-user orientation for up to 4 hours and up to 40 end-users
- Admin orientation and best practices session for up to 8 hours and up to 5 technical users
- Communicate Best Practices for use of ThoughtSpot Everywhere, including:
  - Security model for TSE
  - Embedded content (custom actions, etc)
  - SDLC (migration across environments)
  - Automation (SDLC, creating/managing content, etc)
- Training:
  - ThoughtSpot Cloud Essentials technical training and certification (5 attendees)
  - ThoughtSpot Everywhere Training for Developers (5 attendees)

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Pricing

Consulting Services will be performed on a fixed price and fixed scope basis stated on the Order Form.

Work Hours

Consulting Services work performed is predicated on a forty-hour (40-hour) work week (at eight (8) hours per day), 9:00 am – 5:00 pm local time, Monday through Friday, excluding Customer holidays and travel hours.

Customer Responsibilities and Resources

Customer acknowledges and agrees that: (a) ThoughtSpot's obligations relating to Consulting Services are conditioned and dependent upon Customer's timely fulfillment of its responsibilities as set forth in this Service Description, and (b) Customer's failure to timely fulfill its responsibilities may result in additional expenses and that any resulting delay in the Consulting Services or timelines will not be attributable to ThoughtSpot. Customer will provide to ThoughtSpot:

- Access to necessary subject matter personnel, such as the Infrastructure Administrator, Database Administrator, Network Administrator, Project Manager, Business User, Business Sponsor etc., on an as-needed basis for the completion of the tasks specified above.
- Remote access to necessary tools, applications, and documentation needed to provide the Consulting Services.
- The schedule for, and internal coordination of, the work session(s) necessary to complete the Consulting Services.
- Any documentation related to data models and business transformation rules at the commencement of the Consulting Services engagement.
- Resources to conduct testing during the validation phase of the Consulting Services.

Consulting Services Terms and Conditions

For scheduled service days that are canceled or rescheduled by Customer with fewer than ten business days prior written notice to ThoughtSpot, Customer will be charged and pay for: (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled service days if ThoughtSpot is not able to reassign the personnel to another project. For the purposes of this section, an email to the ThoughtSpot personnel assigned to this project will be sufficient as written notice. References to Consulting Services herein will apply to "Professional Services" if such term is used in the agreement between Customer and ThoughtSpot governing services purchases.

ThoughtSpot will provide the Consulting Services described herein as identified on the corresponding Order Form. No services are included in this offering except as expressly included in this document. Customer agrees to pay the total fee amount on the Order Form regardless of the total number of hours completed.

If Customer participates in an Advisory Board or other feedback program, then notwithstanding anything to the contrary in any other agreement between the parties, to the extent Customer provides any suggestions, proposals, ideas, recommendations, or other input regarding ThoughtSpot products or services, ThoughtSpot may use the foregoing for any purpose without obligation of any kind. All feedback is provided "as-is" and without warranty, and Customer is not identified as its source.

About ThoughtSpot

ThoughtSpot is the Modern Analytics Cloud company. Our mission is to create a more fact-driven world with the easiest-to-use analytics platform. With ThoughtSpot, anyone can leverage natural language search and AI to find data insights and tap into the most cutting-edge innovations the cloud data ecosystem has to offer. Companies can put the power of their modern data stack in the hands of every employee, extend the value of their data to partners and customers, and automate entire business processes. Customers can take advantage of ThoughtSpot's web and mobile applications to improve decision-making for every employee. With ThoughtSpot's developer-friendly platform, customers can also embed consumer-grade analytics into their SaaS offerings or build entirely new interactive data apps that engage users and keep them coming back for more. Organizations like Walmart, BT, Daimler, Medtronic, Hulu, Royal Bank of Canada, OpenTable, Metromile, Workato, and Nationwide Building Society rely on ThoughtSpot to transform how their employees and customers take advantage of data. See for yourself and try ThoughtSpot today.

ThoughtSpot®