



ThoughtSpot Advantage Success

ThoughtSpot Advantage Success is committed to driving measurable business outcomes for our customers. Our suite of services aims to guide organizations through every step of the implementation process, ensuring a successful deployment that maximizes the potential of ThoughtSpot.

By leveraging Advantage Success for ThoughtSpot implementations, customers can accelerate time-to-value, reduce implementation risks, and unlock the full potential of their data analytics capabilities. Armed with a dedicated team of experts, a proven methodology, and ongoing support, Advantage Success empowers customers to make data-driven decisions.



ThoughtSpot Advantage Success Service Tiers

The following service tiers are available:

Advantage Essential

(Only available for ThoughtSpot Essential and ThoughtSpot Pro customers)

- Consultation included for initial use case deployment
 - Designated team from Global Delivery Center (GDC)
 - Optional service tokens available for purchase (if required)
 - Focused on enablement, implementation and adoption
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Advantage Standard

(Only available for ThoughtSpot Enterprise (TSA or TSE) customers)

- 40 Service Tokens* included
 - Flexibility to use service tokens to drive outcomes as and when needed
 - Focused on enablement, implementation and adoption
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Advantage Plus

(Only available for ThoughtSpot Enterprise (TSA or TSE) customers)

- 100 Service Tokens* included
 - Flexibility to use service tokens to drive outcomes as and when needed
 - Focused on enablement, implementation and adoption
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Advantage Premium

(Only available for ThoughtSpot Enterprise (TSA or TSE) customers)

- 250 Service Tokens* included
 - Flexibility to use service tokens to drive outcomes as and when needed
 - On-site Analytics Days to drive awareness and transformation within the organization
 - Quarterly Product Roadmap sessions
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Service Token Add-On Package

(Only available for ThoughtSpot Enterprise (TSA or TSE) customers)

- Additional services tokens can be purchased for quantity needed for additional services from the token catalogue
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* Additional service tokens can be purchased (if required)

Service Tokens

Service Tokens are digital ThoughtSpot currency, allowing the customer to leverage any consulting, training services, or VIP events provided by ThoughtSpot. Service tokens in the ThoughtSpot Advantage Success program allow for customized professional services based on individual customer needs.

The ThoughtSpot representative designated at the outset of the services (e.g., project contact) tracks and agrees upon the selection, timing, and delivery of services from the services token catalogue menu to tailor the services provided to the customer's needs for greatest impact. This flexible approach delivers the right services at the right time, empowering customers to achieve their desired outcomes with ThoughtSpot.

Conditions:

- Flexible use: service tokens may be spent in any combination desired by spending the number of tokens applicable to each service as described in the service token catalogue.
- Validity: tokens may be expended at any time during the 12 months from purchase.

Additional Benefits

ThoughtSpot Advantage Success offers an exciting additional benefit of gaining access to in-app support and the vibrant ThoughtSpot community. With in-app support, users can easily navigate challenges and receive timely assistance directly within the platform, enhancing their overall experience and productivity. Moreover, being part of the ThoughtSpot community provides a unique opportunity to connect with ThoughtSpot and customer teams, share insights, and collaborate on innovative ideas, fostering a rich learning environment and promoting continuous growth.

ThoughtSpot Advantage Success Terms and Conditions

This Service Description incorporates the redemption values in service tokens and service summaries included in the ThoughtSpot Consulting Service Token Catalogue, as updated from time to time by ThoughtSpot and made available on the ThoughtSpot website. Unspent tokens will expire upon completion of the 12 months from purchase regardless of any renewal of other products. Once spent, the resulting services may carry into the next term as scheduled by the customer. If multiple purchases were made, the first tokens purchased will be spent first. If Customer requested to spend tokens for a particular service by using the notice provisions provided in the service token catalogue that is then canceled or rescheduled by Customer with fewer than ten business days' prior written notice to ThoughtSpot, the service tokens corresponding with the ordered service will be expended. ThoughtSpot will provide the services tokens as described herein as identified on the corresponding Order Form. No services are included in each offering except as expressly included in this service description and the service token catalogue. The customer agrees to pay the total fee amount on the Order Form regardless of the total number of hours completed. ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. If Customer participates in an Advisory Board, 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 it for any purpose without obligation of any kind provided that Customer is not identified as its source.

About ThoughtSpot

ThoughtSpot is the [AI-Powered Analytics](#) company. Our mission is to create a more fact-driven world with the easiest to use analytics platform. ThoughtSpot delivers a complete platform for the modern data stack spanning the entire spectrum of business intelligence needs, from ad hoc novel analysis with a code-first approach, to code-free self-service exploration and AI-driven monitoring powered by natural language. With ThoughtSpot, every user, technical and non-technical, can limitlessly engage with live data in any popular cloud data platform the way they want to, making it easy to create and interact with granular, hyper-personalized, and actionable insights. Customers can take advantage of both ThoughtSpot's web and mobile applications to improve decision-making for every employee, wherever and whenever decisions are made. With ThoughtSpot's low-code developer-friendly platform, ThoughtSpot Everywhere, customers can also embed this modern data experience directly in their products and services, monetizing their data and engaging users to keep them coming back for more. Organizations like T-Mobile, BT, CVS, Snowflake, Daimler, Medtronic, Pepsico, Hulu, Royal Bank of Canada, Nasdaq, Huel, and Nationwide Building Society rely on ThoughtSpot to transform how their employees and customers take advantage of data. [Try ThoughtSpot](#) today and see for yourself.