

Agentic Premium Success Subscription Description

Agentic Premium Success → APS

Overview

ThoughtSpot Agentic Premium Success Subscription (APS) is an annual, renewable support service designed to deliver unparalleled technical partnership, rapid value realization, and proactive guidance for customers leveraging ThoughtSpot's agentic analytics platform. The APS subscription provides customized support for customers who require a higher level of engagement than ThoughtSpot's standard success model. The benefits of APS include:

- Agentic Strategy & Value Realization - Drive the customer's ThoughtSpot platform and application strategy and accelerate value
- Architecture Design & Governance - Best practice design that fits your organization's needs and patterns to ensure security, compliance, and scale for rolling agentic use cases
- Enablement, Adoption and Rollout - Customer Path for rapid agent adoption and rollout
- Operational Health and Success - Proactive Platform Monitoring & Issue Resolution

Your ThoughtSpot Team

As part of the ThoughtSpot Agentic Premium Success Subscription (APS), our customers receive access to a team of agentic experts to ensure continuous value extraction from ThoughtSpot Cloud. APS is designed to provide fine-tuned, customized support that helps our customers achieve outcomes faster. You will work with the team below through your entire journey with ThoughtSpot:

Technical Account Manager

Your primary strategic advisor and internal advocate, the TAM ensures long-term platform health and alignment between your business goals and ThoughtSpot's product roadmap. They bridge the gap between your team and our engineering organization to drive deep adoption and sustained technical success.

AI Architect

A technical lead who bridges the gap between your business requirements and ThoughtSpot's capabilities to design scalable, high-impact AI solutions. They bring deep expertise in agentic systems and cloud architecture to provide the strategic blueprint and implementation planning needed for rapid, best-practice value realization.

Agent Success Engineer

An engineering resource who leverages deep product expertise to architect and implement the ThoughtSpot Agentic Platform. They specialize in the technical heavy lifting—including data modeling, embed development, and API integrations—to ensure your AI initiatives move rapidly from concept to production.

Designated Site Reliability Engineer (DSRE)

Serving as your direct line to expert technical support, the DSRE manages escalations and system health to safeguard platform stability. By collaborating closely with your Agentic AI Engineers and TAMs, they provide a seamless, high-uptime experience for your entire organization.

Customer Success Manager

A strategic partner who drives organizational adoption and business outcomes, managing your end-to-end journey from initial setup to long-term scalability.

Agentic Premium Success Subscription Features

Agentic Strategy & Value Realization		
Key Features	Frequency/Limits	Description
Planning & Goal Setting	Up to 2 workshops per quarter	Strategic alignment workshops to define KPIs, roadmap milestones, and success metrics for your AI initiatives. 30-60-90 day plans and project management
Strategic Roadmap Review	Up to 1 per quarter	Review of ThoughtSpot Roadmap and customer feedback session
Support Building Repeatable Frameworks	Ongoing	Collaborative development of standardized playbooks and templates to accelerate future AI use case deployments.
Support Building ThoughtSpot COE	Ongoing	Strategic guidance on building a Center of Excellence to scale AI adoption and literacy across your enterprise.

Architecture Design & Governance		
Key Features	Frequency/Limits	Description
Agentic Use Case Design Support	As prioritized by the customer (Recommended 4 per quarter)	Expert architectural guidance to transform business requirements into scalable, high-impact AI agent applications.
Data Modeling Support for Agentic Use Cases	Up to 3 workshops per quarter	Dedicated workshops to architect robust semantic models that power accurate and reliable AI-driven insights.

Architecture Design & Governance		
API Design & Integration Support	On Demand	Technical expertise in architecting secure, efficient API patterns to embed and/or connect ThoughtSpot with your broader ecosystem.
Custom Application Integration Support	On Demand	Guidance in embedding ThoughtSpot capabilities into your proprietary web applications and workflows.
Developer Support	Up to 50 hours per quarter	Direct access to technical experts for troubleshooting, code reviews, and best practices in agentic development.
Advance Technical Design (TDR) Reviews	Up to 3 TDR per quarter	Deep-dive reviews of your architecture to ensure scalability, performance, and alignment with best practices.
Security Architecture Design & Reviews	Up to 1 per quarter / 4 per year	Expert reviews of your security posture, including authentication, authorization, and object & data security.
Guidance on CDW Performance Tuning	On Demand	Expert advice on optimizing Cloud Data Warehouse configurations for faster query performance and lower costs.

Enablement, Adoption and Rollout		
Key Features	Frequency/Limits	Description
Platform Onboarding	Ongoing	Accelerated setup and configuration to ensure your environment is optimized for agentic workflows.
Agent Specific Training	On Demand	Ongoing, specialized education focused on building, managing, and

Enablement, Adoption and Rollout

		optimizing ThoughtSpot AI agents.
Agentic Use Case Rollout Support	As prioritized by the customer (Recommended 4 per quarter)	Comprehensive support through the deployment lifecycle to ensure smooth transitions from development to production and to your end users
Training & Certifications	50 user Cloud Essentials + ThoughtSpot Embed training	Full access to instructor-led training and professional certifications to build a world-class internal team.

Operational Health and Success

Key Features	Frequency/Limits	Description
Proactive Monitoring	Ongoing	Continuous health tracking of your environment to identify and resolve potential issues before they impact performance and your users.
Operations Health Reviews	1 per quarter	Audits of platform utilization and system performance to ensure maximum operational efficiency.
Technical Account Management	Ongoing	A dedicated advocate providing continuous oversight, project coordination, and strategic partnership.
Root Cause Analysis Oversight	For P0 and P1 severity	Detailed post-incident analysis for P0/P1 issues to identify underlying causes and prevent future occurrences.

APS Terms

ThoughtSpot will provide the Agentic Premium Success Subscription described herein as identified on the corresponding Order Form. No services are included in this offering except as expressly included in this document. 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.

ThoughtSpot reserves the right to use subcontractors including, but not limited to, offshore subcontractors, to assist without limitation, data migration, configuration, and implementation processes. ThoughtSpot will be and remain fully responsible for the acts and omissions of subcontractors to the same extent as its own employees.

On-site support, if available, requires Customer's prior written request and ThoughtSpot's approval. Customer will reimburse Provider for all pre-approved travel and lodging expenses incurred in connection with on-site support, including airfare, ground transportation, lodging, and meals.

Customer Responsibilities and Resources.

Customer acknowledges and agrees that: (a) ThoughtSpot's obligations relating to Services are conditioned and dependent upon Customer's timely fulfillment of its responsibilities as set forth herein; and (b) Customer's failure to timely fulfill its responsibilities may result in additional fees and that any resulting delay in the 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.

- The Customer will provide dedicated time from the Product Managers and related team members and provide the required expertise and requirements for the successful completion of the tasks.
- Remote access to necessary tools, applications and documentation needed to provide the Services under the scope of this Subscription.
- The customer will be responsible for making the data available in a Cloud Data Warehouse platform supported by ThoughtSpot in the format recommended by the ThoughtSpot Services team.
- The schedule for, and internal coordination of, the work session(s) necessary to complete the Services.
- Data engineering and transformation work will be the customer's responsibility.
- The Customer is responsible for developing the application that embeds ThoughtSpot. The customer will also be responsible for embedding ThoughtSpot, if applicable.