ThoughtSpot Consulting Services Token Catalogue
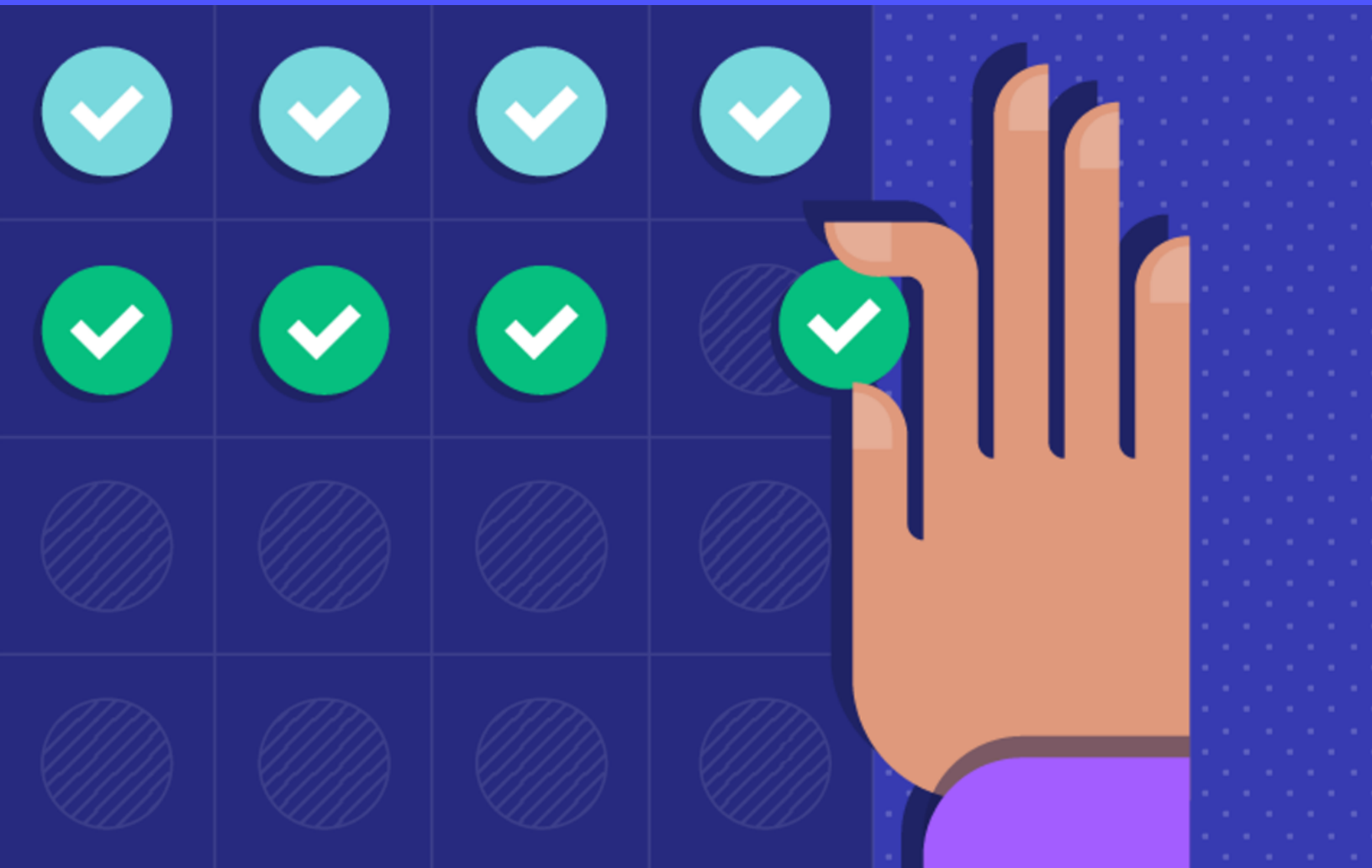
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Infrastructure Setup and Optimization

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens

Initial Setup and Configuration 20

This service provides a comprehensive installation and configuration of ThoughtSpot software to ensure seamless integration with your existing environment. We prioritize tailoring the configuration to your unique needs, use cases, and basic security policies, setting the foundation for your successful ThoughtSpot journey.

Activities:

- Comprehensive installation of ThoughtSpot software and configuration of Embrace function for seamless data integration
- Custom onboarding for administrators and setup of supported cloud data platforms
- Assistance with secure Single Sign-On (SSO) setup and efficient user and group configuration
- Guidelines on leveraging ThoughtSpot Modeling Language (TML) and organizational data governance practices
- A suite of 'getting started' resources, including templates for use case scoping, data mapping, prioritization matrix, and a standard orientation deck for end users

Security and Compliance Configuration 20

This service delivers detailed guidance and hands-on support in configuring ThoughtSpot's security features to ensure your data remains secure and complies with your internal policies. This service helps effectively implement features like Row-Level Security (RLS), object security, and organizations within your ThoughtSpot environment.

Activities:

- Configuration of access controls and user and group management
- Structure of authentication and authorization mechanisms
- Setup of user and group syncing using one of the approaches that ThoughtSpot supports (SAML Group Sync, ADSync, etc.)
- Security design/implementation review and recommendations
- Implementation of Data Security (RLS) best practices
- Integration with custom security models sourced from databases or files
- Customized framework for maintaining data quality, accuracy, privacy, and compliance in ThoughtSpot

Performance Optimization

This specialized service aims to maximize your ThoughtSpot system's efficiency. We debug and resolve performance issues, fine-tune system settings, and provide a strategy for your ongoing performance monitoring. Note: This service does not include continuous active tracking or alerts.

Activities:

- Comprehensive system performance analysis to identify bottlenecks
- Debugging, identifying, and resolution of ThoughtSpot related performance issues
- Fine-tuning of system settings to optimize performance
- Advanced load testing strategies and tooling guidance
- Expert recommendations for performance monitoring, assessment, and tuning
- Best practices on fine-tuning performance on ThoughtSpot-supported cloud data platforms (Snowflake, Redshift, GBQ, Databricks, Synapse, etc.)
- Customized performance optimization report and future strategy

Data Modeling and Governance

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens

Data Model Design & Implementation

Our experts assist in designing and implementing your data model in ThoughtSpot, leveraging your business context and requirements to create an efficient, high-performance data model that aligns with ThoughtSpot's capabilities.

Activities:

- Best practice adherence for data modeling with a cloud data platform
- Setup of Embrace connection and business model creation, inclusive of up to five (5) fact tables and fifteen (15) dimension tables, adhering to star or snowflake schema
- Guidance on Modeling for Search (ThoughtSpot Worksheets) best practices
- Comprehensive data governance implementation plan
- Production and delivery of the following essential documents: (a) a data architecture document, (b) DDL and data model, and (c) a Worksheet to enable search and initial content
- Custom Worksheet creation aligned with your needs
- Best practice guidelines for ThoughtSpot Modeling Language (TML) / Scriptability

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Design Review

We offer consultation to address design challenges, providing expert guidance and recommendations for building new use cases or enhancing your current ThoughtSpot design for optimal performance and usability.

Activities:

- Best practice recommendations for data modeling and ThoughtSpot Modeling Language (TML)
- Detailed analysis of design requirements as provided by the customer, ensuring a comprehensive understanding of the unique needs of your use case
- Recommendations for performant & extensible data model, intuitive search experience, performance optimization, and usability improvements
- A custom report compiling various design options along with their pros and cons, focusing on optimization and usability to aid informed decision-making
- If needed, we create an Entity-Relationship Diagram (ERD) to clearly represent the database design options, aiding decision-making
- Clear, detailed guidance for implementation of the agreed design to ensure a smooth transition and execution

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Data Source Integration

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens
Basic Data Source ETL & Integration This service integrates up to two (2) simple data sources with ThoughtSpot using basic retrieval methods like DB, FTP, S3, or similar. We handle well-structured data sources that require fundamental transformations, up to 10 fact tables, 20 dimension tables, and a source data volume of up to 20GB. **Activities:** • Integration of up to two (2) data sources with ThoughtSpot • Basic data cleansing, if required, to ensure clean, well-structured data for ThoughtSpot integration • Implementation of fundamental transformations such as data filtering, aggregation, formatting, etc., providing optimized data for ThoughtSpot • Ensuring ETL and data pipeline adhere to data privacy regulations and follow best practices for data protection, access controls, and accountability • Robust error handling procedures for easy debugging and auditing of the ETL process • Landing the integrated data into a ThoughtSpot-supported Cloud Data Platform (CDP) • Provision of comprehensive design documentation covering all aspects of the ETL process and integration, ensuring traceability and ease of management in the future	10
Intermediate Data Source ETL & Integration This service integrates up to five (5) medium-complexity data sources with ThoughtSpot using a combination of retrieval methods like REST API, FTP, databases (DB), and cloud storage (S3). We handle semi-structured data sources that require moderate transformations, up to 50 fact tables, 100 dimension tables, and a source data volume of up to 100GB. **Activities:** • Integration of up to five (5) medium-complexity data sources with ThoughtSpot • Moderate data cleansing and standardization, if required, to ensure clean, semi-structured data for ThoughtSpot integration • Implementation of intermediate transformations such as data aggregation, filtering, joining, etc., providing optimized data for ThoughtSpot • Ensuring ETL and data pipeline adhere to data privacy regulations and follow best practices for data protection, access controls, and accountability • Robust error handling procedures for easy debugging and auditing of the ETL process • Landing the integrated data into a ThoughtSpot-supported Cloud Data Platform (CDP) • Provision of comprehensive design documentation covering all aspects of the ETL process and integration, ensuring traceability and ease of management in the future	20

Advanced-Data Source ETL & Integration 40

This service integrates up to ten (10) complex data sources with ThoughtSpot using complex retrieval methods involving multiple protocols, APIs, or data transfer mechanisms. We handle data that requires advanced transformations, up to 100 fact tables, 250 dimension tables, and a source data volume of up to 500GB.

Activities:

- Integration of up to ten (10) complex data sources with ThoughtSpot
- Advanced data cleansing and standardization, if required, to ensure clean, well-structured data for ThoughtSpot integration
- Implementation of advanced transformations such as data aggregation, filtering, joining, advanced data modeling, data mapping, data pivoting/unpivoting, etc., ensuring optimized data for ThoughtSpot
- Providing ETL and data pipeline adhere to data privacy regulations and follow best practices for data protection, access controls, and accountability
- Robust error handling procedures for easy debugging and auditing of the ETL process
- Landing the integrated data into a ThoughtSpot-supported Cloud Data Platform (CDP)
- Provision of comprehensive design documentation covering all aspects of the ETL process and integration, ensuring traceability and ease of management in the future

Advanced Configuration

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens

Advanced Embedding Consultation

We equip your team with expert knowledge of ThoughtSpot's advanced embedding techniques, focusing on enhancing your platform's user experience, analytic capabilities, data security, and authentication mechanisms. Note: Based on our guidance, the customer's team implements the development work.

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Activities:

- Expert advice on the optimal user experience through embedding content and custom actions
- Guidance on your specific use cases involving embedding
- General recommendations on best practices for achieving data security within your ThoughtSpot embedding environment
- Advice on best practices for selecting and implementing authentication mechanisms
- Best practices for automating SDLC processes and managing content
- Insights on managing content migrations across different environments smoothly and efficiently

Advanced API Integration

Our consultation provides a comprehensive guide to integrating ThoughtSpot with your systems via APIs, enabling complex analytics and insights. Note: Based on our guidance, the customer's team implements the development work.

25

Activities:

- An in-depth API Integration Blueprint detailing your API needs and planning steps
- Guidance on API coding and setup process best practices for successful integration
- Customized advice and design to support complex authentication workflows and data access using security tables and role management
- Guidance on optimizing the utilization of ThoughtSpot APIs for compatibility and performance
- Support during API integration testing with monitoring, assessment, and tuning suggestions
- Detailed API integration documentation for future reference and maintenance

Migration Services

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens
Embrace to ThoughtSpot Cloud This comprehensive service ensures a seamless transition of your Embrace data to ThoughtSpot Cloud. We provide initial migration assessment, planning, security configuration, and execution of object migration using a Lift & Shift approach while ensuring meticulous testing and validation. **Activities:** • Detailed data validation and end-user communication plan • Migration of Objects using a Lift & Shift Approach, including Tables, Worksheets, Answers, Liveboards, Users & Groups, and Liveboard Schedules • Q&A sessions with security and compliance teams and SSO setup and configuration • Functionality testing and validation, go-live planning, and a comprehensive testing & validation plan	25
Falcon to ThoughtSpot Cloud (Standard) Migration service for existing ThoughtSpot Falcon environments with up to thirty (30) tables in Falcon and a maximum of ten (10) Worksheets. This service also includes validation and testing for up to twenty (20) Liveboards. **Activities:** • Detailed data validation and end-user communication plan • Guidance and testing for the use case(s) involving embedding • Migration for existing ThoughtSpot Falcon environments with up to thirty (30) tables • Migration of Objects Using a Lift & Shift Approach, including Tables, Worksheets, Answers, Liveboards, Users & Groups, and Liveboard Schedules • Q&A sessions with security and compliance teams and SSO setup and configuration • Functionality testing and validation, go-live planning, and a comprehensive testing & validation plan • Utilities that support data extraction from Falcon tables	40

Falcon to ThoughtSpot Cloud (Advanced)   70

Advanced migration service for existing Falcon ThoughtSpot environments with more than thirty (30) tables in Falcon or more than ten (10) Worksheets. This service includes validation and testing for up to fifty (50) Liveboards and guidance and testing for the use case(s) involving embedding.

Activities:

- Detailed data validation and end-user communication plan
- Guidance and testing for the use case(s) involving embedding
- Load and concurrency testing
- Migration for existing Falcon ThoughtSpot environments with more than thirty (30) tables
- Migration of Objects Using a Lift & Shift Approach, including Tables, Worksheets, Answers, Liveboards, Users & Groups, and Liveboard Schedules
- Q&A sessions with security and compliance teams and SSO setup and configuration
- Functionality testing and validation, go-live planning, and a comprehensive testing & validation plan
- Utilities that support data extraction from Falcon tables

Falcon to Embrace Migration (Standard)   40

Migration service for existing ThoughtSpot Falcon environments with up to thirty (30) tables in Falcon and a maximum of ten (10) Worksheets. This service includes validation and testing for up to twenty (20) Liveboards.

Activities:

- Automated Object Configuration Updates for Tables, Worksheets, Answers, and Liveboards
- Detailed data validation and end-user communication plan
- Guidance and testing for the use case(s) involving embedding
- Migration for existing ThoughtSpot Falcon environments with up to thirty (30) tables
- Migration pre-work and functionality testing and validation
- Go-live planning, comprehensive testing & validation plan, and utilities that support data extraction from Falcon tables

Falcon to Embrace Migration (Advanced)   70

Advanced migration service for existing Falcon ThoughtSpot environments with more than thirty (30) tables in Falcon or more than ten (10) Worksheets. This service includes validation and testing for up to fifty (50) Liveboards and guidance and testing for the use case(s) involving embedding.

Activities:

- Automated Object Configuration Updates for Tables, Worksheets, Answers, and Liveboards
- Detailed data validation and end-user communication plan
- Guidance and testing for the use case(s) involving embedding
- Load and concurrency testing
- Migration for existing Falcon ThoughtSpot environments with more than thirty (30) tables
- Migration pre-work and functionality testing and validation
- Go-live planning, comprehensive testing & validation plan, and utilities that support data extraction from Falcon tables

Strategic Planning and Use-Case Development

ThoughtSpot Consulting Services Description	**ThoughtSpot Service Tokens**
Strategic Use-Case Development This service facilitates designing and optimizing high-impact ThoughtSpot use cases. Our team provides strategic consultation to accelerate your ThoughtSpot journey. Activities: • Strategic Use Case Prioritization Workshop, ensuring that your use cases align seamlessly with your business objectives, promoting a solid return on investment • Expert-guided Use-Case Scoping Workshop, driving a detailed understanding of use-case requirements and fostering collaboration • Use case scope development designed to align with the needs of your business and your data environment • User interview facilitation for requirements-gathering to ensure an understanding of specific needs • Comprehensive roadmap documentation, providing a clear and effective plan for use case development and implementation • Documentation of one fully scoped use case, providing a detailed blueprint for effective implementation and delivery	20
Technical Performance Strategy and Optimization Ensure the long-term health and performance of your ThoughtSpot implementation with our strategic guidance. Activities: • A comprehensive capacity planning report, ensuring your ThoughtSpot environment can handle future growth • Quarterly performance audits with detailed findings and recommendations. • A performance optimization strategy customized to your environment and use cases • Workshops to train your team on best practices for system monitoring and performance tuning	25

Support and Advisory

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens

Technical Office Hours (20-hour blocks) — 10

This service offers a dedicated timeframe for customers to seek expert advice on various technical aspects of ThoughtSpot. Delivered by a Solutions Architect, it fosters a deep understanding and enhanced utilization of ThoughtSpot by addressing technical, ad-hoc queries. This service mainly benefits technical teams seeking guidance on optimizing use-case performance, configuring authentication and authorization, and more.

Activities may include:

- Architectural best practice advice to ensure ideal use-case performance
- Architecture reviews to ensure optimal system functioning
- Review and recommendations for security design/implementation
- Assistance with authentication and authorization configuration
- Best practices for cloud data platform configuration and usage
- Help with data loading, modeling for Search, Worksheets, Formulas, Answers, and Liveboards
- Guidance on modeling for search best practices
- Performance monitoring, assessment, and tuning recommendations
- Solution reviews of existing use cases to identify improvements or necessary adjustments

Enablement Office Hours (20-hour blocks) — 10

This service provides customers with dedicated time slots to engage with ThoughtSpot experts on enablement-related matters. Customers can discuss executive meeting preparation, communications planning, and rollout structures. This service fosters a learning culture and promotes self-sufficiency among ThoughtSpot users.

Activities may include:

- Assistance in preparing for executive meetings to ensure alignment with business goals
- Strategic planning for communications to facilitate smooth user adoption and engagement
- Advice on rollout structures to ensure successful ThoughtSpot deployment and usage
- Guidance on best practices for use-case planning and scoping to ensure effective implementation
- Training dry run coaching and content guidance

Post-Implementation Review

Maximize the value of your ThoughtSpot implementation with our detailed post-implementation review.

Activities:

- A detailed post-implementation report assessing system performance, user adoption, and alignment with business objectives
- A list of actionable recommendations to enhance system performance and user adoption
- Follow-up consultations to discuss the report findings and guide your team in implementing our recommendations
- A re-alignment strategy to better connect ThoughtSpot usage with business objectives

User Success and Business Value Maximization

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens

User Success Enhancement
This service helps maximize your team's utilization of ThoughtSpot through tailored activities. We offer customized success workshops for hands-on experience, provide a guide featuring success stories and best practices, offer personalized strategic advice, and conduct regular review sessions for progress tracking and strategy refinement. The goal is to drive user adoption, facilitate efficient use of ThoughtSpot, and align its utilization with your business objectives.

30

Activities:
- Customized success workshops providing hands-on experience with ThoughtSpot
- Regular review sessions for progress tracking and strategy refinement, including user feedback interviews
- A user success guide detailing success stories and best practices
- Personalized strategic advice to align ThoughtSpot utilization with business objectives
- Consultation on best practices for globally scaling user adoption and developing user advocacy
- Support for the expansion and utilization of ThoughtSpot within your organization

Business Value Optimization
This service assists customers in quantifying and articulating the business value derived from ThoughtSpot. Our team can help develop and track KPIs related to ThoughtSpot usage, facilitate regular business reviews, and identify opportunities for additional value generation.

10

Activities:
- Comprehensive Value Realization Report detailing ThoughtSpot's business benefits and ROI
- KPI dashboard setup for tracking ThoughtSpot's impact on business metrics
- Regular business review meetings for dashboard analysis and improvement opportunities
- Consultation on measuring and demonstrating ThoughtSpot's impact on business
- Value enhancement plan to maximize ThoughtSpot's value
- Executive presentations on ThoughtSpot's business impact and success
- Onsite sessions (as permitted) for goal review and strategic planning

Bespoke Training Development & Assessment

Our service aims to help customers develop effective training programs for their end-users of ThoughtSpot, allowing customers to maximize user adoption and productivity.

Activities:

- Training Needs Analysis: Evaluate your end-users specific ThoughtSpot training needs
- Curriculum Development: Create a comprehensive ThoughtSpot training curriculum based on the needs analysis
- Training Material Creation: Develop detailed training materials, including slide decks, guides, exercises, and quizzes
- Train the Trainer: Provide coaching and guidance on delivery to improve effectiveness
- Pre-Launch Reviews: Detailed reviews of use cases before they go live, mitigating risks and ensuring an error-free launch
- Training Evaluation and Feedback: Set up a feedback mechanism to assess training effectiveness and areas of improvement

Instructor-Led Training and Certification

ThoughtSpot Consulting Services Description	ThoughtSpot Service Tokens
ThoughtSpot Customer-Hosted Elearning Package This offering delivers modular eLearning courses on product functionality for hosting on your internal Learning Management System (LMS) or microsite. Our material facilitates flexible, accessible training for your users. We provide video modules developed around a sample retail data set, offering generic yet comprehensive learning. Note: the content is not customizable to specific customer use cases or data. **Activities:** • Business Analyst Modules: Address areas like Liveboard creation, SpotIQ use, keyword applications, and more • Business User Modules: Delve into topics like navigating the ThoughtSpot interface, understanding Answers & Liveboards, and basic search techniques. • Ready-to-host video files for each module, compatible with your internal LMS or microsite	30
ThoughtSpot Cloud Essential Training Onsite Our ThoughtSpot Cloud Essentials (Onsite) is a three-day, hands-on, interactive training program for up to 20 daily attendees. The training includes content on data connectivity and making data searchable, as well as functionality training that covers the basic and advanced search features of ThoughtSpot. The modular program allows participants to attend based on their training needs. **Activities:** • Comprehensive three-day onsite training program for ThoughtSpot Cloud and ThoughtSpot Embrace • Hands-on, interactive instruction focused on two primary disciplines in implementing • ThoughtSpot: Data Connectivity & Making Data Searchable • End-user functionality training: Provides hands-on experience with the platform's basic and advanced search features • Flexibility to attend one, two, or all three days based on individual training needs	30
ThoughtSpot Train The Trainer Program Our Product Training team works with your internal trainers to enable them to deliver standard ThoughtSpot product training to your end users. This service ensures knowledge transfer and sustainable training capabilities within your organization. **Activities:** • 18 hours of live train-the-trainer delivery: Includes End User Essentials, Advanced End • User, and Delivery Best Practices • Demo guides: Provides sample walkthroughs to support during training sessions • Licensing of course materials: Enables your internal trainers to deliver training to an unlimited number of internal individuals • Sample retail dataset: Aids in practical, real-world training scenarios	30

Instructor-Led Training

2

Cloud Essentials Training: An in-depth, hands-on training program that helps customers understand the ThoughtSpot platform and its features. One (1) token service per participant.
More Info

Activities:
- Comprehensive understanding of the ThoughtSpot platform
- Hands-on experience with various features of the platform

Instructor-Led Training

2

ThoughtSpot Data Expert & End User Functionality Training Bundle: This program offers hands-on training with ThoughtSpot experts, helping customers understand the platform and its features. One (1) token service per participant. More Info

Activities:
- Deep understanding of the data capabilities of the ThoughtSpot platform
- Practical training on leveraging user functionalities within the platform

Instructor-Led Training

1

ThoughtSpot Data Expert Training: In-depth, hands-on training with ThoughtSpot experts helps customers understand the platform and its features, focusing on data expertise. One (1) token service per participant. More Info

Activities:
- Detailed understanding of data management within the ThoughtSpot platform
- Hands-on experience with data-related functionalities

Instructor-Led Training

1

ThoughtSpot End User Functionality Training: In-depth, hands-on training with ThoughtSpot experts helps customers understand the platform and its user-oriented features. One (1) token service per participant. More Info

Activities:
- Comprehensive understanding of user functionalities within the ThoughtSpot platform
- Hands-on experience with user interface and feature navigation

Instructor-Led Training

1

ThoughtSpot Administration & Advanced Data Modeling Training: This program provides in-depth, hands-on training with ThoughtSpot experts, focusing on platform administration and advanced data modeling. One (1) token service per participant. More Info

Activities:
- Detailed understanding of administrative roles and responsibilities within ThoughtSpot
- Extensive knowledge and practice of advanced data modeling techniques

Instructor-Led Training: ThoughtSpot Technical Bootcamp

3

ThoughtSpot Technical Bootcamp is an intensive week-long learning experience that includes live instruction, hands-on experience, and realistic lab exercises. One (1) token service per participant. More Info

Activities:

- Comprehensive understanding of end-user essentials and advanced courses
- Detailed knowledge of data loading and making data searchable
- Insight into ThoughtSpot architecture and data modeling best practices.

Certification Programs: (Quantity of 5) (Professional, Cloud Architect & Administrator)

2

Prove your expertise in the world's most marketable BI skills. Our in-depth certification program demonstrates your skill & knowledge to the world. More Info

Activities:

- Professional Certification: Validates your expertise with a professional ThoughtSpot certificate
- Cloud Architect & Administrator Certification: Demonstrates your knowledge of cloud architecture and administration within ThoughtSpot

Certification

1

ThoughtSpot Certified Platform Engineer: This certification is a hands-on, practical certification to ensure the concepts and theories covered can be applied to various real-world use cases and scenarios. More Info

Activities:

- Recognition as a certified platform engineer
- Ability to deploy administration, schema, and analytical features within ThoughtSpot to accomplish stated objectives

Custom Work

Fixed Price Custom: Based on specified Statement of work (SOW)	Custom

Allocating of Credits

For any inquiries about allocating your credits to a service or checking your outstanding total credits, please contact your designated ThoughtSpot representative identified at the beginning of the services (e.g., project contact). Additionally, regular status reports provided to you will include details on token consumption and backlog.

To exchange credits allocated to a service for different services, speak with the designated project contact.