

Premium Success Subscription Description

Overview

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

- Strategy & Value Realization - Drive the customer's ThoughtSpot platform and application strategy and accelerate value
- Technical Guidance - Best practice design for customers platform and use cases
- Enablement, Adoption, and Rollout - Customer Path for rapid adoption and rollout
- Operational Health and Success - Proactive Platform Monitoring & Issue Resolution

Your ThoughtSpot Team

As part of the ThoughtSpot Premium Success Subscription, our customers receive access to a team of experts to ensure continuous value extraction from ThoughtSpot Cloud. Premium Success 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.

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 TAM, 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.

Premium Success Subscription Features

Strategy & Value Realization		
Key Features	Frequency/Limits	Description
Planning & Goal Setting	Up to 1 workshop 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
Support Building ThoughtSpot COE	Ongoing	Strategic guidance on building a Center of Excellence to scale AI adoption and literacy across your enterprise.

Architecture Support

Key Features	Frequency/Limits	Description
Use Case Design Support	Up to 1 per quarter	Technical Account Manager Support for conducting a use case workshop
Data Modeling Support for Use Cases	Up to 1 use case per quarter (~10 hours)	Workshop to architect robust semantic models that power accurate and reliable AI-driven insights.
Developer Support	Up to 20 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 1 TDR per quarter	Technical Account Manager supported reviews of your architecture to ensure scalability, performance, and alignment with best practices.

Enablement, Adoption, and Rollout

Key Features	Frequency/Limits	Description
Platform Onboarding	Ongoing	Setup and configuration to ensure your environment is optimized for your needs.
Use Case Rollout Support	Up to 1 per quarter	Support through the deployment lifecycle to ensure rollout to your end users.
Training & Certifications	20 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
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 severity	Detailed post-incident analysis for P0/P1 issues to identify underlying causes and prevent future occurrences.

Premium Success Terms

ThoughtSpot will provide the Premium Success Subscription described herein as identified on the corresponding Order Form. No support 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.