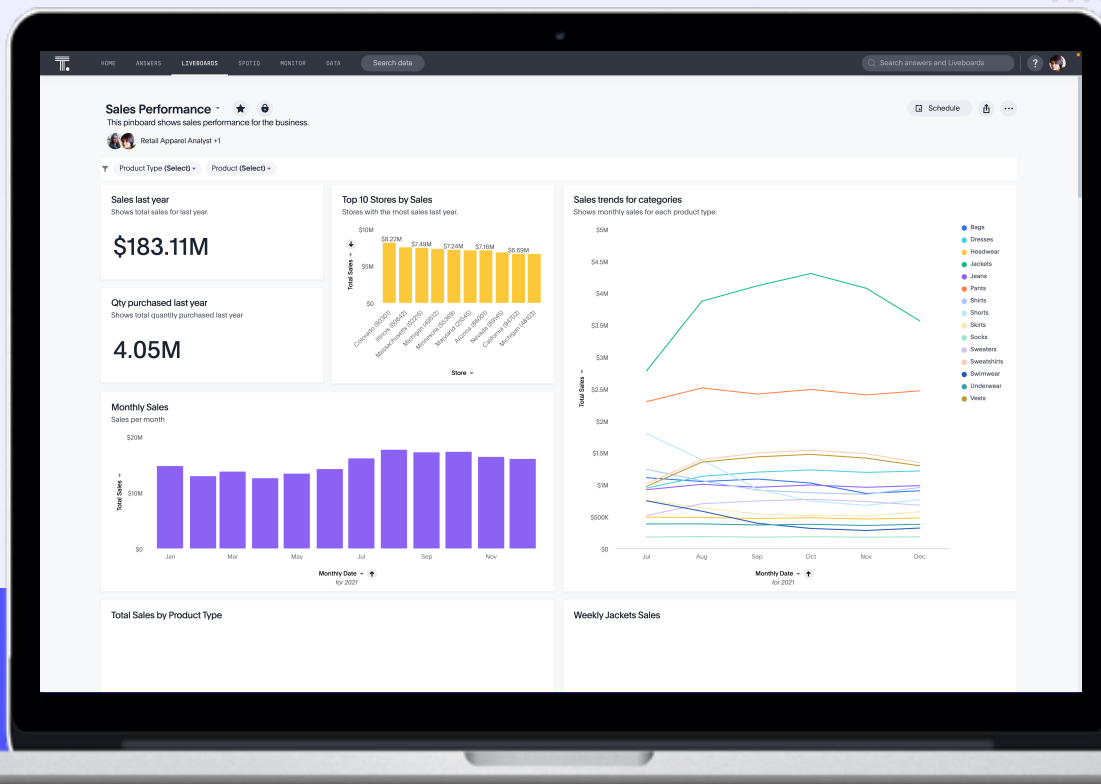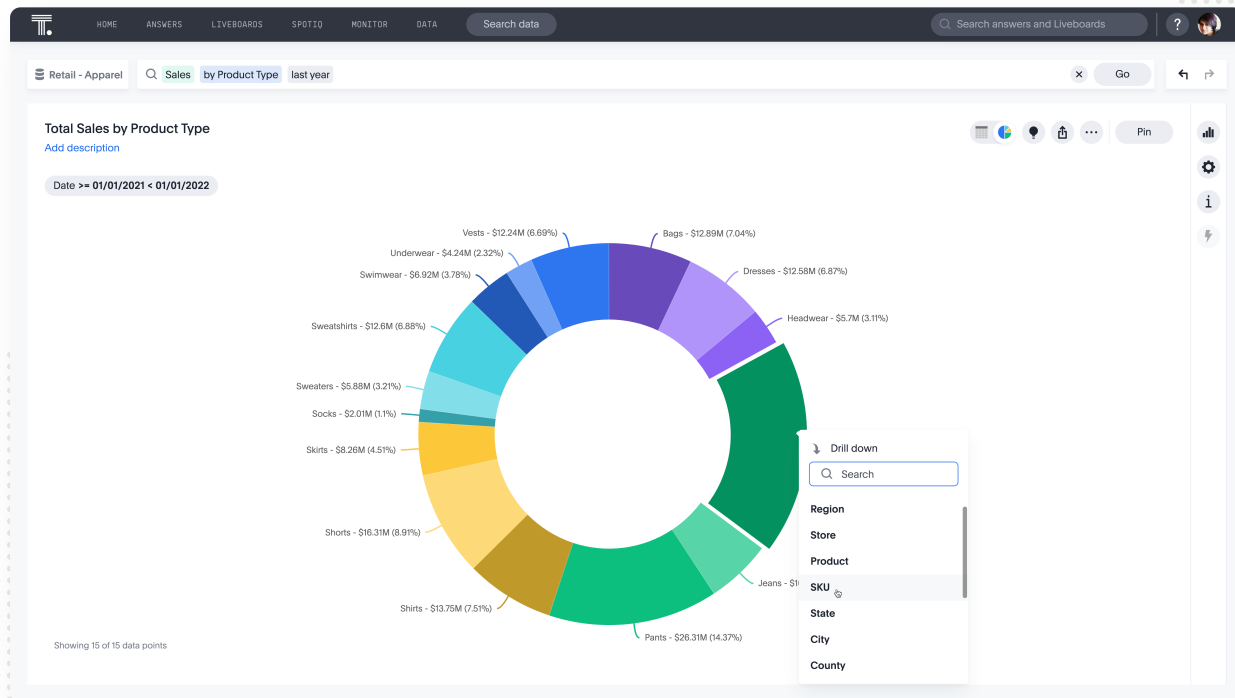# ThoughtSpot®

ThoughtSpot Retail-CPG Advisory Services Add-On

ThoughtSpot Retail-CPG Advisory Services

At ThoughtSpot, we know how to help you cross that last mile from data to action so you can maximize the value of your ThoughtSpot investment. ThoughtSpot Retail-CPG Advisory Services provides customers with in-depth design sessions focusing on Retail & CPG analytics best practices and the art-of-the-possible.

ThoughtSpot Retail-CPG Advisory Services

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Our expert team will identify up to 3 high ROI use cases and will help you prioritize one of those use cases for implementation. In addition, we will provide strategy and design sessions to supplement your data with 3rd party data sources to provide the highest possible ROI.

Advisory Services include the following: (60 min each session)

- Two (2) Retail & CPG analytics best practices & art-of-the-possible sessions
- Three (3) high ROI industry use case identification sessions based on existing customer case studies
- Prioritization & selection of 1 high ROI use case for implementation
- Quantification of value & ROI of identified use case for implementation
- Four (4) strategy & design sessions for 1 high ROI use case, including strategy around internal & 3rd party data sources (recommendations on 3rd party data sources also included)

Pricing

The 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.

Expenses

Customer will reimburse ThoughtSpot for all authorized, reasonable and verifiable travel, meal, and lodging expenses for all ThoughtSpot personnel who travel in support of the Consulting Services. Such expenses will be billable at cost and borne solely by Customer. Customer will pay all amounts in accordance with the Agreement or the applicable Order Form. Expenses will be invoiced: (a) within ten business days of the first day of each month for the expenses paid by ThoughtSpot during the preceding month; or (b) immediately for fees agreed upon up front as a fixed fee.

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, 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®