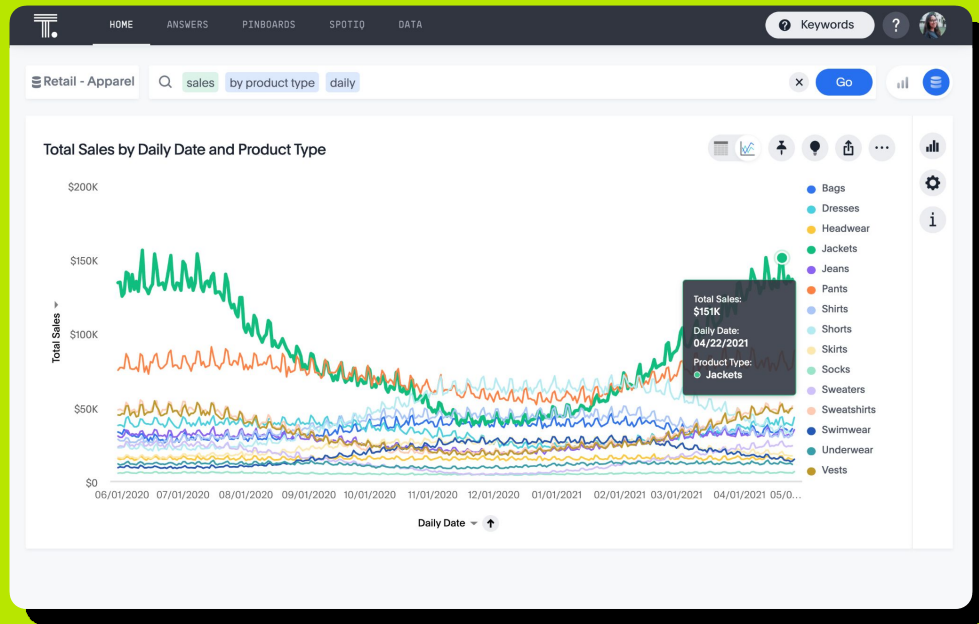


EB00K

ThoughtSpot Accelerate Services

Business Enablement and Use-Case Implementation



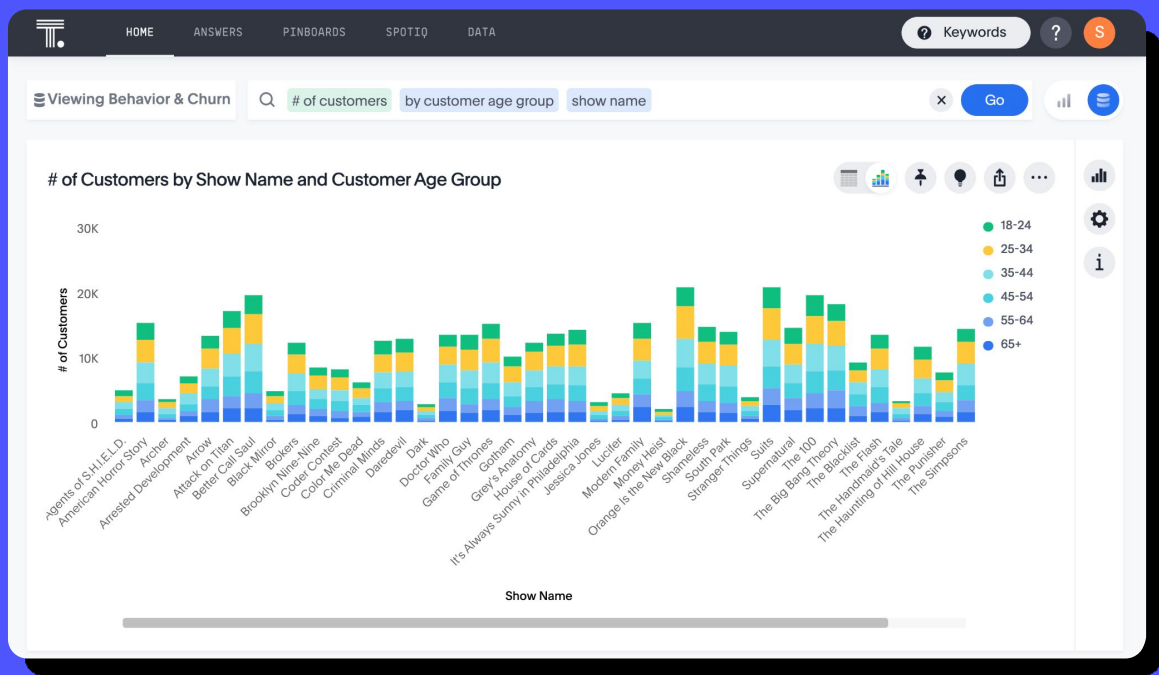
With ThoughtSpot Business Enablement and Use-Case Implementation Services, our analytics experts work in step with you to enable your organization with AI-driven search. Using a use-case based methodology - defining, developing, and deploying a use-case that is aligned to your specific intended outcomes.

01

ThoughtSpot Acceleration Services

ThoughtSpot Acceleration services focus on helping you immediately activate and unlock the value of ThoughtSpot. We go beyond simple product implementation. Our experts help you consider all the factors — from processes and resources to people and measurable business impact. We work with you to establish a blueprint for bringing high-value AI-driven search and analytic use cases to life.

Business Enablement and Use-Case Implementation Components



Single Use Case Configuration and Deployment

Setup, and configuration to support one (1) use case (five fact tables and fifteen dimension tables). We will help you connect to your available data with Embrace, which supports the use case.

Configuration tasks include the following:

| ThoughtSpot Cloud | Embrace |
|--|--|
| <ul style="list-style-type: none"> • Configuration of the ThoughtSpot Cloud environment • Connect to a cloud data platform supported by ThoughtSpot • Configuration Assistance <ul style="list-style-type: none"> ◦ SSO configuration ◦ Administrator onboarding ◦ User login distribution • Embrace connection and business model creation including up to five (5) fact tables and fifteen (15) dimension tables, provided that: (a) fact tables and dimension tables are in a star or snowflake schema, (b) implement row-level security as supported by the product, and (c) implementation to support chasm or fan traps (if use case requires) • Integration with custom security sourced from databases or files using Python scripts • Worksheet creation • Answer and liveboard creation • Production of the following documents: (a) data architecture document, (b) DDL and data model, and (c) a worksheet to enable search and initial content • Custom end-user orientation for up to 4 hours and up to 40 end-users • Admin orientation and best practices session for up to 8 hours and up to 5 technical users • Communicate Best Practices for use of ThoughtSpot Embedded (if applicable), including: <ul style="list-style-type: none"> ◦ Security model for TSE ◦ Embedded content (custom actions, etc) ◦ SDLC (migration across environments) ◦ Automation (SDLC, creating/managing content, etc) • Training: <ul style="list-style-type: none"> ◦ ThoughtSpot Cloud Essentials technical training and certification (5 attendees) ◦ ThoughtSpot Embedded Training for Developers (5 attendees) | <ul style="list-style-type: none"> • Installation and configuration of the ThoughtSpot software in customer's environment • Connect to a cloud data platform supported by ThoughtSpot • Configuration Assistance <ul style="list-style-type: none"> ◦ SSO configuration ◦ Administrator onboarding ◦ User login distribution • Embrace connection and business model creation including up to five (5) fact tables and fifteen (15) dimension tables, provided that: (a) fact tables and dimension tables are in a star or snowflake schema, (b) implement row-level security as supported by the product, and (c) implementation to support chasm or fan traps (if use case requires) • Integration with custom security sourced from databases or files using Python scripts • Worksheet creation • Answer and liveboard creation • Production of the following documents: (a) data architecture document, (b) DDL and data model, and (c) a worksheet to enable search and initial content • Custom end-user orientation for up to 4 hours and up to 40 end-users • Admin orientation and best practices session for up to 8 hours and up to 5 technical users • Communicate Best Practices for use of ThoughtSpot Embedded (if applicable), including: <ul style="list-style-type: none"> ◦ Security model for TSE ◦ Embedded content (custom actions, etc) ◦ SDLC (migration across environments) ◦ Automation (SDLC, creating/managing content, etc) • Training: <ul style="list-style-type: none"> ◦ ThoughtSpot Cloud Essentials technical training and certification (5 attendees) ◦ ThoughtSpot Embedded Training for Developers (5 attendees) |

Pricing

Consulting Services will be performed on a fixed price and fixed scope basis as 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 holidays and travel hours.

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, Developer, 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, an 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. 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 offers, extend the value of their data to partners and customers, and automate entire business processes.

© COPYRIGHT 2023 THOUGHTSPOT, INC. ALL RIGHTS RESERVED
910 Hermosa Court, Sunnyvale, CA 94085 USA

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine-readable form without prior consent in writing from ThoughtSpot, Inc.

Every effort has been made to ensure the accuracy of this document. However, ThoughtSpot, Inc., makes no warranties with respect to this document and disclaims any implied warranties of merchantability and fitness for a particular purpose. ThoughtSpot, Inc. shall not be liable for any error or for incidental or consequential damages in connection with the furnishing, performance, or use of this document or examples herein. The information in this document is subject to change without notice.

TRADEMARKS

ThoughtSpot and the ThoughtSpot logo are trademarks of ThoughtSpot, Inc., in the United States and certain other jurisdictions. ThoughtSpot, Inc. also uses numerous other registered and unregistered trademarks to identify its goods and services worldwide. All other marks used herein are the trademarks of their respective owners, and ThoughtSpot, Inc. claims no ownership in such marks.

THOUGHTSPOT.COM