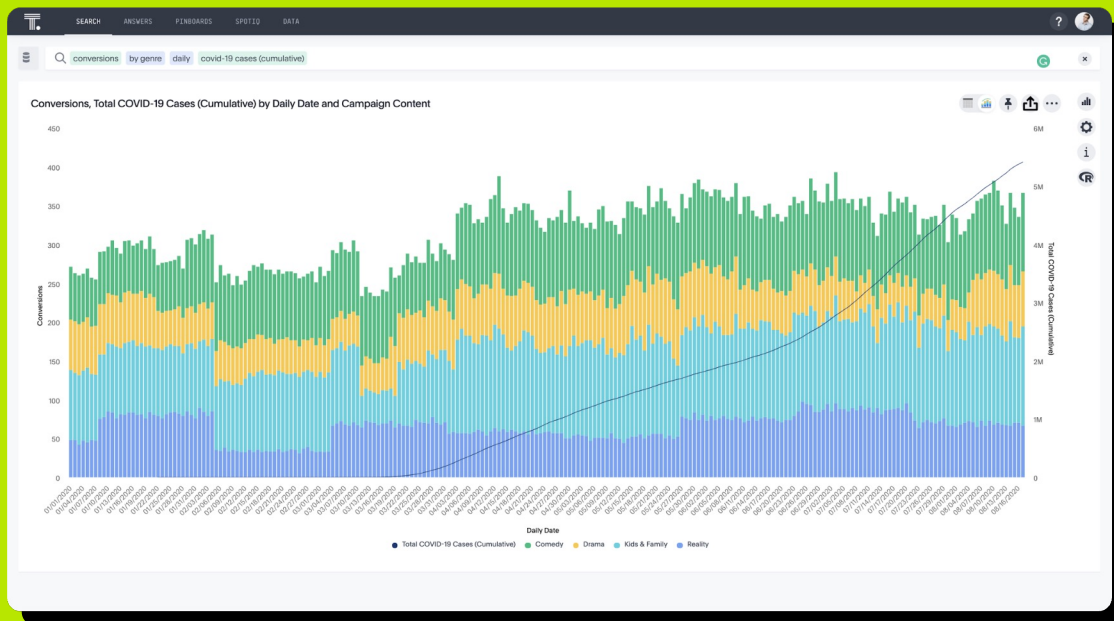


EB00K

ThoughtSpot Foundations Services

For Essentials or Pro Edition



ThoughtSpot Foundations Services help you plan, prioritize, optimize, and rapidly execute your analytics transformation strategies alongside a ThoughtSpot technical specialist. With ThoughtSpot, you get more than an incredible platform; you get a partnership where our team becomes your team, and your success is how we measure our success. Our team of dedicated technical specialists will work with your team to provide solutions and best practices to achieve your goals and extract value from your investment with ThoughtSpot.

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ThoughtSpot Foundations Services

With ThoughtSpot Foundation Services, we focus on team enablement and support for your ThoughtSpot deployment.

This service includes:

- **Training:** ThoughtSpot Cloud Essentials technical training and certification (2 attendees). Customer can purchase additional training and certifications for a fee.
- **Office Hours:** Office Hours provides customers with technical services from ThoughtSpot for up to 40 hours (valid for 90 days from the Order Form last signature date)

Cloud Essentials Training

ThoughtSpot Cloud Essentials is a three-day virtual training program for ThoughtSpot Cloud and ThoughtSpot Embrace customers. This hands-on, interactive, instructor-led class first focuses on two primary disciplines in implementing ThoughtSpot: Data Connectivity and making Data Searchable.

The first part of the course is devoted to connecting ThoughtSpot to your data warehouse using Embrace and will look into how connected data can be prepared for searching by end users. This is followed by end-user functionality training, which includes hands-on experience with the platform's basic and advanced search features. The modular program allows participants to attend one, two, or all three days based on their training needs.

Each included participant seat covers the full three-day program, irrespective of the number of days attended. We encourage interested customers to contact their ThoughtSpot representative to discuss potential discounts for additional participants or customized arrangements.

Office Hours

Our team of technical specialists are ready to work with you across various areas, including architecture review, best practices, development assistance, and more, to ensure that your business and technical needs are met. For needs not explicitly stated here, please feel free to reach out for tailored support.

Office Hours may include the following

- Architecture
 - Architecture review and health check

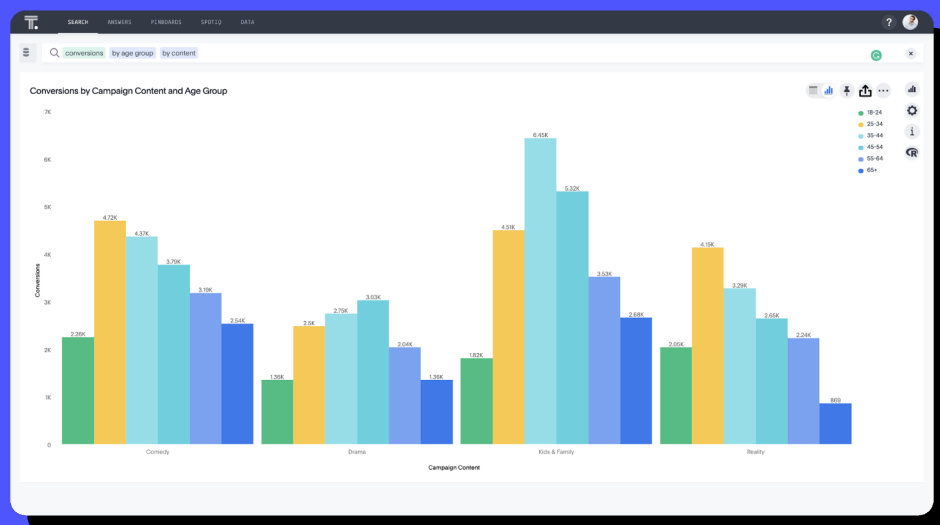
- Best Practices
 - Cloud data warehouse
 - Modeling for search
 - Use-case planning
- Development
 - Development assistance with data loading, modeling for search, worksheets, formulas, answers, and liveboards
 - Solution reviews of existing use cases
- Performance
 - Performance monitoring, assessment, and tuning recommendations
- Security
 - Authentication and authorization
 - Security design/implementation review and recommendations

Pricing

The Foundation services will be performed on a fixed price and fixed scope basis as stated on the Order Form.

Work Hours

Foundations 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 and ThoughtSpot 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 outlined 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.

The 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 completing the tasks specified above.
- Remote access to necessary tools, applications, and documentation needed to provide the Consulting Services.
- 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 completing the tasks specified above.
- Remote access to necessary tools, applications, and documentation needed to provide the Consulting Services.

ThoughtSpot Consulting 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 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. The customer agrees to pay the total fee on the Order Form regardless of the total hours completed. ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE.

If Customer participates in an Advisory Board or other feedback program, then notwithstanding anything to the contrary in any additional 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 the 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.

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