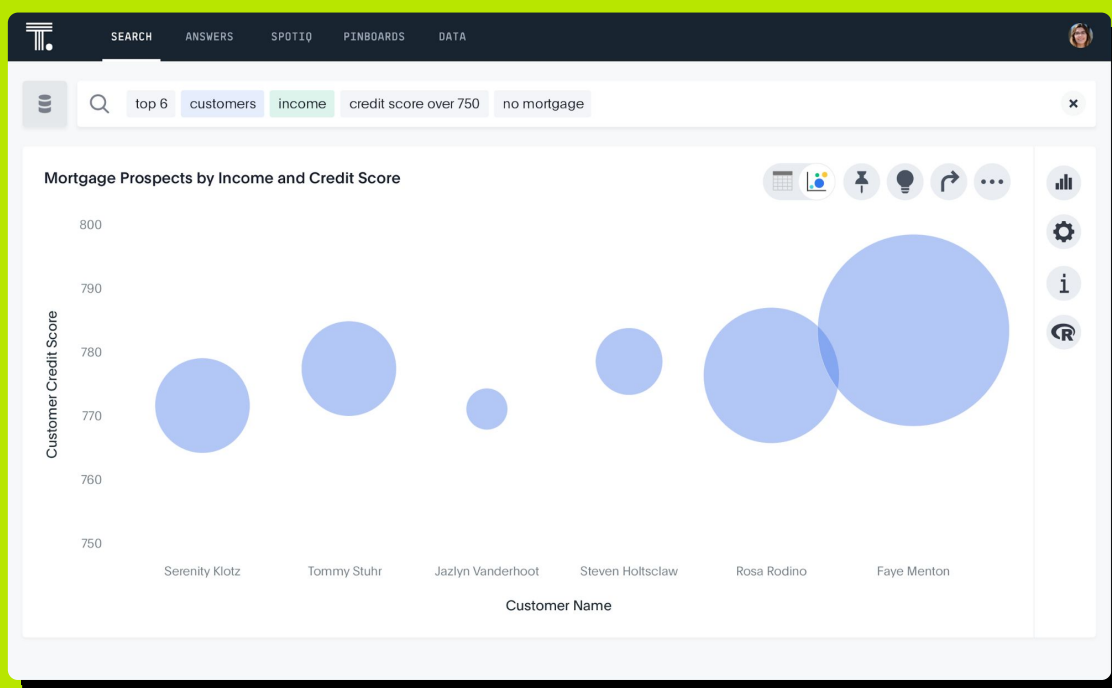


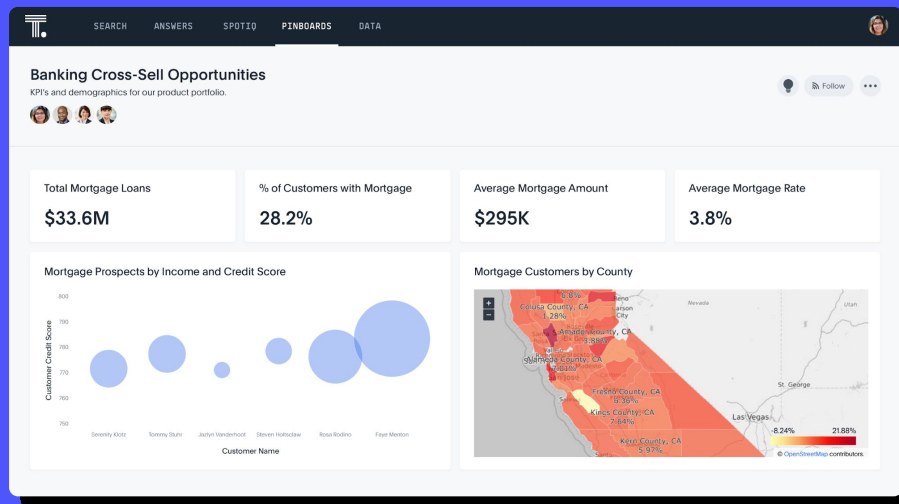
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ThoughtSpot Innovation Services



ThoughtSpot Innovation Services help you plan, prioritize, optimize, and rapidly execute on your analytics innovation and transformation strategies. 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 analytics innovation, consulting, and technical experts will work hand-in-hand with your team to help you extract the most business impacting value out of your data with ThoughtSpot.

ThoughtSpots Innovation Consulting Services is a full suite offering designed to strengthen your expertise and resources. We work with you to systematically and rapidly address the unique analytics needs of your business consumers across the entirety of your organization. A personal Technical Solution Advisor along with a robust team of designated analytics strategists and solution innovation experts will work directly with your team to deliver enterprise-scale analytic impact.



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Innovation Services Core Components

Use Case Solution Guidance and Support

- Rapid solution prototyping with the assistance of our innovation experts
- Use-case deployment acceleration for global enterprise-wide impact
- Consulting and support identifying and qualifying use-cases with ROI and impact
- Design and deployment consultation reviews of use cases before going live in production

Technical Assessment, Methodology & Architectural Optimization

- Technical architectural guidance to ensure optimal performance enterprise-wide
- Risk mitigation consulting to proactively identify and address technical risks or blockers in use case deployment
- Architectural best practice advice with technical teams to ensure ideal use-case performance

Thought Leadership, Product Adoption & Advocacy

- Expansion and utilization support of ThoughtSpot within your organization
- Best practices for globally scaling and user adoption and developing user advocacy
- Private product roadmap sessions and influence of product roadmap development*
- Early access to alpha and beta products and prioritized feature-request reviews
- Feature request and product enhancements feedback sessions

Proactive Planning, Monitoring & Execution

- Onsite sessions to review goals and plan for strategic key initiatives.
- Consulting and support in measuring and demonstrating analytic innovation impact on the business to executive leadership
- Proactive planning and monitoring your ThoughtSpot environment to ensure optimal performance
- Periodic health check and architectural design reviews

ThoughtSpot Innovation Services Tiers

Each Innovation services package features a 12-Month Roadmap for Success, which is a tailored plan for optimized ThoughtSpot utilization and value delivery, and the service focuses on enablement, implementation and best practices to help you make the most out of your ThoughtSpot implementation. It also includes the flexibility to use services to drive customer outcomes as and when needed through ThoughtSpot Service Tokens.

Basic <ul style="list-style-type: none">• Up to 1 hour/week of strategy, updates, and success execution• 25 Service Tokens included to be used for any service from the Service Catalog	Essentials <ul style="list-style-type: none">• Up to 2 hours/week of strategy, updates, and success execution• 50 Service Tokens included to be used for any service from the Service Catalog	Strategic <ul style="list-style-type: none">• Up to 4 hours a week of strategy, updates, and success execution• 125 Service Tokens included to be used for any service from the Service Catalog	Elite <ul style="list-style-type: none">• Up to 4 hours a week of strategy, updates, and success execution• 400 Service Tokens included to be used for any service from the Service Catalog• Quarterly Roadmap sessions
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ThoughtSpot Service Tokens

Service Tokens are digital ThoughtSpot currency, allowing the customer to leverage any consulting, training services, or VIP events provided by ThoughtSpot. Service tokens in the ThoughtSpot Innovate services allow for customized professional services based on individual customer needs. This flexible approach delivers the right services at the right time, empowering customers to achieve their desired outcomes with ThoughtSpot.

Conditions

- Flexible use: service tokens may be spent in any combination desired by spending the number of tokens applicable to each service as described in the service token catalog.
- Validity: tokens may be expended at any time during the 12 months from purchase.

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 on an as-needed basis for the completion of the tasks specified above.
- The schedule for, and internal coordination of, the work session(s) necessary to complete the Consulting Professional Services.
- Remote access to necessary tools, applications, and documentation needed to provide the Consulting Services.
- Any documentation related to data models and business transformation rules at the commencement of the Consulting Services engagement.

ThoughtSpot Innovation 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 Innovation Services subscription 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 amount on the Order Form regardless of the total number of hours completed. ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE.

If Customer participates in an Advisory Board, 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 it for any purpose without obligation of any kind provided that 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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