



EBOOK

ThoughtSpot Jumpstart AI Services

Setting the right foundation for success



With ThoughtSpot Jumpstart AI Services, our team works closely with you to quickly unlock the power of ThoughtSpot and deliver immediate value. This streamlined service focuses on getting you to your first Spotter and/or Liveboard setup as efficiently as possible. We prioritize rapid deployment and a use-case-driven approach to ensure that your organization can immediately start using ThoughtSpot’s AI-driven insights. By focusing on key features like Spotter, Liveboards, and core analytics feature sets, Jumpstart AI Services helps you establish a solid foundation and gain actionable insights in the shortest time possible.

01

ThoughtSpot Jumpstart AI Services

The Jumpstart AI service is designed to help your organization achieve quick value with ThoughtSpot by rapidly deploying key functionalities. This service is focused on delivering setup and configuration of the ThoughtSpot platform, along with connectivity to your data, to allow you to build a valuable experience quickly. The ThoughtSpot services team will provide up to 50 hours of support conducting activities as described below.

This service includes:

- Training: ThoughtSpot Cloud Essentials technical training and certification (2 attendees). Customers can purchase additional training and certifications for a fee.
- Configuration of ThoughtSpot's AI & Analytics Platform with use case specific best practices and enablement
- Jumpstart getting insights into your use case with Spotter and/or Liveboard experience.

Cloud Essentials Training

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

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. Further information can be found at <https://training.thoughtspot.com/>

Configuration & Best Practices

Tasks and best practices include:

- Configuration of ThoughtSpot's AI & Analytics platform.
 - Authentication setup
 - Authorization setup, along with best practices
- Cloud Data Warehouse (CDW) connectivity
- Best Practices & Enablement that spans:
 - Data modeling
 - Modeling for search
 - ThoughtSpot Modeling Language
 - Spotter
 - Performance
 - Governance and security
 - Conduct training and knowledge transfer sessions for key stakeholders to ensure adoption and proficiency using ThoughtSpot.

Fast Usecase Insights

The ThoughtSpot services team will help get your first insights to life using Spotter, our AI Analyst, along with launching an interactive Liveboard experience to consume those insights. Activities include:

- Support with building Spotter AI Analyst experience on connected tables
- Support with building one (1) Liveboard
- (If applicable) provide guidance and best practices with embedding a ThoughtSpot embeddable component (full app embed, one Liveboard/visualization or search embed) (Requires ThoughtSpot Embed License)
- Technical design review with ThoughtSpot Architects (up to 2 sessions)
- Define and prioritize the key use case to build a functional MVP or demo.

Sample Timeline

- Week 1: Project kick-off, ThoughtSpot environment setup, and initial configuration. ThoughtSpot instructor-led training.
- Weeks 2-3: Supporting with building Spotter experience, Liveboard development, embedding recommendations to support customer use case. Deliver best practices and enablement sessions catered to customer needs.
- Week 4: Testing, feedback, adjustments, and preparation for demo/rollout. Conduct technical design reviews.
- Week 5: Final review and knowledge transfer to key stakeholders.

Out-of-Scope

- Extensive custom development or additional BI migrations beyond the tasks mentioned above

Pricing

The Jumpstart AI services will be performed on a fixed price basis as specified in the Order Form and fixed scope basis as described in this Service Description.

Work Hours

The Jumpstart AI 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.**

ThoughtSpot reserves the right to use subcontractors including, but not limited to, offshore subcontractors to assist with Consulting Services, including, 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.

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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