

# ThoughtSpot AI Premium Services

Use Case Implementation That Fits Your Enterprise Needs

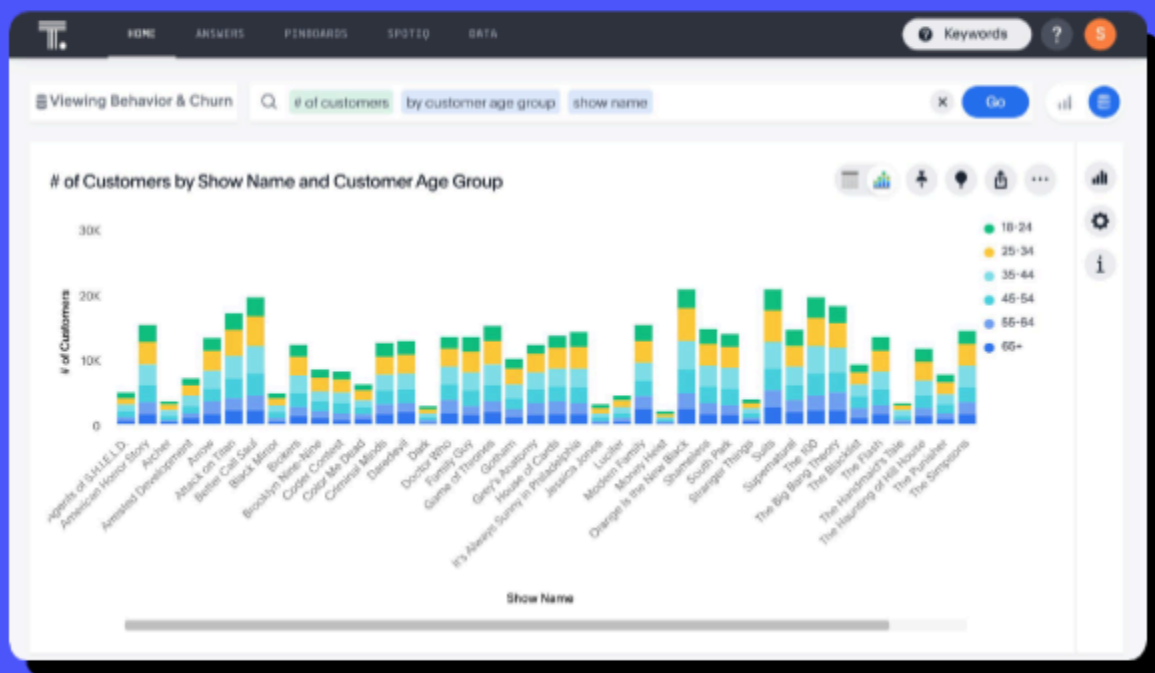


**With ThoughtSpot AI Premium Services, our team of analytics experts partners with your organization to unlock the full potential of ThoughtSpot through sophisticated implementations. We take a strategic, use-case-driven approach, working with you to define, develop, and deploy solutions that align with your business objectives. ThoughtSpot AI Premium Services offer tailored support for advanced features like Spotter, Liveboards, Analyst Studio, and Embedded Analytics, ensuring seamless integration and customization for sophisticated environments and use cases. This comprehensive service ensures your enterprise can leverage cutting-edge capabilities to drive impactful, data-driven decisions.**

# 01 ThoughtSpot AI Premium Services

ThoughtSpot AI Premium Services focus on helping you maximize the value of ThoughtSpot's AI capabilities through sophisticated, enterprise-level implementations. We go beyond basic product deployment, ensuring that AI is seamlessly integrated into your strategic vision. Our experts guide you through every step— from optimizing processes and resources to aligning people and driving measurable business impact. Together, we craft a tailored blueprint for implementing high-value, AI-driven search and analytics use cases, ensuring your organization fully harnesses the power of artificial intelligence to generate actionable insights and achieve your business goals.

## ThoughtSpot AI Premium Components



# Single Use Case Configuration and Deployment

Setup and configuration to support one (1) use case (6 fact tables and 20 dimension tables). We will help you connect to your available data within your cloud data platform, which supports the use case.

Configuration and implementation tasks include the following:

## ThoughtSpot Cloud

- Comprehensive Environment Configuration & Connectivity:
  - Setup of the ThoughtSpot Cloud environment and integration with the cloud data platform.
  - Single Sign-On (SSO) configuration to support Enterprise connectivity patterns
  - Custom database connectivity design patterns, including VPN, direct connections, and hybrid configurations
- Advanced Enterprise Governance & Security:
  - User management strategies, including granular privileges and custom security roles for complex organizational hierarchies.
  - Implement row-level security and support for restrictive table structures and enterprise governance.
  - Integration with third-party identity management systems for user management
  - ThoughtSpot Orgs strategy for multi-tenancy, scale, governance, and compliance
- Data Modeling & Design at Scale:
  - Creation of a scalable, high-performance data model with up to 6 fact tables and 20 dimension tables
  - Optimization of complex schemas tailored for enterprise analytics
  - Advanced techniques to manage chasm or fan traps
- AI Analyst Spotter Training for to support advance models (\*\*Spotter subscription/license required)
- Support for developing datasets in ThoughtSpot Analyst Studio using SQL/Python and connecting them to ThoughtSpot's AI Analyst Spotter(\*\*Analyst Studio subscription/license required)
- Strategic Use Case Prioritization & Backlog Management:
  - Support identifying, prioritizing, and documenting use cases through user interviews, workshops, and stakeholder alignment.
  - Creation of a use case backlog, with prioritization based on business value and complexity
- Enterprise-Level End-User & Administrator Training:
  - Extended ThoughtSpot Cloud Essentials (up to 10 attendees)
  - Embedded Analytics Training for Developers (up to 10 attendees).
  - Custom end-user orientation and training for up to 50 users
  - Administrator training (up to 10 attendees))
- Documentation, Knowledge Sharing, & Best Practices:
  - Detailed documentation, including data architecture blueprints and advanced data models
  - Delivery of advanced technical guides, including integration and automation recipes
  - Establishment of best practices across the organization for scaling ThoughtSpot
- Embedded Analytics & Advanced Automation Best Practices (\*\*TSE subscription/license required):
  - Guidance and support for integrating ThoughtSpot Embedded Analytics (TSE) into your enterprise workflows and products.
  - Best practices for the security and efficiency of embedded content, including custom actions, user access, and performance optimization.
  - Tailored SDLC best practices for migration and content management across multiple environments or tenants.
  - Support for automating key tasks, such as content creation, deployment, and migration, using ThoughtSpot's APIs, data connectors, and native automation tools.

## Pricing

Consulting 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.

## Roles

Roles provided as part of this service will be an Engagement Manager, a Solutions Architect, and a Solutions Analyst

## Work Hours and Timeline

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. 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 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.

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