

Democratizing Analytics Across the Enterprise



Erin Sweeney

Customer Success Manager, ThoughtSpot



Callie Cobbs

Sr. Lead Analyst



Sumaira Nabeel

Sr. Director IT

Head of Strategic Partnerships



Marc Matthesius

**Sr. Global Technical
Program Manager**

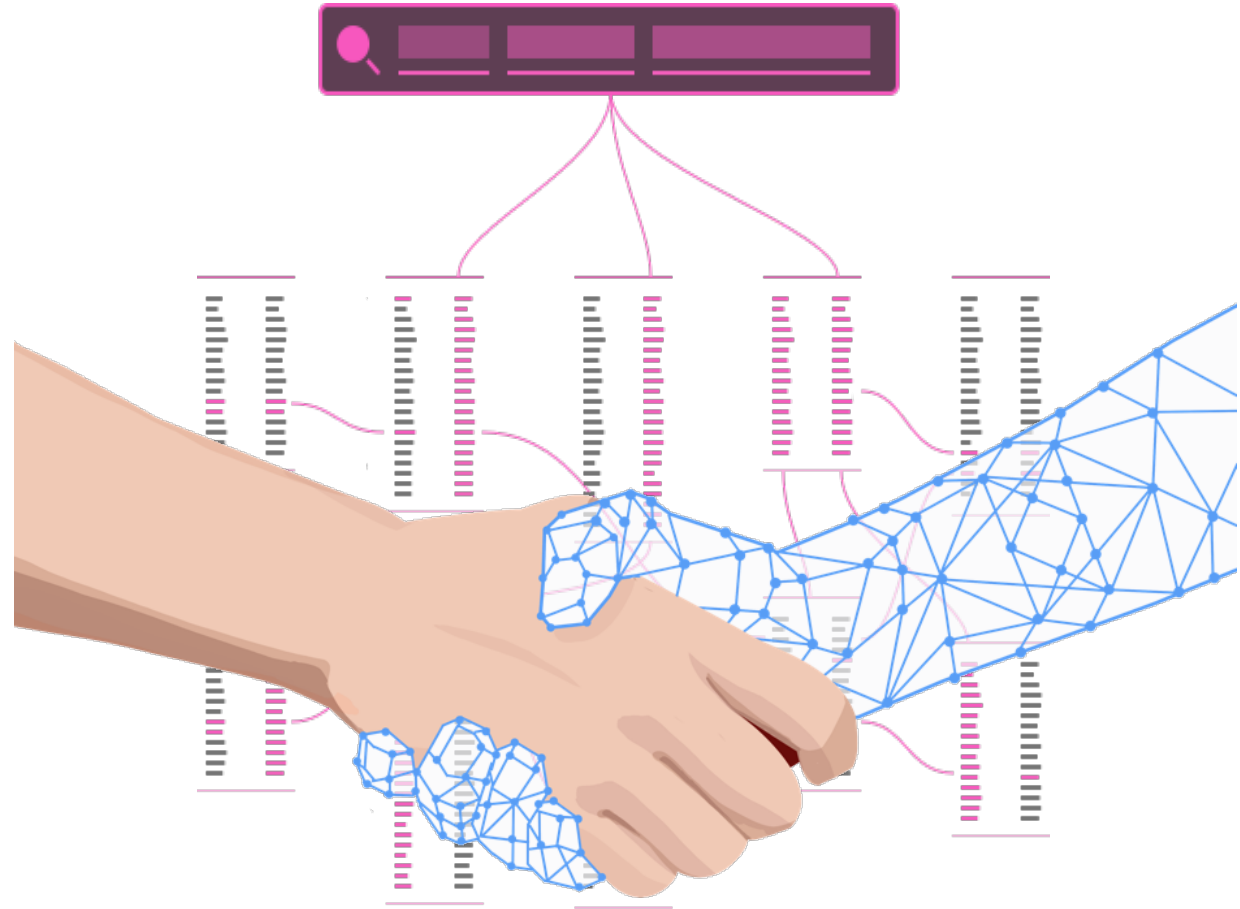
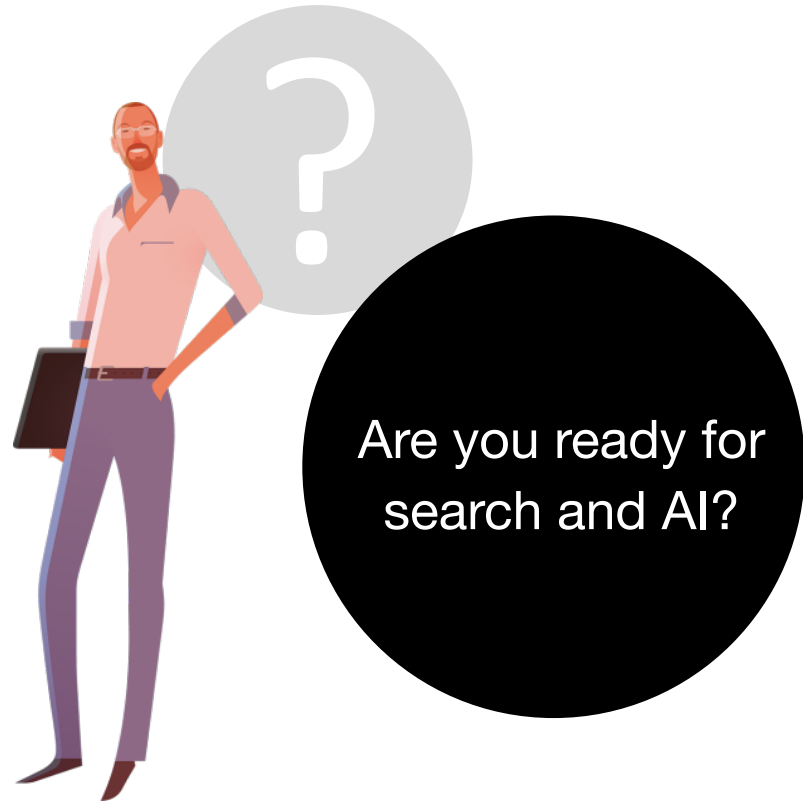
Go Beyond Data. Hello AI-Driven Insight.



Marc Matthesius

Sr. Global Technical Program Manager
Baker Hughes

Analytics for everyone...



From the reservoir to the refinery **We are fullstream**

Who are we?

- Only fullstream company
- One of the world's largest oil field service companies
- Providing oil and gas industry with products and services for oil drilling, formation evaluation, completion, production and reservoir consulting

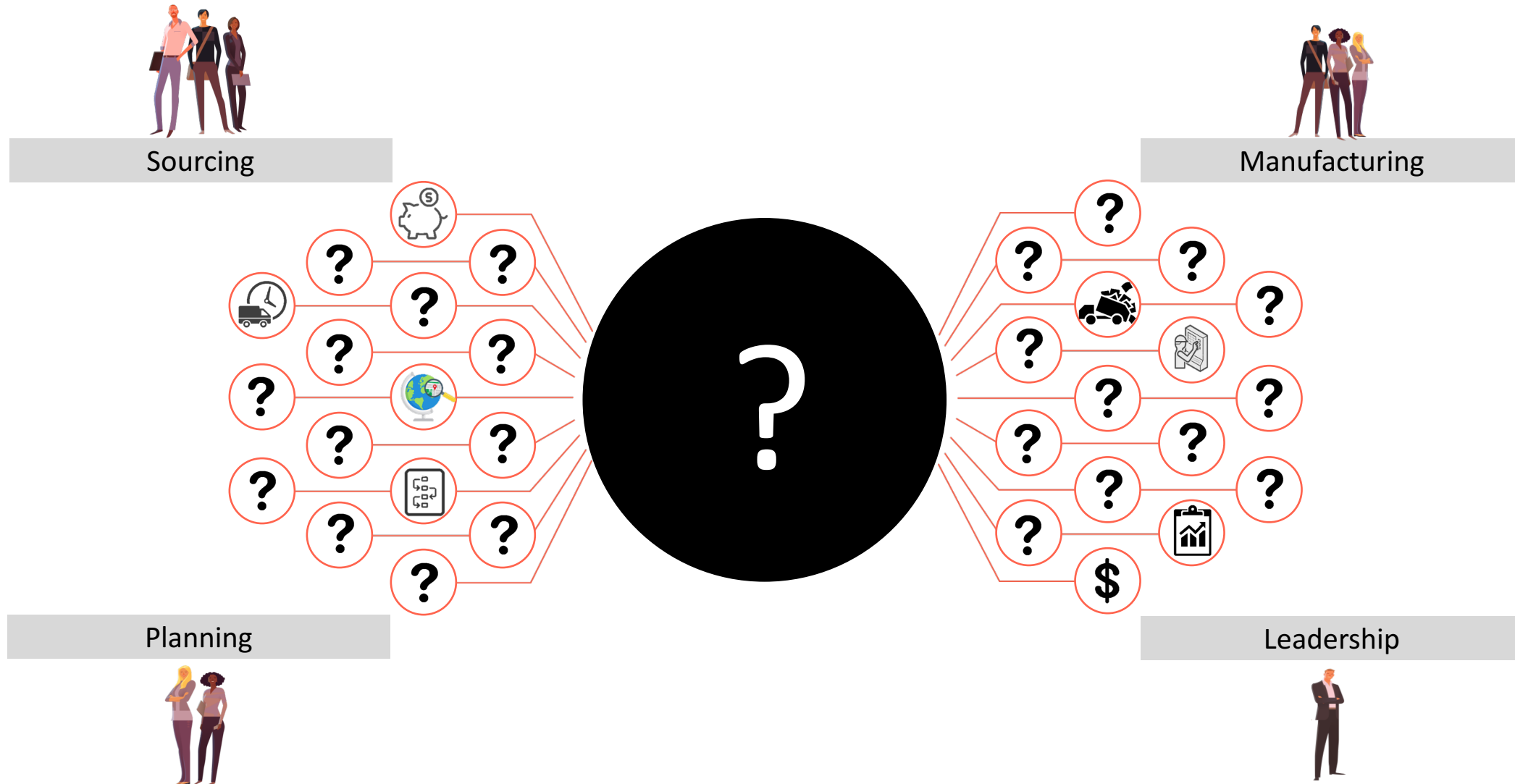
120
COUNTRIES

64K+
EMPLOYEES

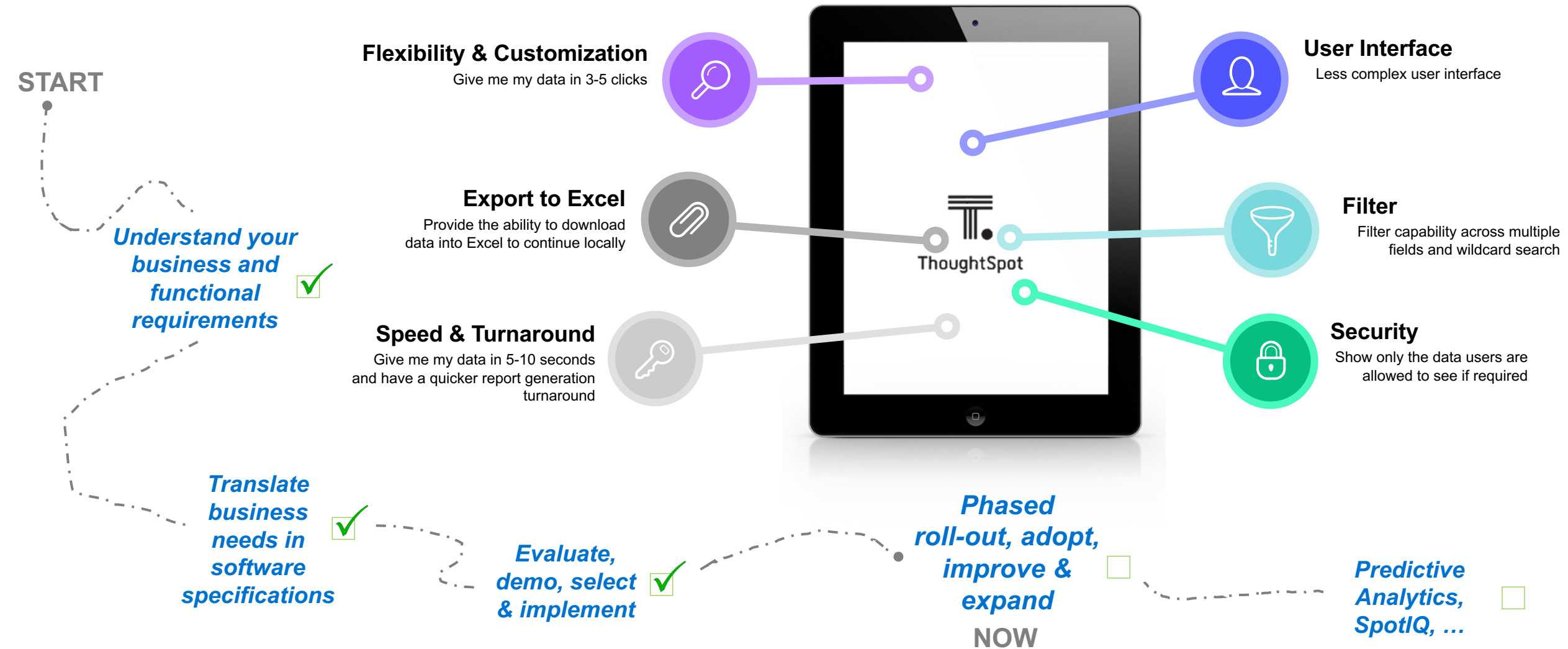
4
PRODUCT
COMPANIES



Questions across the enterprise...



Journey of success...



Architecture & Use Cases



Sourcing



Manufacturing



Planning



Leadership

ThoughtSpot

(purchase order, receipts, invoice, payments, holds, disbursement, manufacturing)



Greenplum Database

(postgresql scripts)



ORACLE

Legacy ERP



SharePoint



Transactional Systems

(20+ ERP's, manual references...)

THOUGHTSPOT Usage + Use Cases

Live Use Cases:

- (1) Sourcing Analytics (April 9th, 2019)
 - (2) Capacity Simulation (September 30th, 2019)
- Total **~220 million** rows of data

Pinboards & Searches:

- Around **20,000** ad-hoc searches per month
- **700+** pinboards created

Users:

- **250+** active users, increasing daily
- Users in **40+** countries
- Users of multiple functions

Productivity Benefit:

*Approx. 5min time benefit
per search*

~11 FTE yearly productivity benefit
resulting in 7 digits \$ productivity
savings



BEYOND.2019

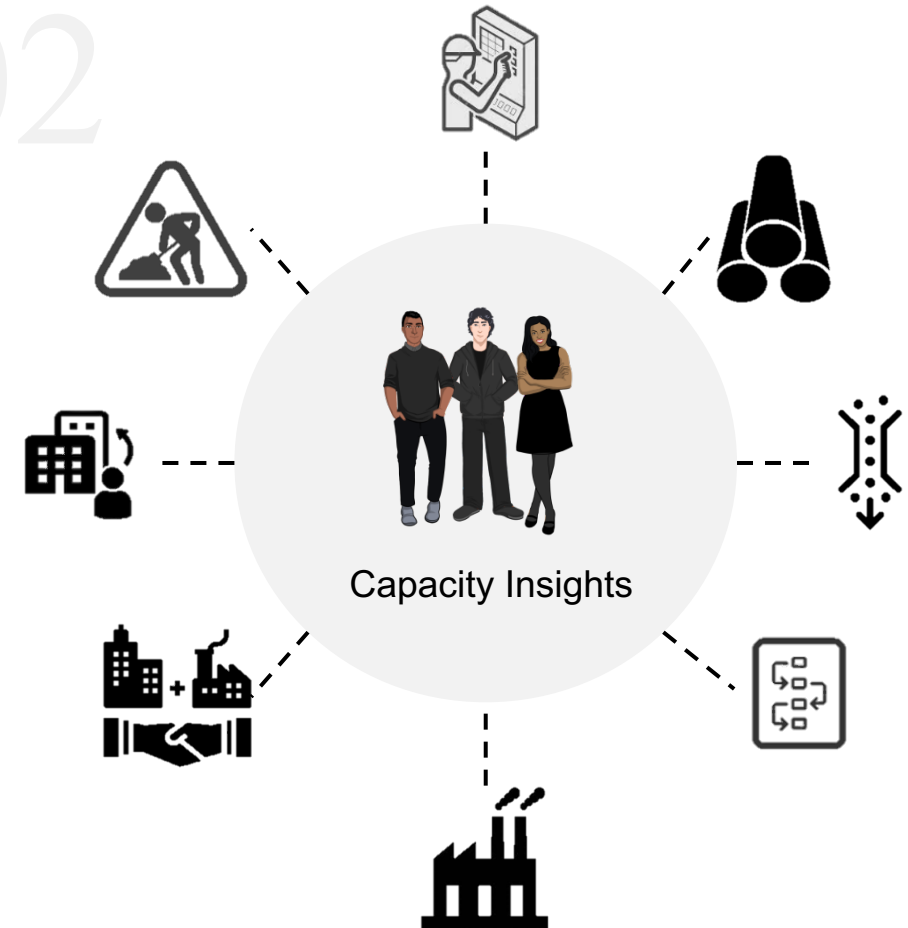
ThoughtSpot: Use Case Insights

01

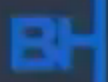


Almost 360° supplier view

02



Almost 360° capacity view



1



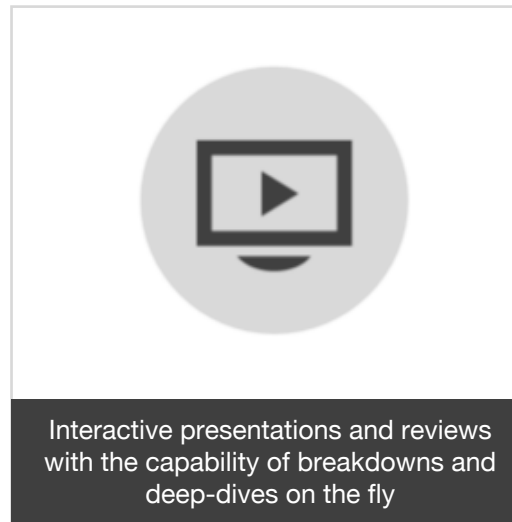
Search your data

Search: Getting part of daily operations

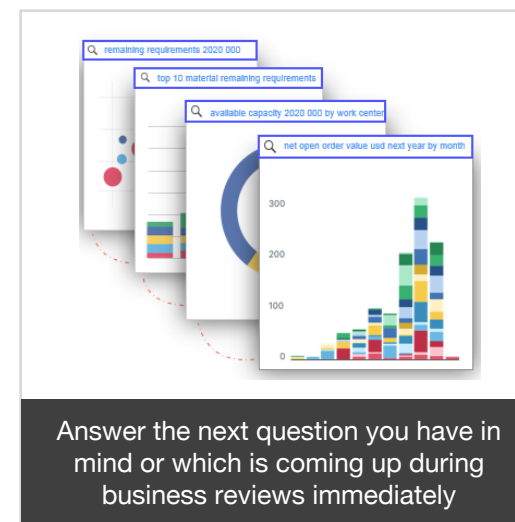
360° Insights



Interactive presentation



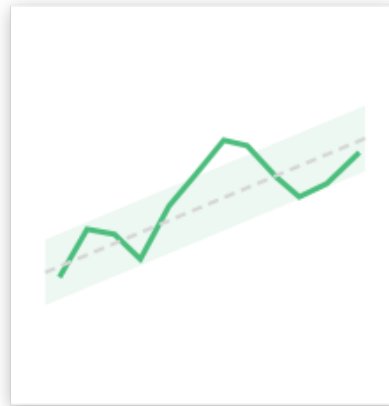
Next question



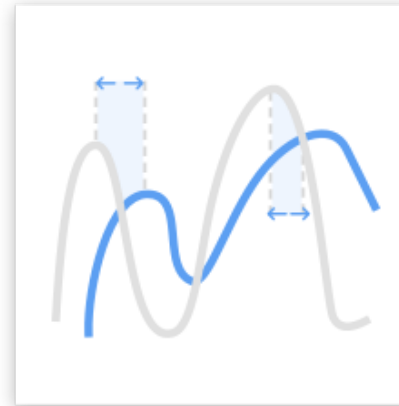
SpotIQ: AI-Driven-Insights



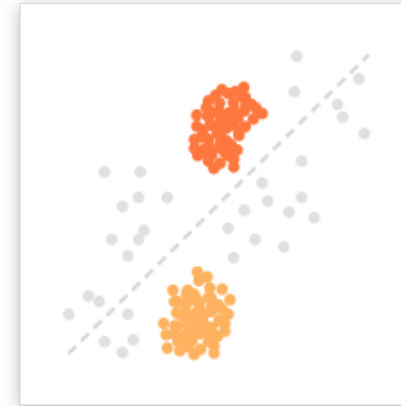
Uncover
Anomalies



Isolate
Trends



Identify Leading
Indicators



Segment
Data



Journey to get the Power of 1,000 analysts in every business person's hand



Digital Transformation



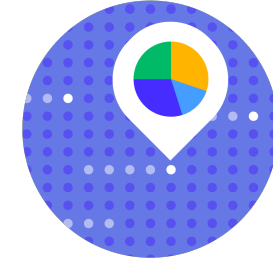
Empower your people

It's important to **empower** technical and **non-technical users** to do their own analytics with **being independent** from data analysts for every report request. Everybody can drill everywhere. **Invest** in your **people**.



Journey of cultural change

It's not just a technological change, but rather **changing company culture** and **individual mind-sets** of employees. It shouldn't be seen as an outside force, more a partnered journey with buy-in at all levels of the company. Show benefits and **take people on the journey** from the beginning to overcome pushback and organizational resistance.



“REALITY”

Real-time speed
Ease of use
Accuracy
Long-term value
Innovation
Talent
Yes we can

“You’ll never find the perfect moment to be ready for search and AI. The REALITY is now!

Get ready for your journey and the speed of thought...perhaps with ThoughtSpot... Don’t be left behind by the next generation – Go BEYOND!”

Marc Matthesius

Sr. Global Technical Program Manager, Baker Hughes

Democratizing Analytics Across the Enterprise



Sumaira Nabeel

Senior Director, Strategic Partnerships,
Information Technology (IT)

flex

Significant Scale at a High-Level



flex®

\$25B+

Revenue

200,000+

Employees

3,000+

Design
Engineers

50M+

Square Feet
Manufacturing
and Services

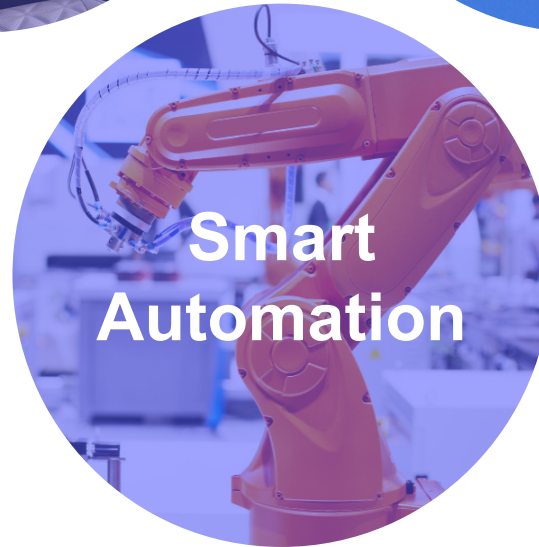
100+ Sites in 35 Countries



Significant Breadth Across **Many Industries**



Key Investments for Strategic Growth



Worldwide IT Metrics

Flex IT

3,200
85,000
1PB+
99.96%

Global employees
Users supported
Data housed
Planned uptime

Typical Daily Metrics

75B
1.8B
140K
4M+
100K

MRP records
MRP financial transactions
Supplier entities
EDI financial transactions
Infrastructure devices

Global Trends Impacting the Supply Chain



Increasing Regionalization

- Rapid simulation and multi-echelon planning optimization



More Customization

- Lead time expectations and rapid capable-to-promise analysis



Shorter Life-Cycles

- Engineering change order assessment and mitigation for excess inventory



Constrained Marketplace

- Components shortage analysis and optimal parts allocation

Business Requirements for Advanced Analytics



Visibility

- Analyze complex scenarios for business critical decision-making
- Visualize multiple datasets in an ad-hoc manner



Flexibility

- Self-service at scale, empower every decision-maker
- Ability to gain different insights on same data sets



Velocity

- Respond to dynamic changes and opportunities with informed decisions
- Execute quickly based upon AI-enabled insights



Accuracy

- Trusted solution that is reliable, stable and scalable
- Replace complex spreadsheets and IT-dependent tool sets

Key Drivers for ThoughtSpot at Flex



Ease-of-Use

- Search easily with natural language recognition



Scalability

- Flexible processing with superior performance



Intelligence

- Anticipate complex questions and opportunities



Speed

- Deployment in days vs weeks, months, or years



Discovery

- Reduce time and costs of new content creation

Implementation and ThoughtSpot Active Use Cases



Across Multiple Functions with Business Champions

• Finance • HR • IT • Legal
• Procurement • Supply
Chain • Materials

Revenue and Operating Profit • Capital Planning • Budget and People
Planning • Indirect Procurement • IT Spend • Diversity • Attrition •
Inventory • Cash • PMO Office • Legal • Cyber security •
Manufacturing • Machine Data • Strategic Partnerships

Flex Pulse • Real-time Supply Chain Visibility Platform



9

Worldwide
Pulse Centers

5,000+

Flex Business
Users

90+

Enterprise-wide
Applications

1,000+

Customer
Campus Visits

Future Opportunities with ThoughtSpot



Democratizing Analytics Across the Enterprise



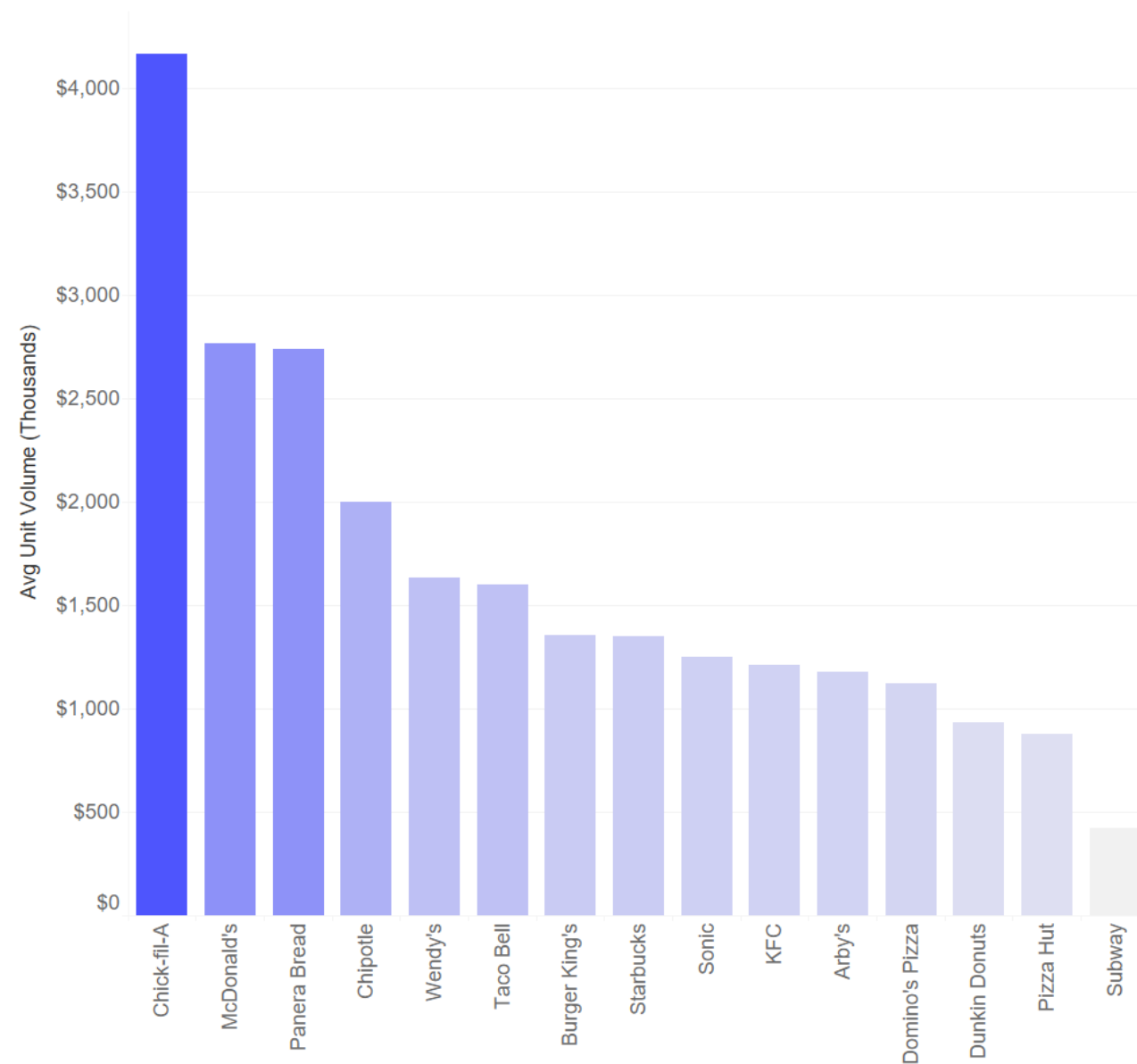
Callie Cobbs

Sr. Lead Analyst
Chick-fil-A

Who is Chick-fil-A?

- Founded in 1946 by S. Truett Cathy
- Growth
 - First mall store in 1967
 - First free-standing store in 1986
 - 51 consecutive years of positive sales growth
- Store volumes have grown drastically
 - Average volume has doubled since 2006
 - Average volume more than double all but 7 of the other top 50 restaurants in Quick Serve Restaurants (QSR) industry

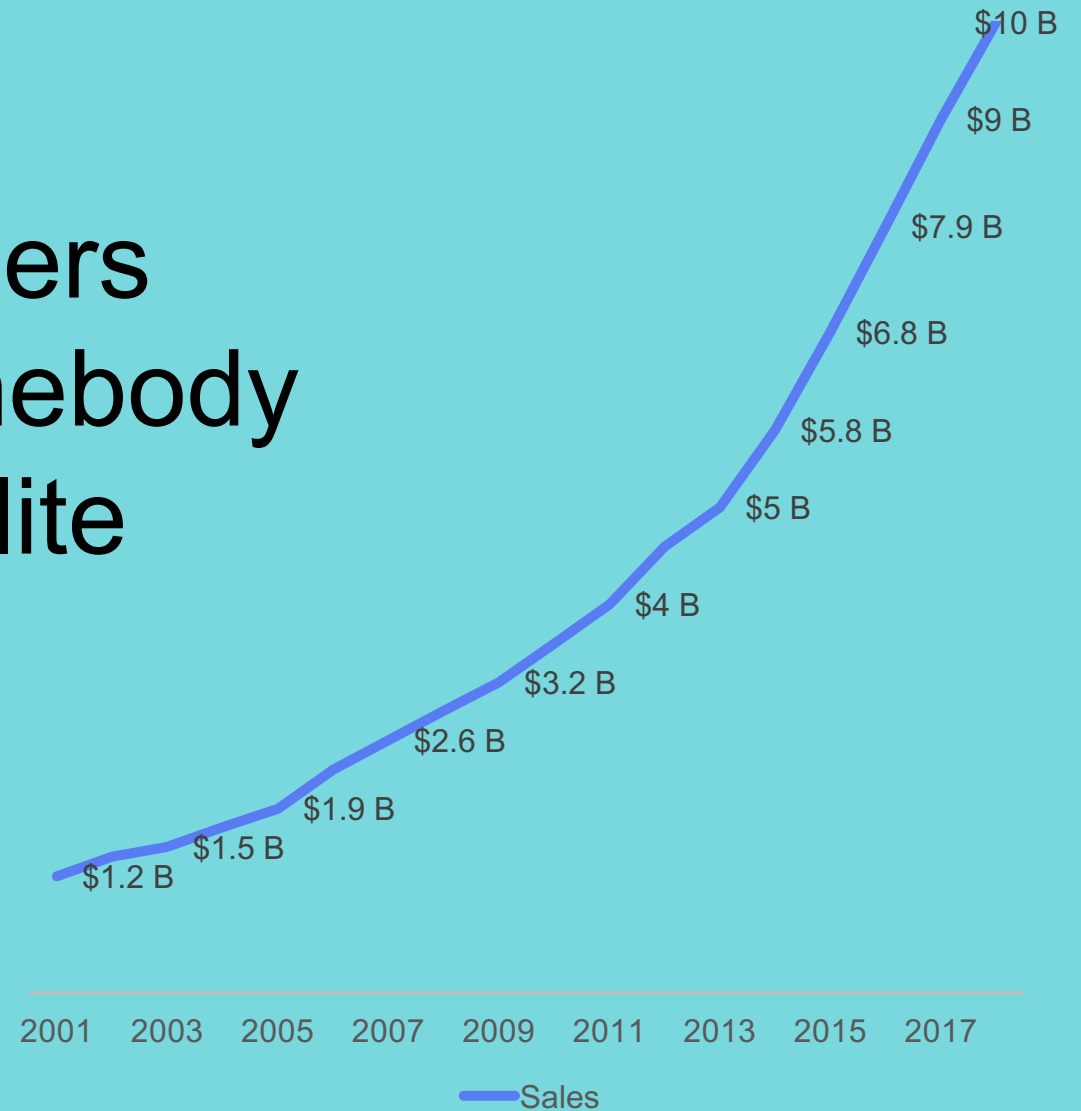
2018 Average Unit Volume for Top 15 QSR Restaurants



My business grew on my understanding that customers are always looking for somebody who is dependable and polite and will take care of them.

S. Truett Cathy

Founder, Chick-fil-A



Our Need

Gaps to Address in our Analytics Landscape



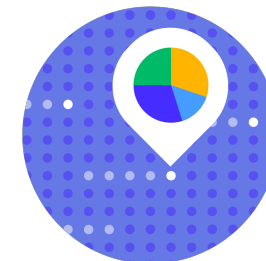
Rapid Growth of Analytics

As data volumes and sophistication of technology grew, quickly went from MS Access to slew of unscalable tools with desire for more and faster insights



Gaps in Technology

Good content for guided analytics, but no ad-hoc solution and analysts spending too much time being data “go-fers” instead of focusing on higher value-add insights



Removal of Legacy Tools

Continued usage of legacy tools has caused unnecessary cost and support burden, and left end users unsatisfied and unable to make informed decisions at the speed of business

Why ThoughtSpot

- Scalability from the start
 - Other BI tools have focused on either niche features (ex. Natural language recognition) or desktop tools from their founding
 - ThoughtSpot started off on the right foot, nailing the scalability and performance for the enterprise first, and then building from there
- Successful POC end of 2018
- Easy integration with existing tool set
 - Alteryx
 - AWS Based Data Lake

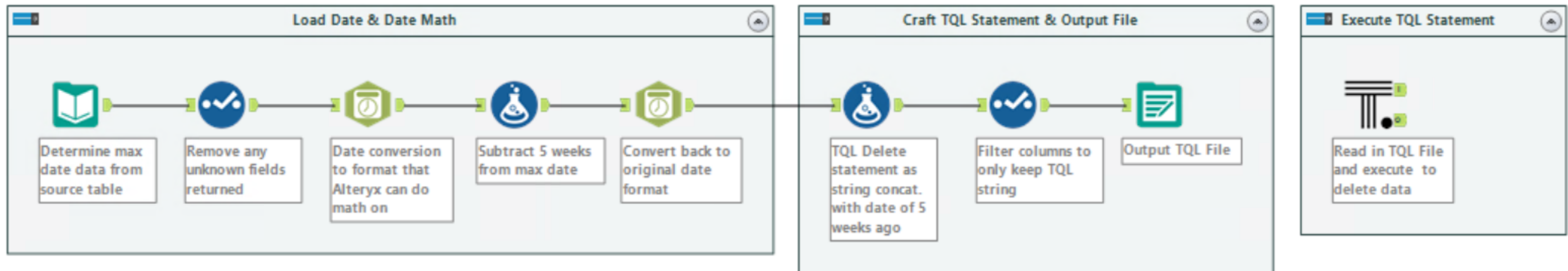
Current State

Implementation & Initial Use Cases

- Implemented technical components (hardware, certificates, network policies, SSO, etc.) first half of 2019
- Launched ThoughtSpot in July to initial Supply Chain users
 - Started with analysts for vetting, then rolled to initial set of users
 - Additional users being added as additional data is added
 - 2 main initial use cases:
 - Inventory - Case volumes per item, growth of items, etc.
 - Delivery - On-time percentages, distribution center impacts, etc.

Alteryx

- Leveraging Alteryx for data loading
 - For small tables, flushing and filling weekly (Bulk Loader Tool)
 - For large table (without Primary Key), writing out TQL file to delete 5 weeks (TQL Tool)
 - File formatting very important to allow TQL statement to be interpreted correctly
 - Re-inserting from spot of deletion to current (Bulk Loader Tool)
- Current challenges with Python and Alteryx Gallery – leveraging new version with RSA key



Beyond

Future Strategy

Reporting Portal

Ad- Hoc Search
(ThoughtSpot)

Guided
Reporting(Tableau)

Legacy Tools

- Measure of success - reduction of 100K hours waiting for Operators
- Planned integration with custom, real-time mobile application
- Retire legacy tools to simplify reporting landscape
- Full-scale 2020 launch to Staff and Operators
- Embrace - Sync current period but Lync to longer history

BEYOND.2019
DATA ANALYTICS CONFERENCE

Thank You



BEYOND.2019
DATA ANALYTICS CONFERENCE

Thank You