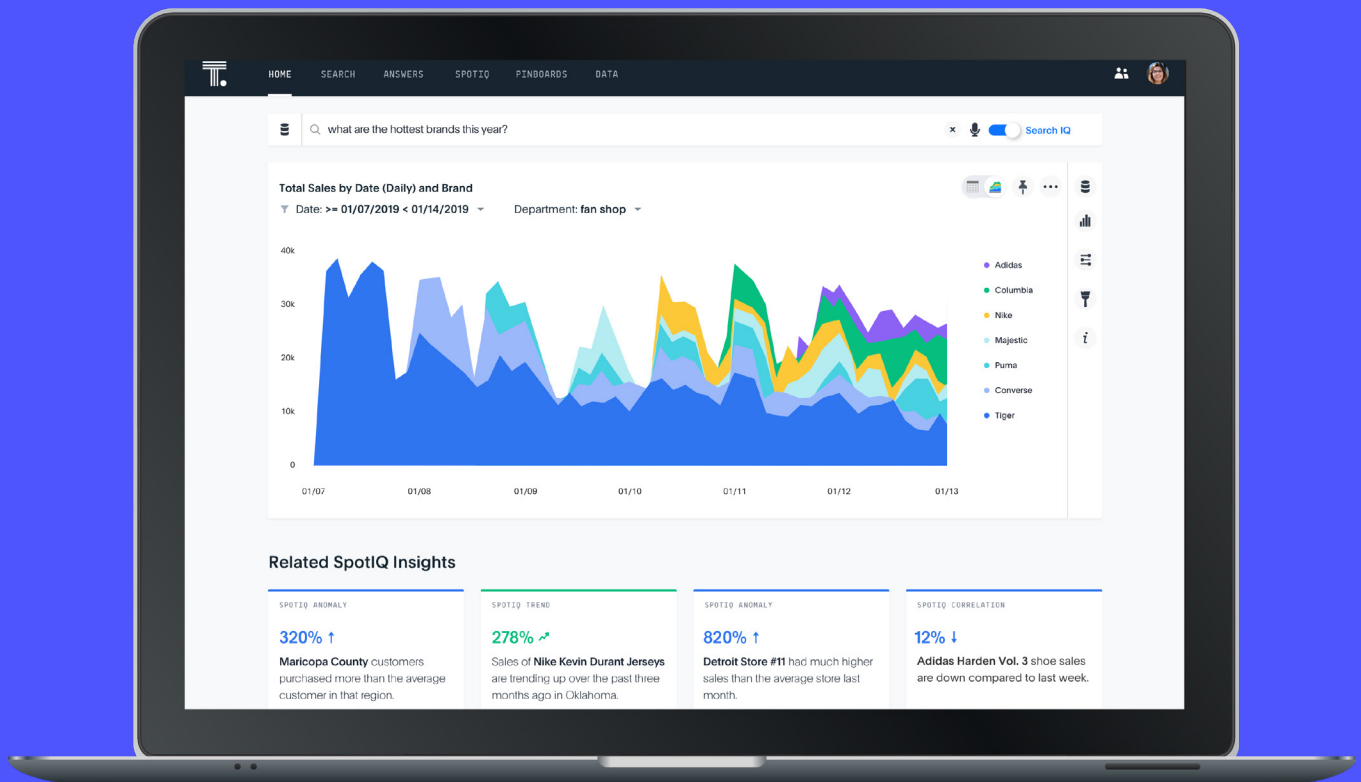




Expert Services



ThoughtSpot Expert Services

ThoughtSpot offers customers a comprehensive portfolio of configuration and training services to further unleash the unique opportunities made possible by ThoughtSpot search and AI-driven analytics.

Overview

Professional Services hours purchased from ThoughtSpot may be expended in any combination of the consulting, configuration and training services described below, as requested in writing. ThoughtSpot will provide a current tally of hours at any time upon Customer's request.



Pricing

ThoughtSpot Professional Services hours are purchased on a fixed price and fixed number of hours basis stated on the Order Form, plus expenses. Professional Services hours may be expended on any combination of the services described below, including repetition of any service described as directed by Customer.



Work Hours

All Professional Services performed are 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 holidays and travel hours.



Expenses

Customer will reimburse ThoughtSpot for all authorized, reasonable and verifiable travel, meal, and lodging expenses for all ThoughtSpot personnel who travel in support of the Professional Services. Such expenses will be billable at cost and borne solely by Customer. Customer will pay all amounts in accordance with the Agreement or the applicable Order Form. For reference, expenses are estimated at 20% of the Professional Services fees. Expenses will be invoiced: (a) within ten (10) business days of the first day of each month for the expenses paid by ThoughtSpot during the preceding month; or (b) immediately for fees agreed upon up front as a fixed fee.



Services

Professional Services hours may be expended on any combination of the following services:

Use Case Discovery	Conduct and lead use case discovery sessions to build a portfolio of usecases.
Data Modeling and Loading	Data modeling and initial load and delta-load automation for additional data sources, including DDL design, ETL prescription, data extraction per prescription, load data into ThoughtSpot, sample validation of data and measures, complete worksheet design, verify business questions and answers, design pinboards.
Performance Tuning	Performance tuning for software query times – approach for measuring and optimizing ThoughtSpot query times.
Enablement Support	Enablement support for use cases as requested by the customer, including technical and non-technical support.
User Workshops	Workshop sessions include the following: <ul style="list-style-type: none">• Technical enablement workshops for Customer technical champions.• User workshops, including storyboards, scripts, and screen captures.• “Train the trainer” workshops for Customer business champions.



Customer Responsibilities and Resources

Customer acknowledges and agrees that: (a) ThoughtSpot's obligations relating to Professional 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 Professional 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 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 Professional Services.
- The schedule for, and internal coordination of, the work session(s) necessary to complete the Professional Services.
- Any documentation related to data models and business transformation rules at the commencement of the Professional Services engagement.
- Resources to conduct testing during the validation phase of the Professional 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.

ThoughtSpot will provide up to the number of Professional Services hours listed in a corresponding Order Form, expended as directed by Customer. 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. ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. PURCHASED HOURS MUST BE CONSUMED WITHIN 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDER FORM, AFTER WHICH TIME UNUSED HOURS WILL BE DEEMED COMPLETED WITHOUT CREDIT, REFUND, OR FURTHER OBLIGATION OF ANY KIND.



About ThoughtSpot

The world's most innovative enterprises use ThoughtSpot to empower every person in their organization, from C-suite executive to front-line employee, with the ability to quickly uncover data-driven insights. With ThoughtSpot, business people can type a simple Google-like search in natural language to instantly analyze billions of rows of data, and leverage artificial intelligence to get trusted, relevant insights pushed to them as answers to thousands of questions they might not have thought to ask. ThoughtSpot is simple enough for any business person to use, yet powerful enough to handle even the largest, most complex enterprise data without sacrificing speed, security, or governance. That's why customers like 7-11, BT, Celebrity Cruises, Daimler, De Beers, Hulu, Miami Children's Health System, Nationwide Building Society, and Scotiabank have turned to ThoughtSpot transform their decision-making cultures. By making insights a part of every conversation and every decision, ThoughtSpot is reimagining the role of data in creating a more fact-driven world. For more information, please visit www.thoughtspot.com.