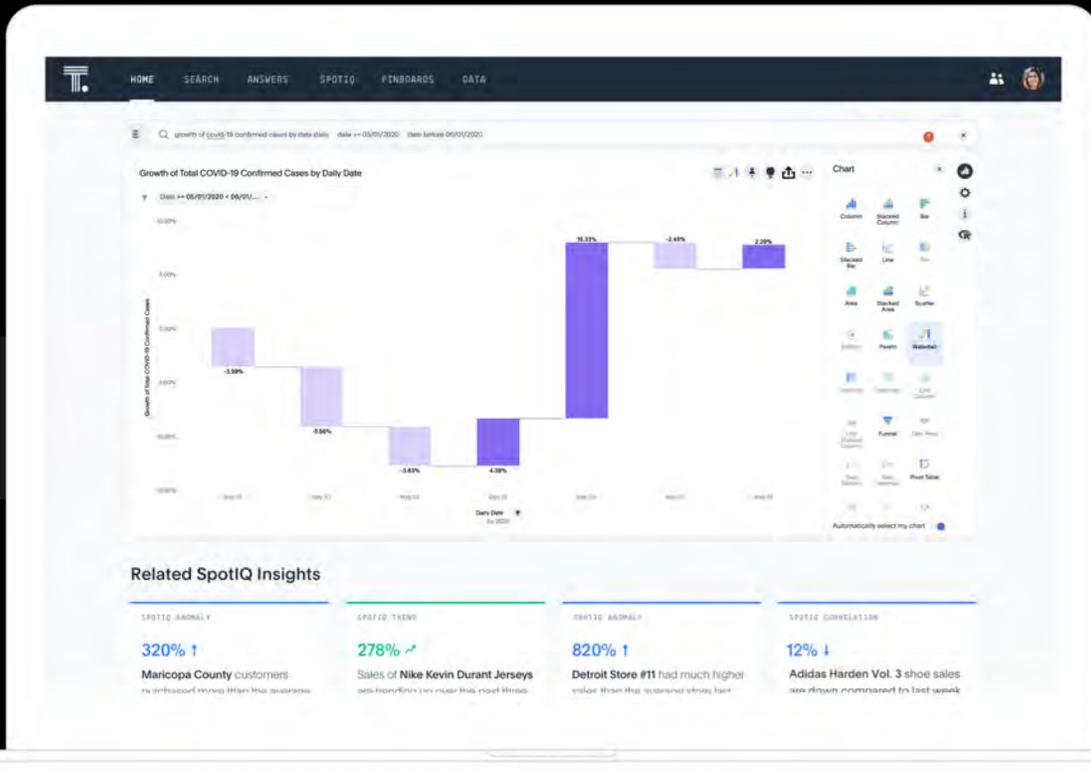
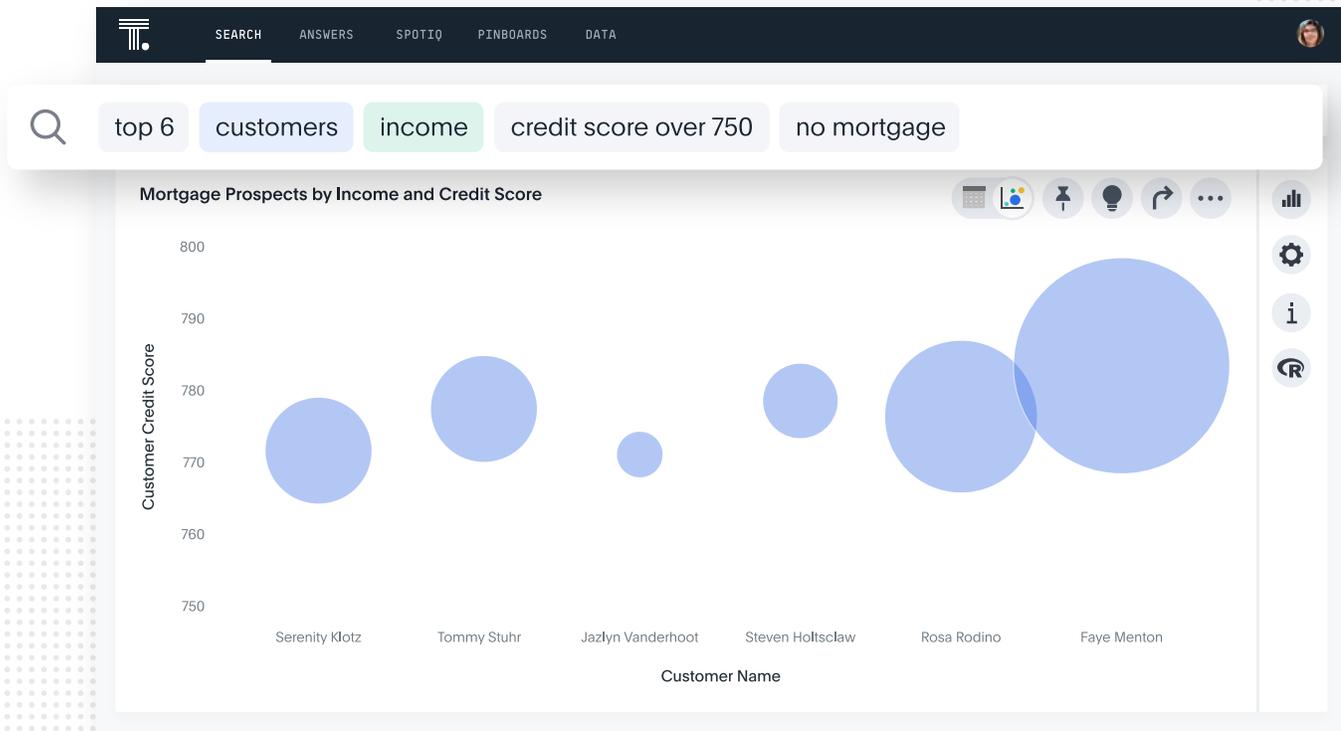


ThoughtSpot Innovation Services

ESSENTIALS, STRATEGIC AND ELITE



ThoughtSpot Innovation Services

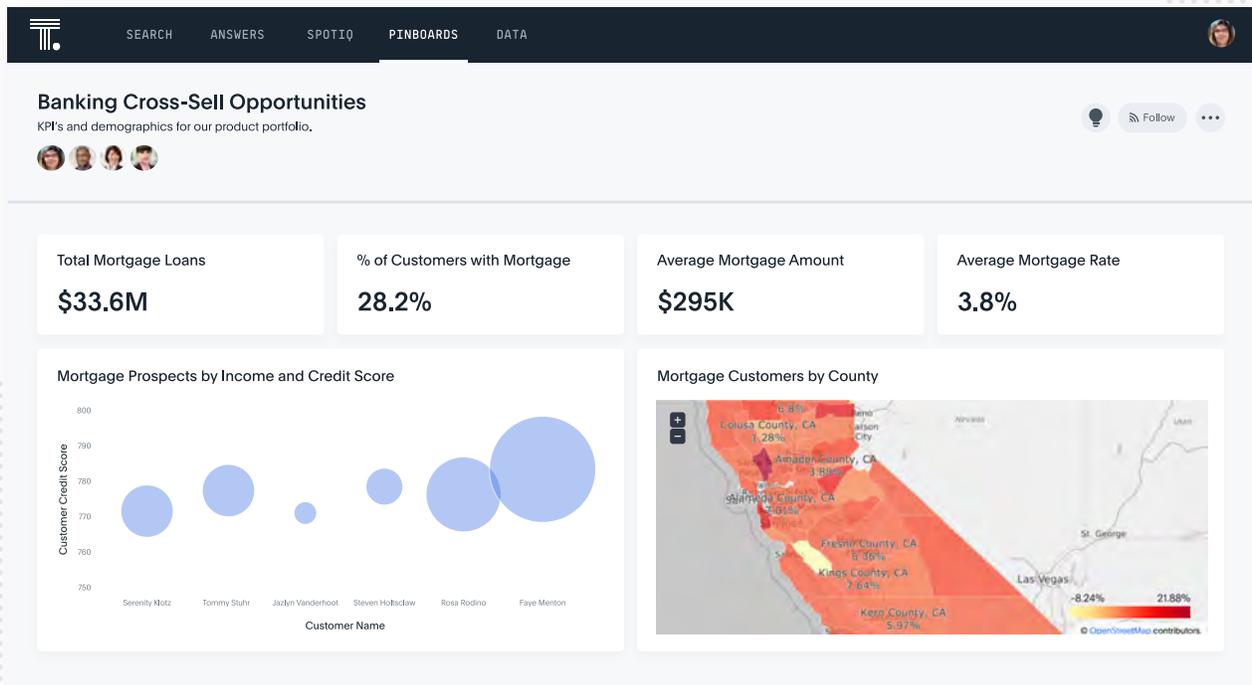


ThoughtSpot Innovation Services help you plan, prioritize, optimize, and rapidly execute on your analytics innovation and transformation strategies. With ThoughtSpot, you get more than an incredible platform, you get a partnership where our team becomes your team, and your success is how we measure our 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.

ThoughtSpot Innovation Services are full suite offerings 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.



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 development¹
- Access Customer Advisory Board and Product Advisory Board²
- 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 Service Tiers

Essentials	<ul style="list-style-type: none">• One (1) Essentials Innovation subscription will provide access to a personal Technical Solution Advisor for half a business day a week.• 1-2 estimated number of advisory sessions
Strategic	<ul style="list-style-type: none">• One (1) Strategic Innovation subscription will provide access to a personal Technical Solution Advisor for an estimated one business day a week.• 2-4 estimated number of advisory sessions• Two (2) onsite product roadmap session and alignment sessions
Elite	<ul style="list-style-type: none">• One (1) Elite Innovation subscription will provide access to a personal Technical Solution Advisor for an estimated two business days a week.• 4-8 estimated number of advisory sessions• Four (4) onsite product roadmap and alignment sessions• Access to Customer Advisory Board and Product Advisory Board• 1-2 estimated number of advisory sessions

¹ Available with Strategic and Elite Innovation Services only

² Available with Elite Innovation Services only



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, the leader in Search and AI-Driven analytics for humans, is helping the largest companies in the world succeed in the digital era by putting the power of a thousand analysts in every business person's hands. With ThoughtSpot, business people can use a Google-like search to easily analyze billions of rows of data or automatically get trusted insights to questions they didn't know to ask - all with a single click. ThoughtSpot connects with any on-premise, cloud, big data, or desktop data source, deploying 85 percent faster than legacy technologies. Customers like Amway, Bed Bath and Beyond, Capital One, Celebrity Cruises, Chevron Federal Credit Union, De Beers, Insurethebox and Scotiabank have put ThoughtSpot at the of their core business processes. With ThoughtSpot, business leaders and frontline workers alike have made more than 3 million data informed decisions.

ThoughtSpot was co-founded in 2012 by Ajeet Singh, former co-founder and Chief Product Officer at Nutanix, the largest tech IPO of 2016. With an engineering team built with Google, Amazon, and Facebook DNA, ThoughtSpot has raised over \$160M in funding from Lightspeed Venture Partners, Khosla Ventures, General Catalyst Partners, Geodesic Capital and Capital One Growth Ventures. The company is headquartered in Palo Alto, with offices in Seattle, London and Bangalore.

For more information please visit thoughtspot.com.