ThoughtSpot

Assess and Rapidly Respond with Faster Speed to Insight

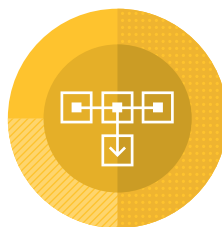## Combating the spread with the facts you need at your fingertips

Now more than ever, it is critical for everyone to have rapid access to facts. ThoughtSpot can **unite** organizations across the government to **fight** the spread of COVID-19 by providing decision makers across the Government with instant answers they can act on – now.

Dive in to learn how organizations are using analytics to strategically meet today's mission critical initiatives.

- ✓ Understand how businesses and agencies are changing in today's world

- ✓ Learn the strategies leading organizations are deploying to mitigate risk

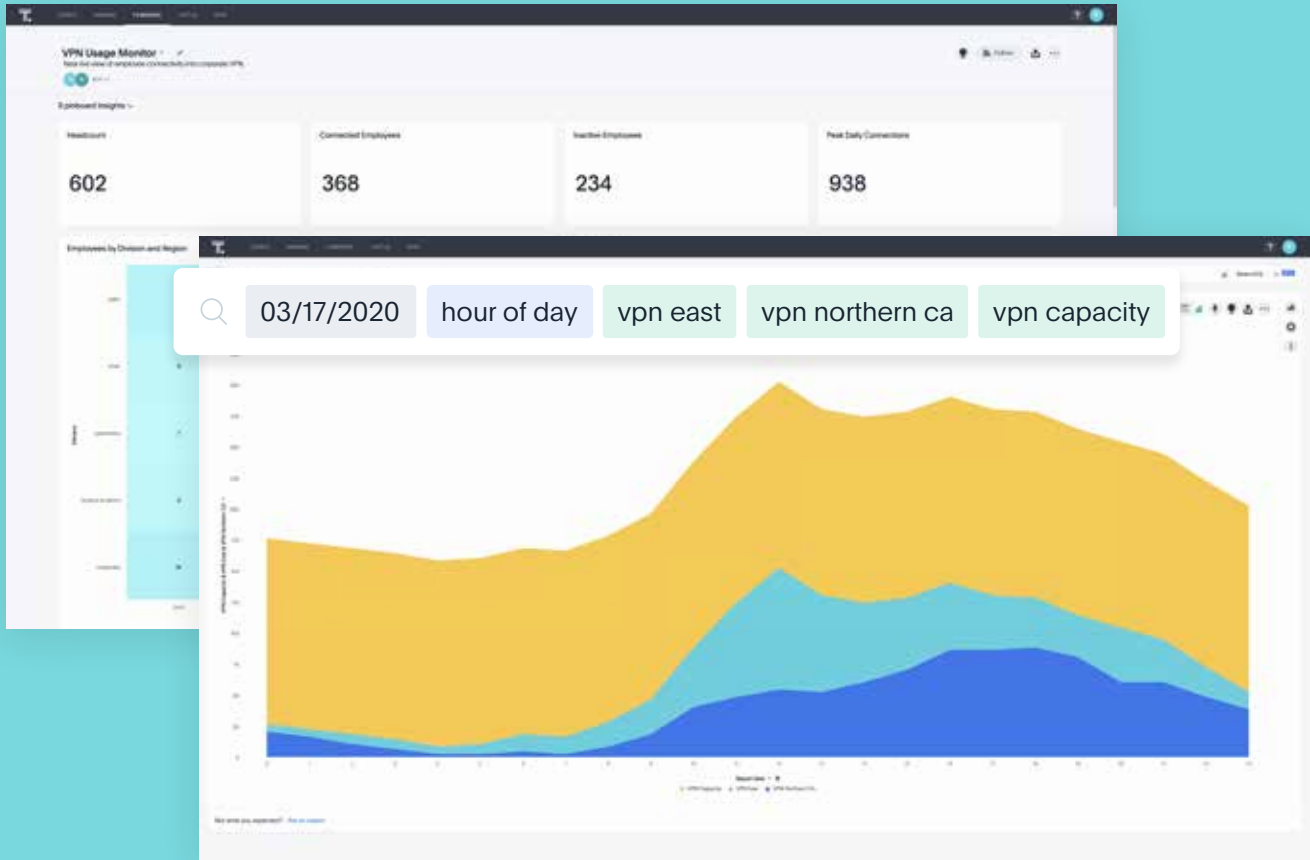- ✓ Explore case studies in supply chain, resource continuity, and personnel management

Resource Continuity

Supply Chain

Personnel Management

Resource Continuity & Contact Center Optimization

Ensure systems optimization to ensure mission effectiveness.

Mitigate Risks

IT Optimization to focus on what is necessary for the mission.

Operation Continuity

Assess the impact of current activity and maximize continuity with constrained resources.

Improve Agility

Rapidly adapt to adjust to infrastructure and resource need based on influx of claims and citizen requests.

Use Cases

✓ Systems Availability and Performance

✓ Remote Productivity Tracking

✓ Global IT Support

✓ Resource Planning & Allocation

Customer Stories

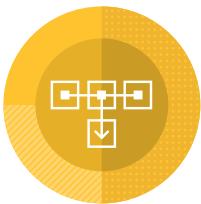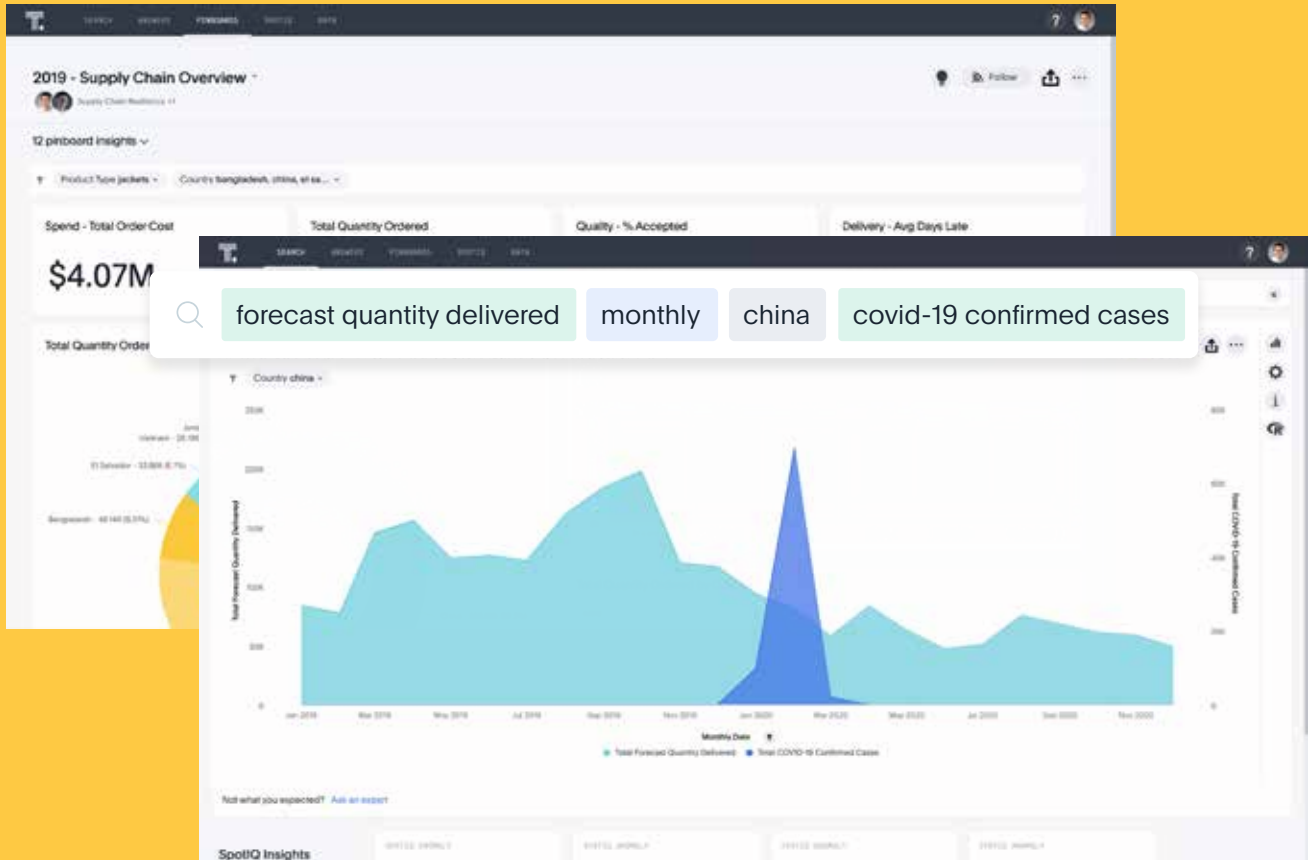## Building a Dashboard for COVID-19 Response in 2 Days

A major international bank created a comprehensive business continuity plan using ThoughtSpot within 2 days which:

1. Determined caseload optimization to improve response time and reduce cost.

2. Assessed what bank functions need to be manned and began on-boarding workers using that criteria as well as by employee criticality, line of business, and license availability.

3. Tracked the hourly network heartbeat of the remote workforce to determine actual productivity and to uncover blind spots.

4. Assessed login times during business hours to allow the help desk to triage connectivity issues should one channel be maxed out.

Mapping Operational Functions to COVID-19 Data in 3 Hours

A major Wall Street financial institution is using ThoughtSpot to assess their exposure and business continuity risk. In only 3 hours, their Data Operations team was able to overlay publicly available data for COVID-19 infections and recovery worldwide and marry that with their business functions, locations and recovery services.

This enabled them to identify how many employees are considered business critical, if they have the ability to work remotely, whether they have the proper equipment, and more. They were also able to identify recovery sites and business functions at risk in case a work location was unavailable.

Supply Chain

Provide key decision makers with instant insights into every area of the Supply Chain.

Supply Chain Protection and Assessment

Easily identify alternative or additional suppliers as needed to maintain efficient supply chain operations.

Industrial Base Impacts

Assess the financial impact of supply chain disruptions to the industrial base; identify risk to mission critical small businesses, businesses, critical programs and assets.
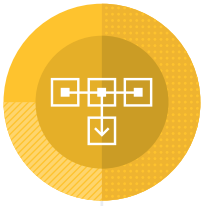
Improve Agility

Manage rapid changes in supply and demand while also focusing on protection and expansion of critical assets.

Use Cases

✓ Procurement
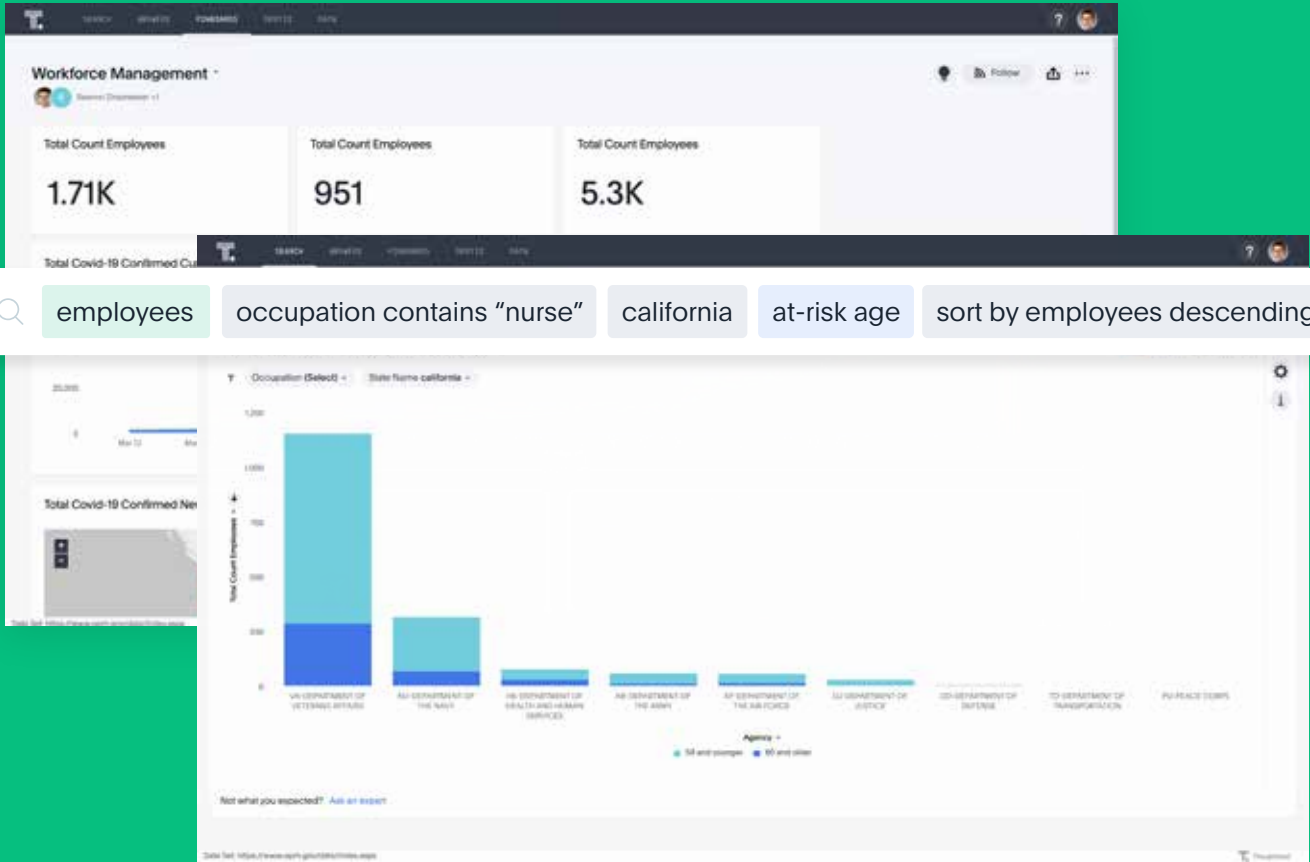
✓ Supply Chain Resiliency

✓ Program Schedule Disruption

Customer Stories

Mitigating the Impact of Supply Chain Disruptions

Risk management is a major concern in the supply chain industry. For one of ThoughtSpot's oil industry customers, planning for known supply disruptions due to shutdown turnaround outages for refineries has a major impact on spend and planning. With ThoughtSpot, they can understand the impact of these outages at a granular level and make smarter decisions to minimize risk, contain costs, and proactively manage supply issues.

Automated Insight Identifies Major Supply Chain Issue

ThoughtSpot works with a major retailer and manufacturer, who was able to quickly understand where all their raw materials were being manufactured across their entire supply chain. With SpotIQ, they saw that the majority of raw materials for one specific element, which was only used in one product, was being delivered from China. This element was in a product that was about to be launched in a major marketing campaign. A marketing manager identified this insight, which enabled them to pause the campaign until the supplier is completely vetted against any coronavirus risk. This drastically reduced the risk associated with launching a product before having enough product created to support the marketing campaign.

Personnel Management

Ensuring employee health and safety, while maintaining mission effectiveness is top of mind for every Agency as they respond to the changes brought on by COVID-19. As agencies plan for buildings to re-open, it's critical to combine disparate data sources to provide a holistic view of the current state and enable fact based decisions.

⚠ Mitigate Risks

Realign resources and efforts to ensure the health and safety of the federal workforce and their dependents as the crisis evolves.

⑤ Manage Realignment

Identify fungible resources, balance increased workloads, and continue to meet mission requirements.

🕐 Improve Agility

Identify uncertainties and stress-test to revise planning models as needed.

Use Cases

✓ Resource Planning & Allocation

✓ Remote Workforce Efficiency

✓ Coordinate with Allies and Partners

Customer Stories

Protect Worker Safety and Prioritize Projects in Days

Project managers, planners, and construction managers with a major Telecom manufacturer must travel to ensure new cell towers are deployed for their customers (Verizon, AT&T, etc.), but were concerned about the risks during the COVID-19 pandemic. They used ThoughtSpot to share data insights with these groups as well as their internal Health & Safety team about the impacts of the virus. Seeing data-driven facts highlighted regions that are currently more or less safe for travel, helping prioritize workloads.

Rapidly Understand Impact for Rapid Response

For a franchisor of preschools all over the country, student and employee safety and health is a top priority. With COVID-19 spreading, they want to visualize the intersection of confirmed cases with their school locations. ThoughtSpot overlaid COVID-19 data with their entire list of locations, helping them prioritize preventative measures along with potential closures.

Prioritize COVID Emergency Response Efforts

One of the largest Pharmacy companies will be opening COVID-19 test centers at all their stores and is using ThoughtSpot to marry COVID-19 data with store data to quickly identify the highest concentration of cases and drill down into high risk population to prioritize the deployment, staffing, and opening of testing centers.

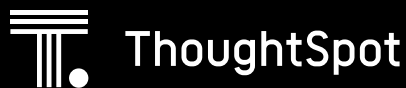# The World's Most Successful Companies
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