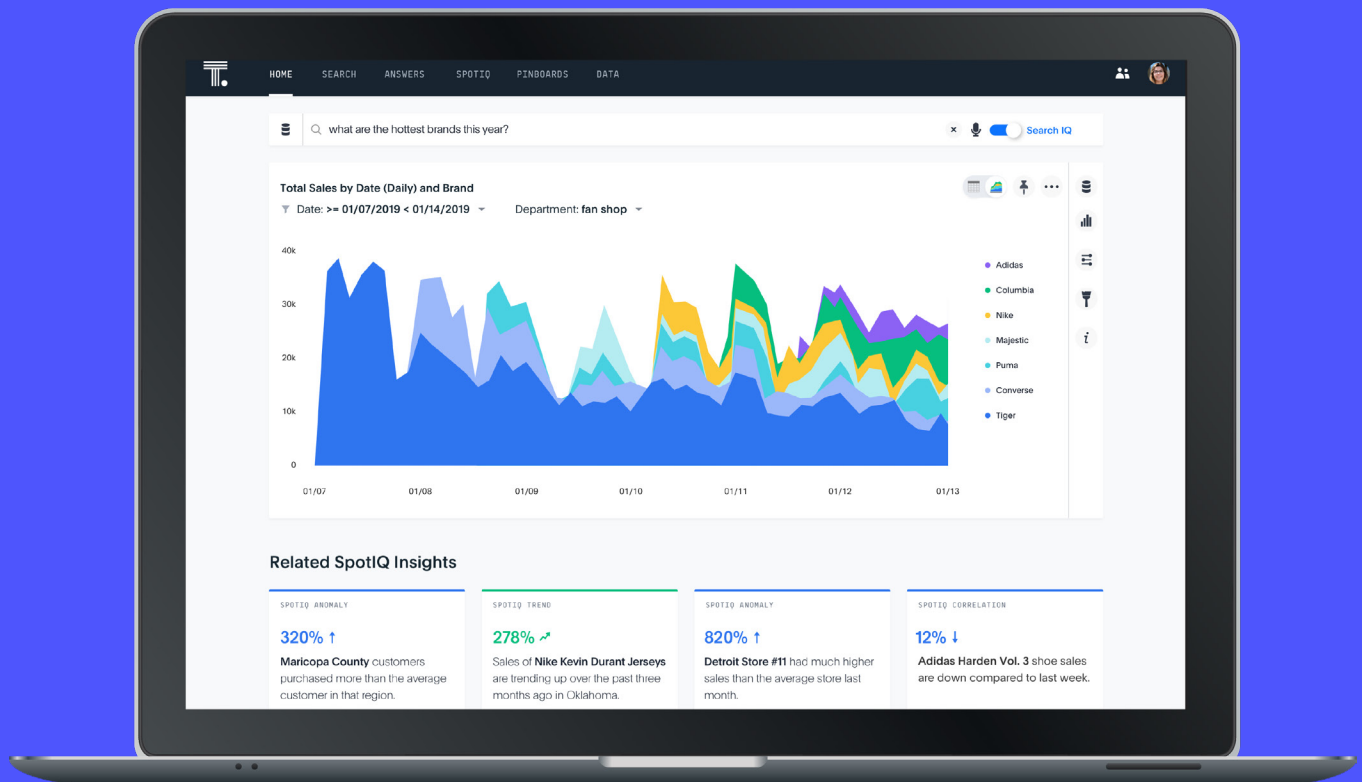




# QuickStart Professional Services



# ThoughtSpot QuickStart Professional Services

ThoughtSpot QuickStart Professional Services are predefined, modular implementation packages based on ThoughtSpot best practices used to deploy an initial discrete use case.

## Overview

ThoughtSpot QuickStart is offered at two levels, Standard and Advanced, each comprised of consulting and configuration services to support an initial use case. In addition, ThoughtSpot provides two days of system administrator and end-user training.



### Pricing

The QuickStart Professional Services will be performed on a fixed price and fixed scope basis stated on the Order Form plus expenses.

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### Work Hours

QuickStart 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 Customer holidays and travel hours.

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### 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.

## QuickStart Standard

### Use Case Configuration

Software configuration, to support one (1) use case. Configuration tasks include the following:

- Data ingest from source databases into the Software using Customer-supplied ETL software tools or load scripts.
- User and administrator account creation.
- QuickStart data and business model creation including up to one (1) fact table and three (3) dimension tables, provided that: (a) fact tables and dimension tables are in a star or snowflake schema; and (b) there is no requirement of row-level security.
- Worksheet creation.
- Answer and pinboard creation.
- Production of the following documents: (a) data architecture document; (b) DDL and data model; and (c) a worksheet to enable search and initial content.

### User Training

Training sessions provided at a location agreed to by the parties over two (2) consecutive days:

- End User Training: up to eight (8) hours of total training for up to eighty (80) attendees.
- Administrator Training: up to four (4) hours of total training for up to ten (10) attendees.

## QuickStart Advanced

### Use Case Configuration

Software configuration, to support one (1) use case. Configuration tasks include the following:

- Data ingest from source databases into the Software using Customer-supplied ETL software tools or load scripts.
- User and administrator account creation.
- QuickStart data and business model creation including up to three (3) fact tables and ten (10) dimension tables, provided that: (a) fact tables and dimension tables are in a star or snowflake schema; and (b) any row-level security is supported by ThoughtSpot products as described in the product documentation.
- Worksheet creation.
- Answer and pinboard creation.
- Production of the following documents: (a) data architecture document; (b) DDL and data model; and (c) a worksheet to enable search and initial content.

### User Training

Training sessions provided at a location agreed to by the parties over two (2) consecutive days:

- End User Training: up to eight (8) hours of total training for up to eighty (80) attendees.
- Administrator Training: up to four (4) hours of total training for up to ten (10) attendees.



## 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.

## QuickStart 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 the QuickStart Professional Services package 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. ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. PURCHASED SERVICES MUST BE CONSUMED WITHIN 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDER FORM, AFTER WHICH TIME UNUSED SERVICES 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](http://www.thoughtspot.com).