

# ThoughtSpot Technical Support

THOUGHTSPOT DESIGNATED SUPPORT ENGINEER PROGRAM



# ThoughtSpot Designated Support Engineer (DSE) Program

The Designated Support Engineer (DSE) is a knowledgeable and practiced ThoughtSpot-designated support resource who acts as a primary point of contact for all of the customer's support needs. The Designated Support Engineer Program offers direct access to this individual who has deep ThoughtSpot product knowledge and the ability to coordinate directly with the ThoughtSpot support and engineering organizations to more quickly resolve complex implementation issues and prioritize required software issue resolutions.

## Support Management Tailored to Your Needs

- Tap into the DSE's extensive product knowledge and ties to the ThoughtSpot support and engineering teams.
- Access customized diagnoses, troubleshooting, and resolution plans based on the DSE's knowledge of your particular environment.
- Gain from close alignment with your team through a regular cadence of check-ins.

# Scope of Services

The DSE will perform the following services during the term of services described in the Order Form:

Service	Description
Operational Review	The DSE will conduct a regular review of Customer's support cases and any release management issues at a time of customer's preference and a cadence not to exceed bi-weekly.
Active Case Handling	High-level management and analysis of cases that Customer submits to the ThoughtSpot support system. The DSE advocates for Customer and works with technical support resources to help provide additional focus on Customer's support tickets. In addition, the DSE monitors case status and helps to drive progress and issue resolution where required.
Escalation Management	The DSE will manage escalated support cases for efficient resolution and prioritization.
Root Cause Analysis	Oversight of Root Cause Analysis (RCA) delivery on cases including revision management and detail verification within the RCA.
Performance Management and Recommendations	Reports of key performance metrics relating to Customer's production application, not to exceed one per month. The report is a result of regular review and analysis of application data against specific benchmarks and includes recommendations to improve instance performance and system response.
Metric Reporting of All Cases	Reports of service metrics, performance data, and upgrade/patch information, not to exceed one per quarter.
Upgrade Planning Assistance and Oversight	Review Customer's production instance configuration to identify potential conflicts with an available upgraded version, and ThoughtSpot's leading practice overviews.
Designated Single Point of Contact	Primary liaison for Customer's support-related ThoughtSpot questions and cases. The DSE advocates for Customer's needs within the ThoughtSpot organization.

# ThoughtSpot Resources

ThoughtSpot will provide the following remote resource during the term purchased to deliver the Consulting Services:

- **Designated Support Engineer:** serves as the primary liaison for Customer during the Consulting Services period, provides reports on the health of Customer's application, and assists with upgrade planning.

Each DSE will oversee the above activities for one production application (ThoughtSpot Cloud SaaS or on-prem ThoughtSpot Application), across one geographic region (Americas, Europe, or Asia Pacific). For customers that require DSE services across more than one region or with more than one production instance, additional DSEs may be required. The DSE will communicate in English with exceptions where possible and mutually agreed in writing.

ThoughtSpot does not guarantee that certain designated ThoughtSpot personnel will be assigned to Customer, and the DSE will be designated based on resource availability. ThoughtSpot reserves the right to substitute resources to accommodate holiday and vacation schedules. Resources may be permanently replaced as deemed necessary in ThoughtSpot's reasonable discretion. ThoughtSpot may engage a third-party subcontractor to fulfill ThoughtSpot's obligations under this Service Description provided that: (a) if a DSE is a subcontractor then they will be identified as such in writing to Customer prior to their designation; (b) the subcontractor will perform all obligations hereunder as if such subcontractor were ThoughtSpot and ThoughtSpot will be wholly responsible for the acts and omissions of the subcontractor as if such acts or omissions were its own; and (c) ThoughtSpot will be wholly responsible for the payment of any compensation and related taxes or benefits due or allegedly due to subcontractors, and subcontractors may not seek payment (either directly or indirectly) from Customer.

## Pricing

The ThoughtSpot Designated Support Engineer Program services will be performed on a fixed price and fixed scope basis stated on the Order Form.

## 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 Consulting Services. Such expenses will be billable at cost and borne solely by Customer. Expenses will be invoiced: (a) within ten 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.

# Customer Responsibilities and Resources

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

# ThoughtSpot Designated Support Engineer Program 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 Designated Support Engineer Program package described herein as identified on the corresponding Order Form. No services are included in this offering except as expressly included in this document. The Designated Support Engineer Program package is designed for technical support as described in the Support Guide, and does not include Consulting Services such as configuration, integration, worksheet or liveboard creation, assistance with data architecture, training, best practices sessions, use case development, or similar consulting, professional, or training services. 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.

## About ThoughtSpot

ThoughtSpot is the Modern Analytics Cloud company. Our mission is to create a more fact-driven world with the easiest to use analytics platform. With ThoughtSpot, anyone can leverage natural language search and AI to find data insights and tap into the most cutting edge innovations the cloud data ecosystem has to offer. Companies can put the power of their modern data stack in the hands of every employee, extend the value of their data to partners and customers, and automate entire business processes. Customers can take advantage of ThoughtSpot's web and mobile applications to improve decision making for every employee. With ThoughtSpot's developer-friendly platform, customers can also embed consumer-grade analytics into their SaaS offerings or build entirely new interactive data apps that engage users and keep them coming back for more. Organizations like Walmart, BT, Daimler, Medtronic, Hulu, Royal Bank of Canada, OpenTable, Metromile, Workato, and Nationwide Building Society rely on ThoughtSpot to transform how their employees and customers take advantage of data. See for yourself and try ThoughtSpot today.