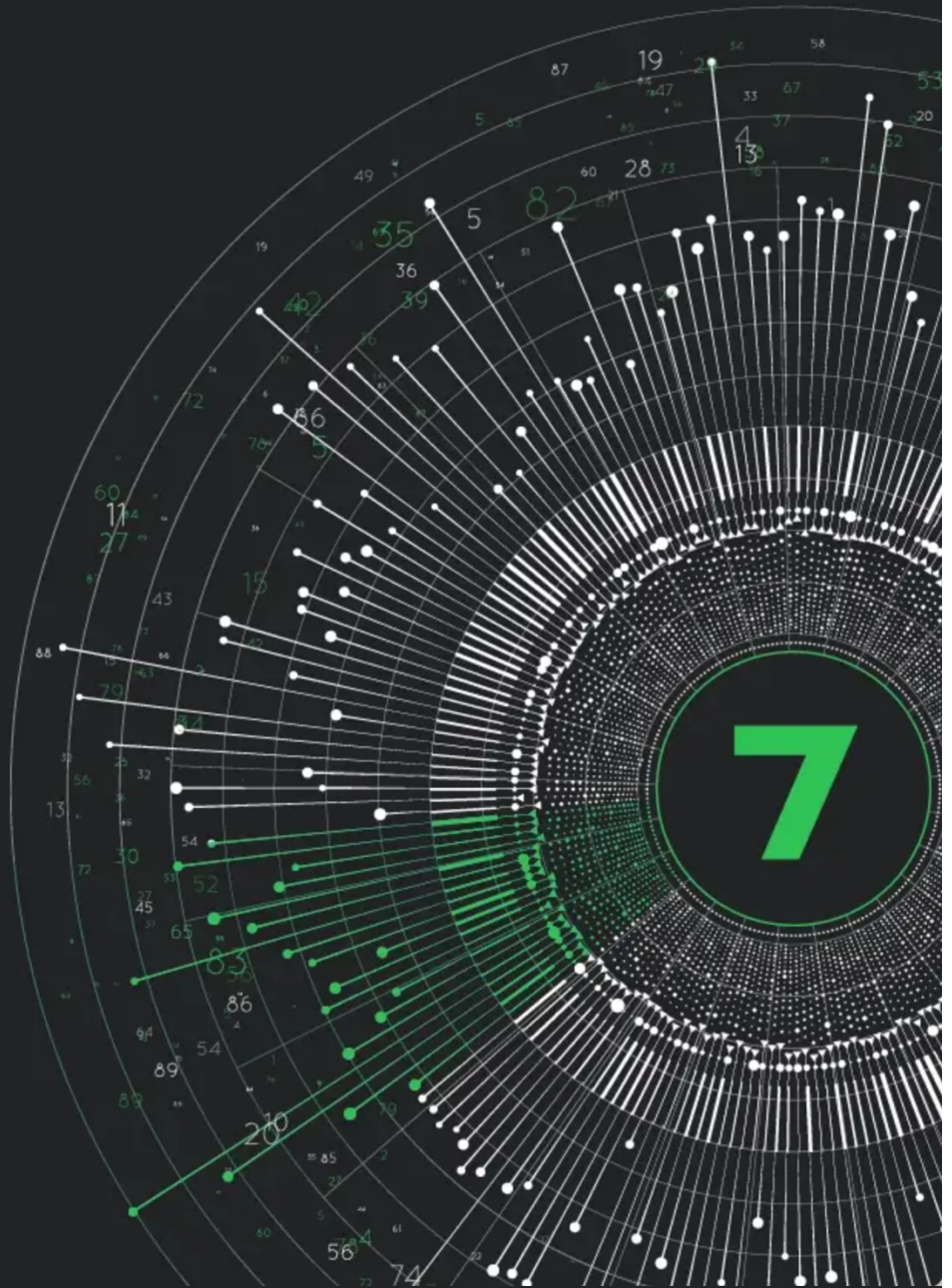


ThoughtSpot Analytics Platform

Resold by 7Dxperts UK Limited-

Service Definition

G-Cloud 15 Lot 2b – SaaS



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Purpose

This Service Definition describes the ThoughtSpot Analytics Platform offered on G-Cloud 15 Lot 2b by 7Dxperts as a reseller, where the hosted SaaS platform is operated and provided by ThoughtSpot.

It explains:

- What the service does and what is included
- How the service is delivered and supported
- Roles and responsibilities (7Dxperts vs ThoughtSpot vs Buyer)
- Key service constraints, security, resilience, onboarding and exit

How to use this document

Buyers should use this document to:

- Confirm whether ThoughtSpot meets functional needs (self-service analytics, embedded BI, AI-assisted search)
- Understand prerequisites (data warehouse connectivity, browser and SSO requirements)
- Understand the reseller operating model (support pathways, escalation, commercial interface)
- Identify call-off choices (subscription tier, support wrap, onboarding/training, deployment region)

Document conventions

- Buyer means the contracting public sector organisation.
- Supplier means 7Dxperts (the G-Cloud supplier and reseller).
- OEM means ThoughtSpot (the original software manufacturer and SaaS platform operator).
- Call-off means the G-Cloud call-off contract between Buyer and Supplier.

Where this document references OEM platform capabilities (availability, incident management, hosting, security controls), those are delivered by ThoughtSpot as the SaaS operator.

Version

Date	Version	Distribution
15th Jan 2026	0A	Internal
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1 Service overview

1.1 What the Service is

ThoughtSpot is an analytics platform that enables users to ask questions in natural language and receive answers, create Liveboards and dashboards, and embed analytics into applications and workflows.

1.2 Who Provides the Service

- Buyer contracts with 7Dxperts under a G-Cloud call-off.
- 7Dxperts resells ThoughtSpot subscriptions and provides additional support and services.
- ThoughtSpot operates the SaaS platform (ThoughtSpot Cloud) and provides OEM product support aligned to the subscription tier.

1.3 High Level Service Scope

- SaaS platform: ThoughtSpot Cloud in a public cloud deployment model.
- Connectivity: live connectivity to major cloud data warehouses and platforms (subject to Buyer environment prerequisites).

2 Responsibility and Accountability

The table below clarifies responsibilities for procurement and service operations.

Service component	Provided by	Accountable to Buyer	Notes
SaaS hosting, platform operations, patching, core platform security	ThoughtSpot	ThoughtSpot (via OEM assurance)	ThoughtSpot Cloud operates in major public cloud infrastructure.
SaaS platform availability and service credits	ThoughtSpot	ThoughtSpot	Availability and any service credit mechanism are OEM provided.
Product incident management (platform incidents)	ThoughtSpot	ThoughtSpot	OEM workflow covers triage, notification, remediation and post-incident activities.
First-line support, triage, Buyer communications, escalation management	7Dxperts	7Dxperts	Email/ticket support with response targets agreed at call-off is available at extra cost.
Second/third-line product support	ThoughtSpot	ThoughtSpot	Tiered by subscription plan; escalated via 7Dxperts where appropriate.
Onboarding assistance, adoption support, training (optional onsite)	7Dxperts (and/or OEM materials)	7Dxperts	Onboarding support agreed at call-off is available at extra cost.
Buyer data platform configuration, networking, identity provider	Buyer	Buyer	Buyer environment prerequisites apply.
Governance configuration (RBAC, row-level security)	Buyer with 7Dxperts guidance	Buyer	Onboarding support agreed at call-off is available at extra cost. Data Warehouse governance and Buyer policies are respected.

2.1 Reseller delivery model (accountability statement)

7Dxperts is the Buyer's contracting party and first-line support interface. ThoughtSpot is the SaaS operator and OEM responsible for platform operations, availability and product incident management.

3 Service Features & Benefits

3.1 Key Features

- Spotter AI agent delivers conversational analytics with natural language queries
- AI-augmented Liveboards provide interactive dashboards beyond static business intelligence reports
- Agentic semantic layer connects business context to live cloud data
- SpotterViz agent automatically builds complete dashboards from natural language prompts
- SpotterModel creates governed semantic models in minutes with validation workflows
- Python code generation enables advanced forecasting and clustering analysis
- Unified structured, geospatial and unstructured data analysis
- Visual Embed SDK enables native integration into existing applications
- MCP server connects Spotter to Claude, ChatGPT and custom agents
- Create dashboards, answers and KPIs without coding

3.2 Benefits

- Democratises data so every team member independently discovers insights
- Eliminates analyst backlogs with self-service exploration and instant answers
- Reduces dashboard sprawl by enabling drill-anywhere exploration without limits
- Accelerates decision-making with real-time analytics embedded in daily workflows
- Unlocks unstructured data insights from Slack, Salesforce and tools
- Drives revenue growth through embedded intelligence in customer applications
- Delivers transparent, explainable AI results with full query visibility
- Scales analytics adoption across entire organisations with governed self-service
- Drives revenue growth through embedded intelligence in customer facing applications
- Provides autonomous alerting that proactively flags anomalies and opportunities

4 Service Constraints and System Requirements

4.1 Service constraints

- Live connectivity to cloud data warehouses is supported; additional networking (VPN, IP allowlisting, proxy) may be required depending on the Buyer environment.
- Some functionality may vary based on the connection method and underlying data platform capabilities.
- Database-specific limitations can apply; these are managed through standard product documentation and configuration guidance.

4.2 System requirements (Buyer environment)

- Modern web browser (Chrome, Firefox, Edge, Safari) and stable internet connectivity
- Cloud data platform (warehouse/Lakehouse) supported by ThoughtSpot connectivity options

- Optional SSO integration using SAML 2.0 or OpenID Connect
- Network controls as required for warehouse connections (for example, outbound HTTPS and allowlisting)

5 Onboarding & Implementation Approach

5.1 Standard onboarding (included)

7Dxperts will:

- Confirm subscription scope and nominated Buyer administrators
- Provide onboarding guidance aligned to the Buyer's chosen identity approach (native login or SSO)
- Provide connectivity guidance for the Buyer's data platform (network prerequisites, allowlisting, authentication options)
- Provide an adoption kick-off covering recommended use cases, initial Liveboard patterns and governance basics

5.2 Optional onboarding/implementation services (additional cost)

There are various tiers of onboarding packages that provide the following. The tiers vary depending on the number of use cases, data marts and sources

- Hands-on configuration support (SSO setup guidance, role/permission design)
- Data modelling enablement and best practice support
- Onsite training and structured enablement programmes

5.3 Documentation and accessibility

Service documentation is provided online. Accessibility requirements should be confirmed at call-off based on the Buyer's specific needs.

6 Support and operations (reseller model)

6.1 Support channels (7Dxperts)

- Email / ticketing support: available for all services
- Phone support: not provided by default (can be agreed in the call-off)
- Web chat support: not provided by default
- Onsite support: available at additional cost

6.2 Support response times (7Dxperts)

- Typical response time: within 8 hours, Monday-Friday 09:00-17:00 UK time (unless otherwise agreed in the call-off). Standard support is provided as triage only
- Enhanced support services: available on request at additional cost depending on environment size and required SLA commitments

6.3 Escalation to OEM (ThoughtSpot)

Where an issue requires product/vendor resolution, 7Dxperts will escalate to ThoughtSpot support. ThoughtSpot provides tiered support aligned with the Buyer's selected subscription plan.

7 Security, governance and assurance

7.1 Identity and access

- Authentication options can include federated SSO (SAML 2.0 or OpenID Connect) and multi-factor authentication, as configured.
- Administrative access is controlled through role-based access controls and least-privilege principles.
- Access reviews and controls can be evidenced through standard assurance packs and operational records where applicable.

7.2 Monitoring and incident management (OEM)

ThoughtSpot operates protective monitoring and incident management for the SaaS platform, with customer notification where customer instances/data are impacted. 7Dxperts coordinates communications with the Buyer and manages escalations through to closure.

7.3 Data security controls and asset protection (OEM)

- Security and compliance evidence is provided by ThoughtSpot as the SaaS operator (for example, certifications and audit reports where available).
- Penetration testing and vulnerability management are performed as part of the OEM security programme.
- Secure data sanitisation and erasure processes apply for the SaaS environment.

7.4 Governance in the Buyer's data platform

The service respects the Buyer's data platform governance and security policies, including row-level security and role-based access controls configured in the Buyer environment.

8 Availability and resilience (OEM)

8.1 Availability, service levels and service credits

Availability targets and any service credit mechanisms are provided by ThoughtSpot for the hosted SaaS platform. Service levels depend on the Buyer's subscription and agreed OEM terms.

8.2 Resilience

ThoughtSpot Cloud is delivered using cloud-native resilience mechanisms. Options such as high availability configurations can be agreed depending on the Buyer's requirements and subscription options.

9 Management information and metrics

Operational and usage metrics are available via the administration features of the platform and can include user activity, query performance, content usage and system utilisation. Export mechanisms may be available via platform APIs depending on configuration.

10 Data importing, exporting and interoperability

10.1 Export and extraction (including exit)

- Export of configuration and modelling assets using platform-supported modelling language and APIs (where enabled).
- Export of data and insights via standard downloads (such as CSV/Excel/PDF) subject to permissions and governance
- Scheduled exports and alerting capabilities may be configured depending on Buyer requirements and subscription capabilities.

10.2 End of contract notes

At contract end, extraction should be completed before service termination. Access ceases on termination unless otherwise agreed. 7Dxperts can provide exit assistance as an additional service if required.

11 Buyer responsibilities

The Buyer is responsible for:

- Providing and administering the connected data platform (warehouse/Lakehouse) and ensuring required connectivity (including allowlisting/proxy/VPN where needed)
- Configuring data governance policies in the data platform and applying appropriate permissions (RBAC and row-level security)
- Managing identity provider configuration for SSO where required (SAML/OIDC)
- Ensuring users follow internal security and acceptable use policies for analytics and data exports

12 What's included vs optional (reseller clarity)

12.1 Included (baseline)

- ThoughtSpot SaaS subscription (as per the selected tier)
- 7Dxperts first-line support triage and escalation management during agreed support hours
- Standard onboarding guidance and adoption kick-off (lightweight)

12.2 Optional (additional cost)

- Onsite support and training by 7Dxperts
- 24/7 support wrap by agreement
- Structured enablement programmes, implementation assistance, customisation and integration support (scoped per call-off)

13 Service ordering

Buyers can procure the service through a G-Cloud call-off, selecting:

- Subscription tier and licensing scope (for example, users, capacity and feature set as applicable)
- Deployment region and data processing location requirements (subject to OEM options)
- Support wrap (business hours standard, optional 24/7)
- Any optional onboarding/training services (onsite at extra cost)

14 Contact and next steps

- Request a discovery call for subscription sizing (user count, usage patterns, required support tier)
- Confirm Buyer environment prerequisites (data platform, identity provider, networking constraints)
- Agree call-off scope for any optional onboarding/training and support wrap