

Customer Success Program

Advisory and enablement services for Spotfire customers

Spotfire has established the customer success program which includes advisory and enablement services allowing customers to derive increased business value from their Spotfire Investment as their business evolves.

This program may include, but is not limited, to the following:

Center of Excellence

As part of our customer success program, we provide access to an experienced architect or data scientist who will collaborate with the customer's Spotfire developers and provide advice on the best use of Spotfire technology in existing and future use cases:

- Solution design review
- Performance assessment
- Advise on the establishment of governance
- The use of Spotfire in the Cloud
- Advice for development of Spotfire extensions, integrations, and connectivity.

Architecture review

On customer request, an architect will be made available to assess the customer's current Spotfire deployment in order to provide feedback on if the platform is being used in the most efficient manner. The customer will receive a set of observations and recommendations with a clear scoring on the importance of any remedial activities required to optimize the Spotfire deployment.

Health checks

A customer can also request for a detailed assessment of the implementation of Spotfire, for a specific project. As for the Architecture Review, the customer will receive a set of observations and recommendations with a clear scoring on the importance of any remedial activities required.



Advanced troubleshooting support

In high-risk situations, the customer success expert will assist our support team in dealing with critical issues experienced on the platform. This will take the form of advanced troubleshooting activities and act as a liaison with product support and engineering teams. The team will stay engaged until the critical issues are resolved and then provide any remedial actions to prevent the issue from recurring.

Training and certification

The program includes learn on-demand product training and courses suited to all Spotfire user profiles. These courses are provided by Spotfire. Our training team can provide guidance to help customers assess their training goals and provide a path of how to achieve these goals—including referral to Spotfire partners for instructor-led training. Through self-paced learning or instructor-led training, learners will form the basis to achieve accredited certified status. Access to our certification platform is included in the customer success program. See [spotfire.com/education](https://www.spotfire.com/education) for more details.

Terms

The Customer Success Program is provided to customers and is included in the subscription fee, however, Spotfire is not bound to perform or deliver any of these services, which will be provided at Spotfire's discretion.

Company owns all intellectual property rights to all Customer Success Program Materials (defined below) and all derivatives thereof. Company grants Customer a non-exclusive, royalty-free, world-wide, non-transferable license to use the Customer Success Program Materials solely (i) for Customer's internal business and (ii) as necessary for use with the Products licensed by Customer in an Order. Customer Success Program Materials are licensed "as-is" and the Company does not provide any express, implied, or statutory warranties, including all warranties of merchantability, fitness for a particular purpose, or non-infringement, for any Customer Success Program Materials delivered in connection with the Customer Success Program. Customer Success Program Materials means any tangible or intangible information, design, specification, instruction, projectware or data (and any modifications, adaptations, derivative works or enhancements) provided by Company during the performance of the Customer Success Program which incorporates, reinforces or is used to apply Company's configuration or implementation methodologies, processes and know-how to Customer's use of the Company Products.

Community & Dr. Spotfire

All customers have access to the Spotfire Community where Spotfire users can network with peers and experts, including Dr. Spotfire, for continuous learning, best practices, and inspiration to utilize all Spotfire capabilities and Spotfire extensions. Customers will have access to monthly Dr. Spotfire sessions and Quick Tip videos on topics such as analytics best practices, Spotfire administration, developing extensions, and more. These resources will increase the competence of the Spotfire users and can provide a boost to a customer Spotfire Center of Excellence. See community.spotfire.com to sign up.

Art of the possible sessions

The program includes a set of pre-packaged technical and interactive workshop sessions, delivered by data scientists or architects, available to our customers and their partners. These sessions expand on product training by demonstrating how to adopt the latest and advanced features of Spotfire. Demonstrations of innovative ways to transform data into actionable insights with custom visualizations, Spotfire data functions, or Spotfire Copilot and leveraging generative AI Analytics. Where appropriate, art of the possible workshops will be industry or use-case specific.



Cloud Software Group
Headquarters
851 W Cypress Creek Rd.
Fort Lauderdale, FL 33309
www.spotfire.com

Spotfire® is a visual data science platform that makes smart people smarter by combining interactive visualizations and advanced analytics to solve complex, industry-specific business problems.

©2024, Cloud Software Group, Inc. All rights reserved. Spotfire, the Spotfire logo, and Spotfire® Visual Data Science are trademarks or registered trademarks of Cloud Software Group, Inc. and/or its subsidiaries in the United States and/or other countries. All other product and company names and marks mentioned in this document are the property of their respective owners and are mentioned for identification.
18Oct24