



ORDER FORM

Retain, grow and transform your customer relationships

1400 Bridge Parkway, Suite 101
Redwood City, CA 94065

Phone + 1-888-623-8562
www.gainsight.com

Customer Account Name	AppDynamics LLC	Date	4/24/2019
Customer Address	303 Second St. North Tower, 8th Floor San Francisco CA 94107	Gainsight Contact	TK Kesler
Customer Contact	Shelby Jagoe	Subscription Invoice Frequency	Annual
Contact Phone Number	(720) 217-9383	Pro-Serve Invoice Frequency	Advanced Payment
Billing Email Address	accountspayable@appdynamics.com	Payment Terms	Net 60
		Pricing Terms Expire (if Order is not signed)	4/24/2019

Product Name	Start Date	End Date	Net Total
Customer Success Platform - Current	4/13/2019	4/28/2019	USD11,826.05
Customer Success Platform - Year 1	4/29/2019	4/12/2020	USD421,724.99
Customer Success Platform - Year 2	4/13/2020	4/12/2021	USD440,431.00
TOTAL:			USD873,982.04

Usage Rights

Current

Includes

Features: Reporting and Dashboards, 360, Scorecards, Timeline, Surveys, Playbooks, Data Architect, Workflow Engine, Workspaces, Business Modeler, Best Practice Library, Sandbox, Premier Support

Usage Component	Quantity
Customer Records	3,000
Full User Seats	105
Sandboxes	1

Year 1

Includes

Features: Reporting and Dashboards, 360, Scorecards, Timeline, Team View, Surveys, Playbooks, Data Architect, Workflow Engine, Workspaces, Business Modeler, Best Practice Library, Sandbox, Premier Support

Usage Component	Quantity
Customer Records	3,000
Full User Seats	165

Usage Component	Quantity
Sandboxes	1
Viewer Seats	100

Year 2

Includes
Features: Reporting and Dashboards, 360, Scorecards, Timeline, Team View, Surveys, Playbooks, Data Architect, Workflow Engine, Workspaces, Business Modeler, Best Practice Library, Sandbox, Premier Support

Usage Component	Quantity
Customer Records	3,000
Full User Seats	165
Sandboxes	1
Viewer Seats	100

Services Package	Quantity	Net Services Fee
Onboarding Enterprise	1	USD286,895.00
TOTAL:		USD286,895.00

Terms & Conditions

- 1 By signing this Order Form, you are offering to purchase the products and services listed above. Your offer to purchase becomes a binding commitment upon acceptance by Gainsight, and is not subject to the issuance of any further purchase orders, confirmations or other events.
- 2 Gainsight Terms and Conditions apply and can be accessed here - <http://www.gainsight.com/msa>
- 3 Gainsight's Terms and Conditions and this Order Form represent the entire agreement between the parties and cannot be overridden by terms contained in any later received document, unless the additional terms are accepted in writing by Gainsight.
- 4 The Gainsight products you are subscribing to are listed in the Subscriptions Services table above. You will have access only to the products listed in the Subscriptions Services table.
- 5 This order and your invoice will be processed upon acceptance by Gainsight. The products will then be made available for your use on the subscription start date as mentioned on this order.
- 6 Unless otherwise specified in this Order Form, travel and expenses are not included in the total price on this Order Form or in any referenced Statement of Work ("SOW"). The Customer is responsible for reimbursing Gainsight for all pre-approved travel and expense costs related to any services performed under this Agreement.
- 7 The address listed above will be used to determine the appropriate taxing jurisdiction of the products and services purchased. Fees due under this Order Form are stated as net of any applicable withholding taxes that are required by law.
- 8 The terms of this Order are Gainsight Confidential Information.
- 9 Notwithstanding Section 2 or Section 3 above, the mutually agreed upon Terms and Conditions and Professional Services Agreement executed on April 13, 2017 will govern the purchase of the Subscription Services and Professional Services, respectively, set forth herein.

Purchase Order (PO) Information

Is a Purchase Order (PO) required for the payment of the products on this Order Form? (Customer to complete)

☐ No

☒ Yes - please complete below

PO Number: US5927

AGREED

AppDynamics LLC


SIGNATURE

NAME

TITLE

DATE

DocuSigned by:



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Elise Leung

General Counsel

04 / / 29 / 19

GAINSIGHT, INC.

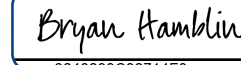
SIGNATURE

NAME

TITLE

DATE

DocuSigned by:



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Bryan Hamblin

Chief sales officer

April 29, 2019

Product Summary

Product Name	External Description
Data Architect	Enjoy flexibility and full control over your object structure, schema and data within Gainsight. Create and edit all aspects of your data design through an administrative interface to continually develop your Gainsight schema with your evolving business.
Workspaces	Workspaces support optimizing customer operations for each business line while maintaining one unified system for organization-wide continuity and visibility. Each business line has full control over Gainsight, from the admin capabilities to the data permissions to the end-user experience. All your business lines can operate within one environment without sacrificing the flexibility each needs to run their operations.
Business Modeler	Model and manage the success of complex real-world customer relationships. Gainsight's Business Modeler provides a standard object structure to ensure you can manage the customer at every level without losing sight of the overall picture. Model the multiple products, multiple deployments or multiple services that you've sold to one customer in combination with their account hierarchy. Gainsight's data structures and functionality are built around this standard model so all of Gainsight's functionality can be applied to every dimension of the customer.
360	The 360 view centralizes the insight your team needs to understand their customer, product or relationship into one single source of truth. Gainsight consolidates data from multiple sources to make it easy and efficient to gain a holistic understanding of your customer. Design multiple 360 layouts to show the right view depending on the customer's attributes or the user's role.
Playbooks	Playbooks proactively alert your team to customer risks, opportunities or lifecycle events and provide standardized workflow to efficiently and effectively take action. Your team will follow a step-by-step guide to deliver a consistent, best-in-class customer experience and save time by leveraging Playbook Task Assists (for example, a task that provides pre-templated Emails that contain the right message for the customer situation). Team Leadership can analyze how their teams are spending their time and identify which activities have the greatest impact on customer's success.
Sandbox	Deploy a Gainsight Sandbox for pre-production testing and configuration to test new development without interrupting the end-user experience.
Team View	Team View empowers your cross-functional team with rich customer data and collaboration capabilities within their primary system. Embed a Gainsight widget in Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Community Cloud, or Zendesk to start improving the customer experience through better cross-functional alignment.
Reporting and Dashboards	Gain deep customer insight with Reports and Dashboards. Gainsight's ability to blend together multiple data sources provides a structured, holistic picture of the customer across all types of vendor/customer interactions. Using an intuitive interface and compelling visualizations, each of your customer-facing functions can build their own strategic view to get actionable insights, fast.
Scorecards	Scorecards provide a robust, comprehensive framework that accurately measures customer health. Gainsight scorecards can capture the nuance of customer health by supporting multiple scorecard models, measuring both objective and subjective inputs, calculating weighted overall health and accounting for scoring exceptions.
Timeline	Log and view customer activities on a timeline to capture rich, contextual information and easily understand a customer's history. Timeline provides a central location for the customer account team to input notes, updates or summaries about their customer interactions. Preserve the valuable contextual history of person-to-person interactions and make it easily accessible through dynamic searching and reporting.
Surveys	Listen to, act on and analyze the Voice of the Customer with Gainsight's closed-loop survey system. Design visually compelling Surveys with questions and templates sourced from our best-practice library. Leverage deep customer insight to effectively target customer contacts with the right survey at the right time then combine Gainsight's robust text analytics with our best in-class workflow to execute a best-in-class customer feedback program.

Product Name	External Description
Workflow Engine	The Workflow Engine is designed to improve your underlying customer data to produce superior customer outcomes. It can perform powerful multi-step, in-memory data transformations for large datasets in Gainsight within one rule. Transformations include aggregations, multi-dataset merges, formulas and time-series calculations; helping your team to better identify meaningful data signals.
Best Practice Library	Import best-in-class customer success thought leadership as usable assets into your Gainsight environment. Gainsight's best practice library distills the learnings from our customers, community and leadership into real-world workflow. Assets support all areas of the Gainsight product including: Playbooks, Email Templates, Surveys, Rules and Reports.
Premier Support	Premier Support Includes: <ul style="list-style-type: none"> - Named Support Analyst - Proactive Case Monitoring - Case Status Review Meetings - 24x5 Support Hours - Accelerated SLAs/Priority Case Routing - 1 Support Operations Review per year - Phone Case Submissions - Web Case Submissions - Life Chat Support - 24x7 Support Portal Access - 24x7 Customer Community - 6 Authorized Support Contacts
Onboarding Enterprise	A best practice driven engagement, leveraging expert resources to understand your needs and execute an onboarding experience as defined in the Statement of Work associated to this Order Form.

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