



*TSANet provides members the infrastructure that enables rapid collaboration on mutual customer support needs.*

### **TSANet Global Newsletter February 2010**

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Dave Misukanis is the Director of Escalation Management for the Americas at Symantec Corporation. He has been in Technical Support for the past 28 years and in a leadership capacity for 23 years.

Dear TSANet Member

Welcome to issue 3 of the TSANet newsletter. Since our last newsletter, I am delighted to report we have reached a milestone with our globalization efforts in that we have finalized our legal agreements including licensing and code of conduct. This was a key accomplishment as these are the agreements that make multi-vendor support and TSANet possible.

Along with this, the board and staff have started to develop a strategy to operate against during 2010 which includes the key business objectives we want the organization to accomplish over the course of the year. One item you will see is more frequent communication from TSANet. As this is a member driven organization the board believes our dialogue with you, our members, is of the highest importance. Communications will include continuation of regular newsletters and formation of regional committees.

The EMEA committee is already well established with the APAC committee in its early stages. Our goal will be to establish a North American committee later this year.

In addition to the newsletters and regional committees it is our intention to continue with webcasts, as after our last board meeting in Germany, when we invited all members to attend a webcast to update everyone on our activities. We want to conduct these after every board meeting, not only to inform members of our efforts, but also offer the opportunity for the members to provide their comments and feedback. All of this is intended to better inform the membership and as we strive to achieve our vision of TSANet being the global support collaboration standard we trust you will find value in this. The board and staff are excited with the opportunities now open to us and look forward to the continued growth of the organization.

Thank You  
Sincerely  
TSANet Board Chairman  
Dave Misukanis  
Symantec Corporation

## **TSANet Globalization – Completed!**

Many of you have received or will be receiving an email regarding approving new TSANet legal paperwork. As you're aware, we've been working on our globalization process and have updated the TSANet legal documents to reflect several changes and provide future services. We have created an automated interface that allows the Business Manager to accept these documents on-line. This process also allows us to make sure your existing relationships are the only ones posted for your review.

The acceptance of these forms will either transfer your existing relationship to the new global company or verify the new legal documents for those members that signed up into the new global company. It is very important that we get everyone under one single company so your attention to this matter is appreciated. The acceptance of these documents will allow us to consolidate your billing and provide you new services expected to be delivered by mid-year. There is no charge or fees involved in this process.

We would like to take this opportunity for your patience and understanding during our globalization process. We also appreciate your attention and response to the recent communications which will enable us to move forward with new business strategies. All of this is to better position TSANet to meet your collaborative needs on a day to day basis.

## **TSANet EMEA Regional Committee**

The TSANet EMEA Regional Committee has been meeting regularly for almost a year now. The first call was back in March 2009 as a follow on from the former TSANet Europe board to track the wind down of the local operations. Since that time we have had participation from many companies, including IBM, CA, Dell, Microsoft, Oracle, HP, Hitachi Data Systems, Quantum, Fujitsu, Red Hat and Symantec.

The regular meetings have enabled all of us to maintain our connections with the other members in our region, which makes it easier to engage when we have a mutual issue. The important topics that we have gone through include:

- The closure of the TSANet (Europe) Ltd Company, which was finalized in January 2010 with the submission of an application to remove the company from the register at Companies House in the UK.
- Globalization, including working through the proposed agreement updates to ensure that members had the opportunity to assess the documents in advance of publication.
- Programs and Service Offerings: A regional discussion about the services and programs that TSANet offers, providing constructive feedback to the team working on the proposals to revise the TSANet offerings.

As we start 2010, I hope we can encourage more of our European members to join the calls and take the opportunities it provides for networking and feedback to the EMEA representatives on the TSANet global board.

The committee [http://www.tsanet.org/about/emea\\_committee\\_members.php](http://www.tsanet.org/about/emea_committee_members.php) offers TSANet members based in EMEA a warm welcome to anyone that would like to join them on EMEA Committee Meeting (Conference calls) The next call will be on **Tuesday 16 March 2010** 14:00-15:00 (GMT/UK) 15:00 – 16:00 (CET) please contact Stephanie Benson <mailto:stephanie@tsanet.org> for dial in details and to be included in the invitation distribution list for this and future calls.

## **TSANet APAC Regional Committee**

Alan Honeyman, APAC Regional Consultant, continues talking with members in the APAC region to form a regional committee. If you are interested in this initiative please get in touch with Alan [alan@tsanet.org](mailto:alan@tsanet.org) +1 913 345 9311 X 107 DD (Australia) +61 (0) 418 574 827

## **Upcoming Global Board Meeting**

The TSANet Global Board [http://www.tsanet.org/about/board\\_members.php](http://www.tsanet.org/about/board_members.php) will meet over three days in the first week of March. This very important meeting will be hosted by board member Jill Scola at the EMC offices in Boston. This, the first face to face meeting since completion of the globalization process, will be the first opportunity for the TSANet global board to make important and final decisions on the previously discussed current TSANet programs and service offerings and how we can best model our programs to industry changes adding maximum value to our members in the future. In addition there will be a pricing review and how we can better align with the value of the programs.

With the globalization process completed the board is now in a position to implement the changes to the membership model. As with the previous global board meeting the third day will give the membership an opportunity to contribute and hear the updates on the business decisions via a webcast on Thursday 11<sup>th</sup> March at 10:00 Eastern 11:00 Central 16:00 UK 17:00 CET All members will shortly receive an invitation with the dial in and webcast details.

## **TSANet Training Calls**

Towards the end of 2009 we had a number of calls from TSANet Program Managers interested in training new support engineers and technicians in the TSANet service. This led to a regular offering to all members in the form of a personalized training WebEx call. During these calls Dennis Smeltzer demonstrates the TSANet website and navigation of the database to place calls, self manage membership documents and contact personnel details.

If you would like to arrange a call either 1-1 or a training call with colleagues please contact Dennis [dennis@tsanet.org](mailto:dennis@tsanet.org) or Stephanie [stephanie@tsanet.org](mailto:stephanie@tsanet.org)

## **TSANet New Members**

Despite the challenging economic climate in 2009 we are delighted to report that TSANet membership grew throughout the year. With an increasing number of member companies utilizing the TSANet framework to manage their partner programs and the enhanced service offerings we are now, with the globalization efforts completed, able to offer to new and current members we are confident that this trend will continue through 2010. Over 60 new companies have joined in the last six months and we continue to work with over 30 companies that are in the joining process.

A full list of current members can be viewed on the website <http://www.tsanet.org/members/>

If you have any queries or would like to discuss your TSANet membership please contact Dennis Smeltzer via email [dennis@tsanet.org](mailto:dennis@tsanet.org) or by calling the TSANet HQ +1 913 345 9311 /Toll Free US 888 460 4545 (extension 101) Alternatively you can email your regional consultants Stephanie Benson in EMEA [stephanie@tsanet.org](mailto:stephanie@tsanet.org) and Alan Honeyman in APAC [alan@tsanet.org](mailto:alan@tsanet.org)