

# TSANet Connect 2.0

May 2024 Update

# TSANet Connect History

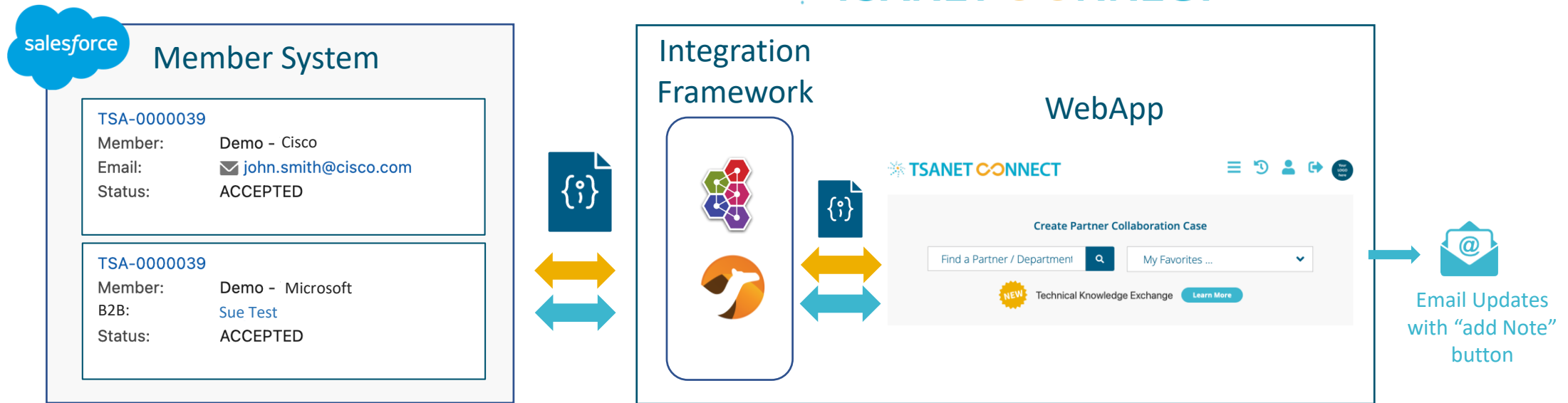


# TSANet Connect 2.0 Goals

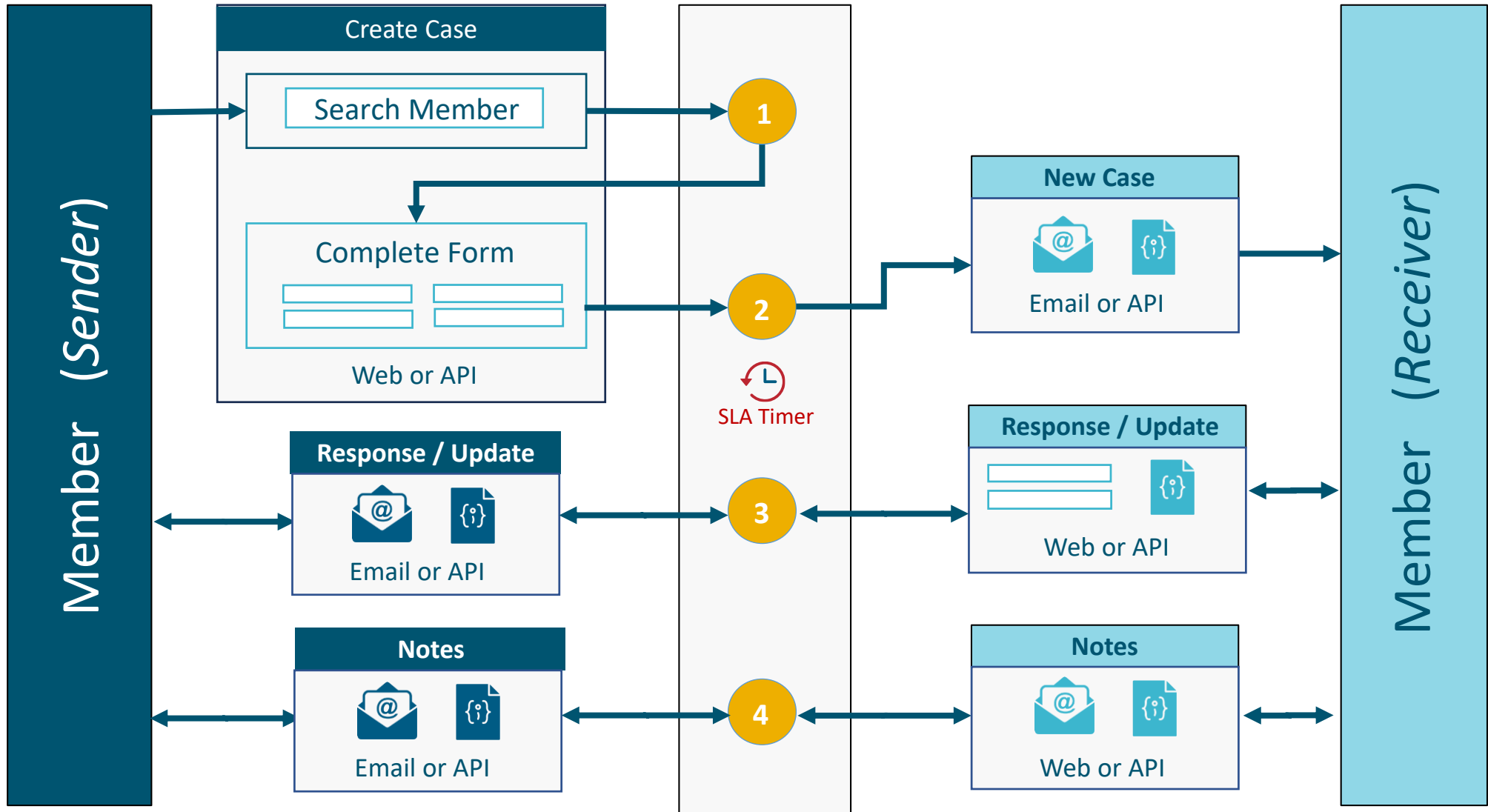
1. Allow for the ability to collaborate with ALL 850+ members
2. Allow for integration flexibility (Integration Framework)
3. Provide new features (Notes & Updates)
4. Demonstrate benefits of integration – User Experience, Compliance, Efficiency
5. Deliver API documentation and Salesforce Package



# TSANet Connect 2.0 – NEW Scope



Bi-directional **Create**, Notes and Case Updates with All Members



TSANet Connect Collaboration Process

# Integration Options

Use Salesforce Package

salesforce



Unlocked – Source code access

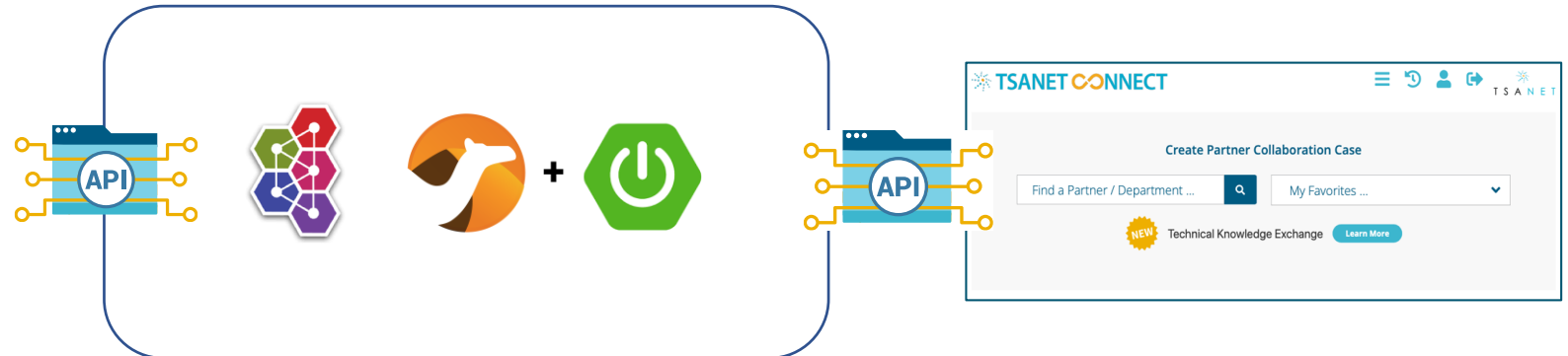
Custom Integration

- (A) Use both TSANet and Member APIs to integrate
- (B) Use the TSANet APIs and Integration Guide to build an App

Microsoft Dynamics 365 ORACLE



TSANET CONNECT



Integration Framework

# Connect 2.0 - 1H2024 Roadmap

Jan



Beta Live

Feb



Complete  
Integration Guide  
and Salesforce  
Unlocked Package

Mar



Develop Notes  
APIs

Apr



Response  
Update and  
custom fields

May



Update SFDC  
package and  
WebApp

Jun



Security Testing  
Production Live

Elite Beta  
Members



Lenovo



NUTANIX



# Features by Member Type

1. Consistent experience for all Members
2. All Members get notes and updates
3. WebApp collaboration feed provides history
4. Integration Framework and Salesforce Package for Elite Members
5. WebApp and Integration can exist together

Feature	Limited	Standard	Premium	Elite
WebApp (Notes and Updates)	Yes	Yes	Yes	Yes
WebApp (Collaboration Feed)	No	No	*Yes	*Yes
Integration Framework or SFDC package	No	No	No	Yes

\* SSO (Single Sign-on) required to activate



