Introduction to TSANet

The Technology Vendor Support Alliance

TSANet is a **not-for-profit** global collaborative alliance consisting of **900+** companies working together to improve their shared customers' support experiences.

Member Benefits...

Multi Vendor Collaboration

TSANET CONNECT

My Partners...

- Red Hat
- Cisco Systems
- Microsoft
- Palo Alto Networks
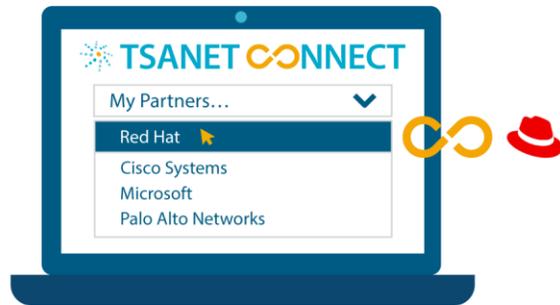
A simple solution that improves:

- 👍 Customer Experience
- 🤝 Partner Relationships
- 👥 Employee Satisfaction

Support Community

Join a Regional Focus Group to:

- Network with Industry Peers
- Improve Support Processes
- Share Technical Knowledge

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TSANet Collaboration Framework

Common Customer

Meet in the Market

Customer builds a solution and purchases support from each Vendor.

Vendors collaborate on issues as needed. TSANet legal and operational framework used for collaboration.

Alliance Partner

Technology Partner Programs

Validated configurations from your partner or developer marketplace

Support model documented for Customers and Partners with TSANet collaborative support commitment

Strategic Partner

OEM, Solution Support

Solutions from your company with integrated technology

Support provided by lead vendor. Back line product support in place with other vendors.

Support for all Technology Partner Models

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Regional Focus Groups

TSANet North America Focus Group

TSANet Europe Focus Group

TSANet India Focus Group

TSANet Japan Focus Group

TSANet Australia Focus Group

❑ The objective of these groups is to define common challenges for technical support organizations and work together on solutions.

❑ The group also provides input on reviewing and influencing TSANet's strategy.

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Membership Levels

Limited Members
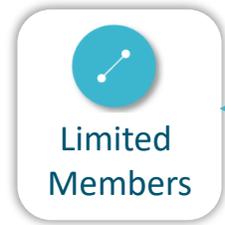
STANDARD

Standard collaboration with 24-hour SLA

- Collaborate with Members during business hours/24-hour SLA response
- TSANet Connect Base Features
- Join Partner Programs and Invite existing Members
- Technical Knowledge Exchange
- Regional Focus Group Meetings
- Additional Member privileges

PREMIUM

24/7 and SLAs for enterprise support

⭐ **All the benefits of Standard plus:**

- Global collaboration 24/7
- Enterprise level SLAs
- TSANet Connect Single Sign-On
- Invite NEW members to join TSANet
- Access to Critical Escalation

ELITE

Expand multi vendor support needs

⭐ **All the benefits of Premium, plus:**

- Assigned Success Manager
- Create Co-Branded Partner Programs
- Implement Solution Support Models
- TSANet Connect System Integration
- Access to Advanced Collaboration Methods
- Co-Marketing Activities
- Network with other Elite Members and apply for Board Seat

TSANET

Member (Sender)

Create Case

Search Member

Complete Form

Web or API

1

2

SLA Timer

Response / Update

Email or API

Notes

Email or API

3

4

New Case

Email or API

Response / Update

Web or API

Notes

Web or API

Member (Receiver)
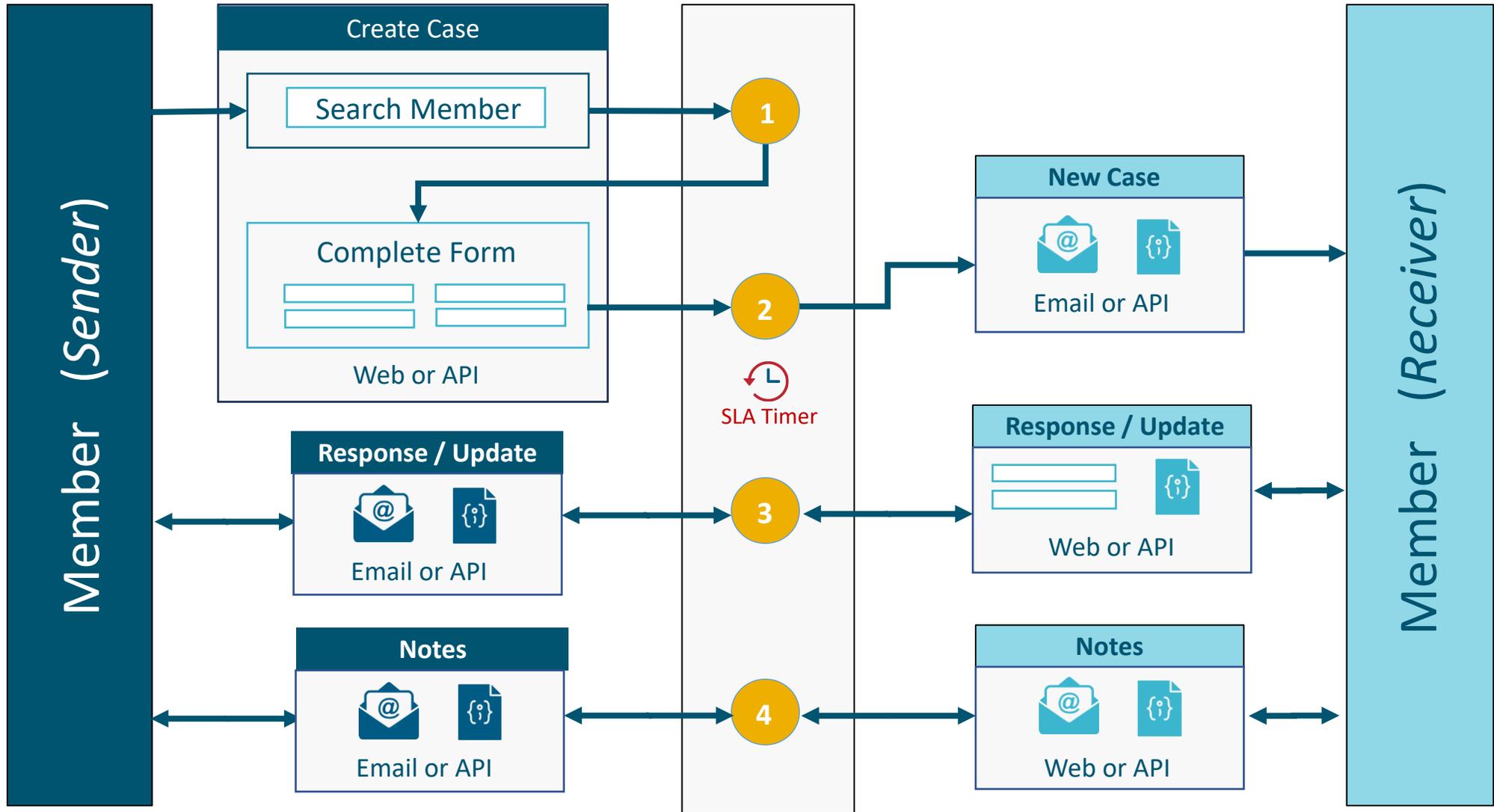
NEW - Collaboration Process

TSANET

Go to connect.tsanet.org

Sign in to your company page

Search for your company... 🔍

Not able to find your company page? Contact Us

TSANET CONNECT

Login

Enter your Email

Enter your Password

Login

forgot password?

1. Find your company or go directly to your company login page: yourdomain.tsanet.org

2. Login or create an account

3. **Premium** and **Elite** Members can configure Single Sign-on. Requirement for new Collaboration Feed

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User Experience - Submit
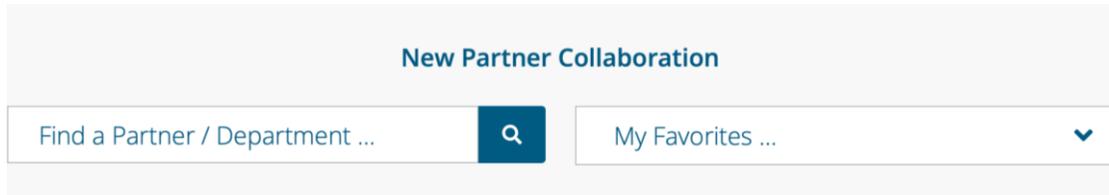
1. User searches for Member company and selects a process. User can also pin favorites

2. System guides user through exceptions such as request relationship or missing Partner

User fills out the process form.
❑ Their Case#, Problem Details, Common Customer Details
❑ Select Priority (The system will display SLA response time)

User Experience – Email Handshake

TSANet Collaboration Request for Case# 785996 to Hortonworks

Your collaboration request to **Hortonworks** for **Test Company Case# 785996** has been sent. . If you need to escalate this case follow the instructions below:

Escalation Instructions:

1. Place a Call: Horton toll free support line in the U.S - Call **855.8HORTON** **(855.846.7866) or +1.408.916.4121**. Please select option 2 for support

2. "Escalate Case" button: Use **"Escalate Case"** button found on the top right hand corner on the Case Details, if a case needs escalation

Request Details:

Test Company Contact
Name: *Brittany Simone*
Email: *brittjimerson@gmail.com*
Phone: *7855507818*
Case#: *785996*

Customer Contact
Customer Company: *ABC Computers*
Customer Name: *John Smith*
Customer Email: *j.smith@abccomputers*
Customer Phone Including Country Coo
Customer Case # with Hortonworks: *89*

Problem Details
Summary: *Issue with product*
Description: *Issue with product*
Priority: *low*

> Engineer gets an email back from the system that includes Escalation Instructions to use if they do not get a response or need to escalate the issue during the resolution process

TSANet Collaboration Response from Cisco

Cisco has responded to your request (**NetApp Case# 555431 - Questions on error code xyz**). Contact details and Cisco Case# are included below along with any special inspections for working the case.

DO NOT REPLY TO THIS EMAIL. Use the contact details below.

Cisco Case# and Contact details

Cisco Case#: *555459*
Contact Name: *Joe Cisco*
Email: *joec@cisco.com*
Phone: *225-555-1212*

Note

Please use the WebEx Team room below to share files and comment on this case
https://someurl.com

Escalation Instructions:

Escalation instructions from the Member. Should include a escalation contact name and phone. Mary Kay 225-555-1212 or *mary@test.com*

> Email initial response back from the receiving Member that includes Case Number and Engineer Contact details

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Exchanging notes & Response Update

My Active Cases (30 days)

NOTE: *All time stamps are shown in UTC time.*

Case#	Partner	Partner Case#	Status	Request Date	Last Update ↑
T1235678	Test Red Hat	765432	Accepted	May-07-2024 12:40 am	Jun-11-2024 03:20 pm

Case Details — **Inbound from Test IBM**

NOTE: *All time stamps are shown in UTC time.*

1. Select the case from list
2. Details of the case
3. Escalation instructions
4. Update initial response
5. Add notes. Sends notification to the other user
6. History of notes feed available for Premium and Elite members with SSO

Case Information:

Company:	Test IBM
Test IBM Case #:	T1235678
Date:	05/07/24 12:40 am
Submitted by:	API User
	api@ibmtest.com
Summary	Testing beta
Description	
Priority	Medium - P2

Response: Update Response

Company:	Test Red Hat
Date:	05/07/24 02:26 am
Case #	765432
Engineer Name:	Sue Test
Engineer Email:	Sue@redhat.com
Engineer Phone:	US: +1 225 555 1212
Next Steps:	Our assigned engineer will contact you.

Escalation Instructions

Testing Red Hat Escalation Test

Collaboration Feed   Add Note

new note

test

API TEST
07/08/24 12:24 pm

TSANET

Next Steps for Members

Train your Users (WebApp):

https://www.tsanet.org/tsanet-connect-user-training/. Recordings and materials

https://www.tsanet.org/tsanet-connect-2-0-user-training-july-24-2024/. Regional sessions on July 24th

Look at Integration (Salesforce and other Systems)

https://www.tsanet.org/tsanet-connect-update-webinar-may-7-2024/ Webinar

Contact Paul Esch @ paul@tsanet.org

TSANET

Standard Membership – $3,000 per year

Standard Collaboration

Collaborate with all other Members during normal business hours with a 24-hour response SLA

TSANet Connect

Access to the TSANet Connect base features such as managing departments, users and process forms.

Connect to Partners

Join hosted Partner Programs free of charge. Request relationships with existing TSANet Limited Members.

Technical Knowledge Exchange

Attend technical sessions from other Members on products, technologies and troubleshooting methods

Regional Focus Groups

Network and share best practices with your peers by attending Regional Focus Group meetings

Membership Privileges

Participate in the strategy and direction of the TSANet Organization. Vote on Board of Directors

TSANET

Premium Membership - $9,000 per year

⭐ All the features of **Standard**, plus:

Global 7/24 Collaboration

Global collaboration with Premium and Elite Members on a 24/7 basis.

Enterprise SLAs

Enterprise SLAs with other Premium or Elite Members (P1 = 2 hours, P2 = 4 hours, P3 = 24 hours).

Single Sign-on

Members use SAML 2.0 identity management system to control access to the TSANet Connect system.

Connect to Partners

Join hosted Partner Programs free of charge. Request relationships with existing TSANet Limited Members.

Invite New Members

Send invitations for companies to join TSANet who are not Members

Critical Escalation

Provides a direct path to members' peers for a critical customer situation.

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Elite Membership - $18,000 per year

⭐ All the features of **Standard** and **Premium** plus:

Connect Advanced Features

Integrate your systems to TSANet Connect. Access to advanced collaboration methods.

Co-branded Partner Programs

Create your own partner group and easily establish a collaborative path with your partner network.

Connect to Partners

Implement solution support models that are specific to your product solutions and solution support offerings.

TSANet Success Manager

Work with your assigned TSANet Success Manager to implement best practices for multi vendor support.

Co-Marketing Activities

Your logo on the TSANet homepage and co-branded partner and customer materials.

Eligible for Board Seat

Attend networking events with other Elite Members. Apply for the Board of Directors.

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TSANet Features

Technical Knowledge Exchange

❑ Access to technical sessions on products, technologies, and troubleshooting from Members

❑ Sessions are 1 hour long and cover technical topics from top Members.   Sessions are recorded for viewing by all Members

❑ Regional Focus Groups select topics based on Member feedback. Sessions are done in each region and available globally

❑ English and Japanese sessions are available
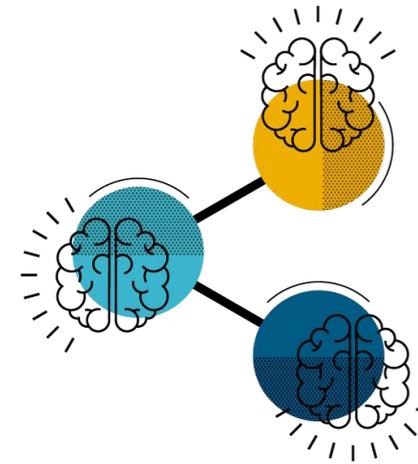
SHARE
EXPERIENCES

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TSANet Connect

❑ User interface provides a streamlined method for creating a collaboration case with other Members

❑ Process includes integrated escalation management

❑ API architecture enables Members to integrate their systems

❑ After the initial connection Engineers work with their own systems/process

Regional Focus Groups

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Single Sign-on

❑ Premium and Elite Members can use their own identity management systems to control access to TSANet Connect

❑ Unlimited users' policy allows for the Member to define of what employees can have access

❑ Support for SAML 2.0

❑ Supports just in time user provisioning

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Critical Escalations

❑ Provides members a direct path to members' peers where traditional escalation processes do not support a **critical customer situation**.

❑ Optional for Premium and Elite Members of TSANet.

❑ The feature is limited to select users at the company and can be integrated to each member's outbound and inbound critical escalation process.
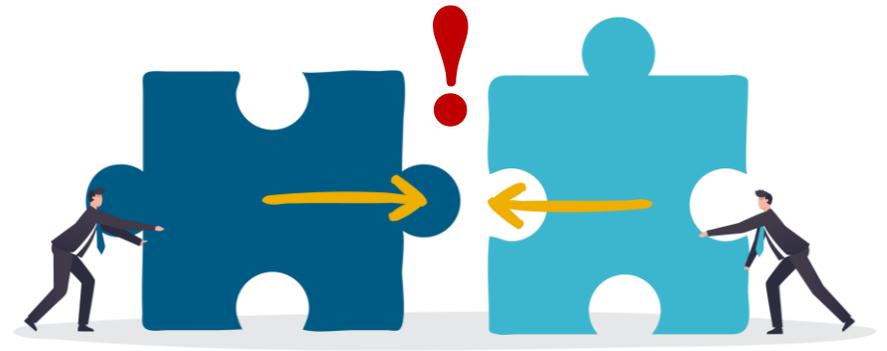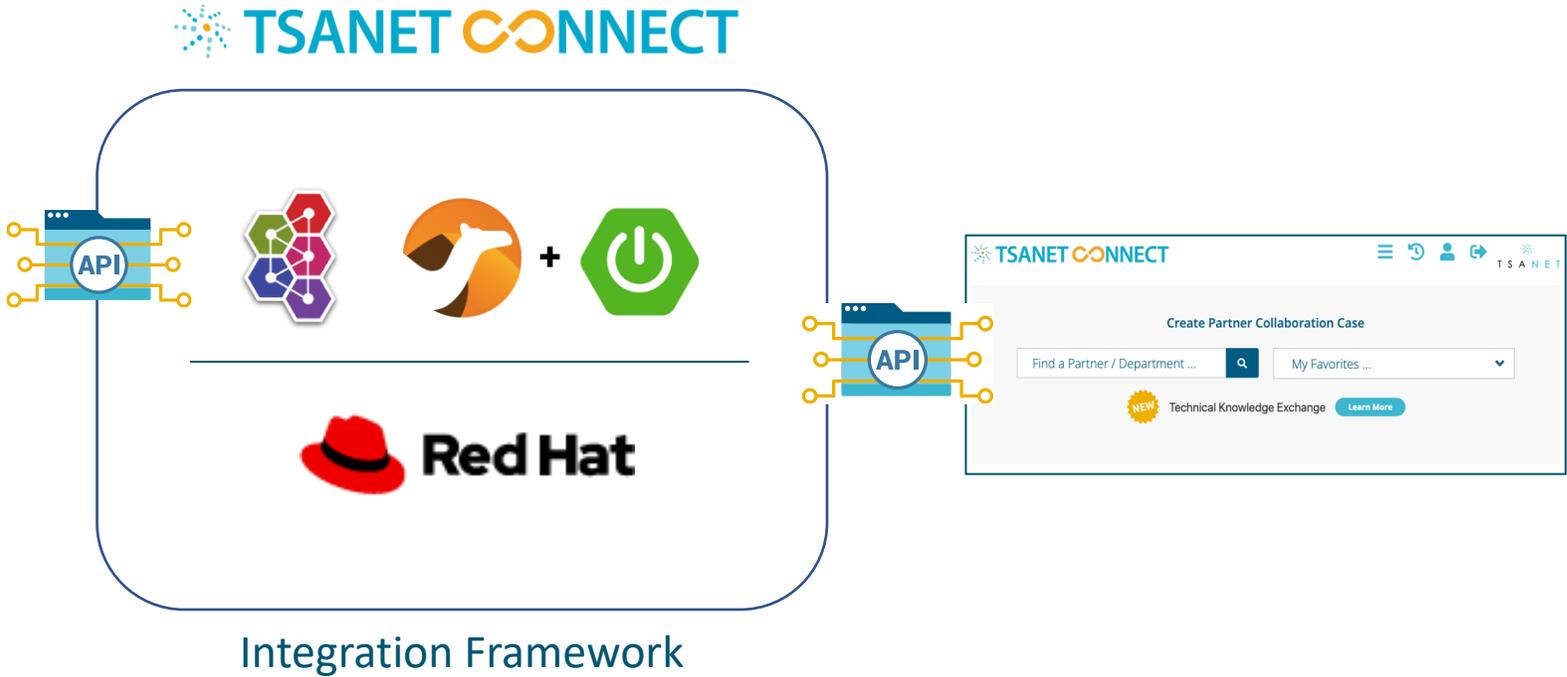
Create Partner Programs

❏ Establish a two-way collaborative mechanism with your partner network.

❏ Onboarding is done through an automated co-branded registration page. This process enables your partners to quickly join TSANet and connect with you.

❏ Create inbound processes unique to your Partners

❏ Select "Host Pay" or "Partner Pay" models

NUTANIX. TECHNOLOGY ALLIANCE

vmware
Technology Alliance Partner

VERITAS
Technology Partner

paloalto
NETWORKS

Red Hat | PARTNER CONNECT

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Create Solution Support Models

❑ Use the proven TSANet Legal framework to define service agreements with your Partners

❑ Create processes with your Partners that support your defined Support Models

❑ Unique Process forms collect data needed for the inbound process of each Member supporting the solution

❑ Collaborate with confidence using the ISO 27001/27701 certified TSANet Connect System

SOFTWARE VENDOR

STORAGE VENDOR

HARDWARE VENDOR

TSANET
LEGAL & OPERATIONAL FRAMEWORK

NETWORK VENDOR

CHANNEL PARTNERS

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Success Manager

❑ Acts as the primary point of contact, ensuring a member's success on the TSANet platform

❑ Provides data-driven best practices

❑ Create Partner Programs & Solution Support Models

❑ Works with you to improve usage with training and awareness activities

❑ Networking with peers by encouraging participation in Regional Focus Groups

VALUE