

TSANet Member Update

June 2025

The Technology Vendor Support Alliance

TSANet is a not-for-profit global alliance comprising over 900 companies that collaborate to enhance their shared customers' support experiences.






Member Benefits

Technology Partner Framework






Technology Partner Success:

-  Best Practices
-  Partner Management
-  Legal Framework

Multi Vendor Collaboration






Collaborate online to improve:

-  Customer Experience
-  Partner Relationships
-  Employee Satisfaction

TSANet Community



Join a Regional Focus Group to:

-  Network with Industry Peers
-  Improve Support Processes
-  Improve Partner Management

TSANet Member Roles

Business Manager (Executive Sponsor)



Lead and Promote

- ☐ Support, Success, or Partner
- ☐ Promote (Internal and External)
- ☐ Strategy (TSANet & Member)
- ☐ Remove Roadblocks

Program Managers (Partner Alliance, Support Planning)



Partner Management & Support Planning

- ☐ Manage Partner Process
- ☐ Promote to Partners
- ☐ Process Management
- ☐ Overall Feedback

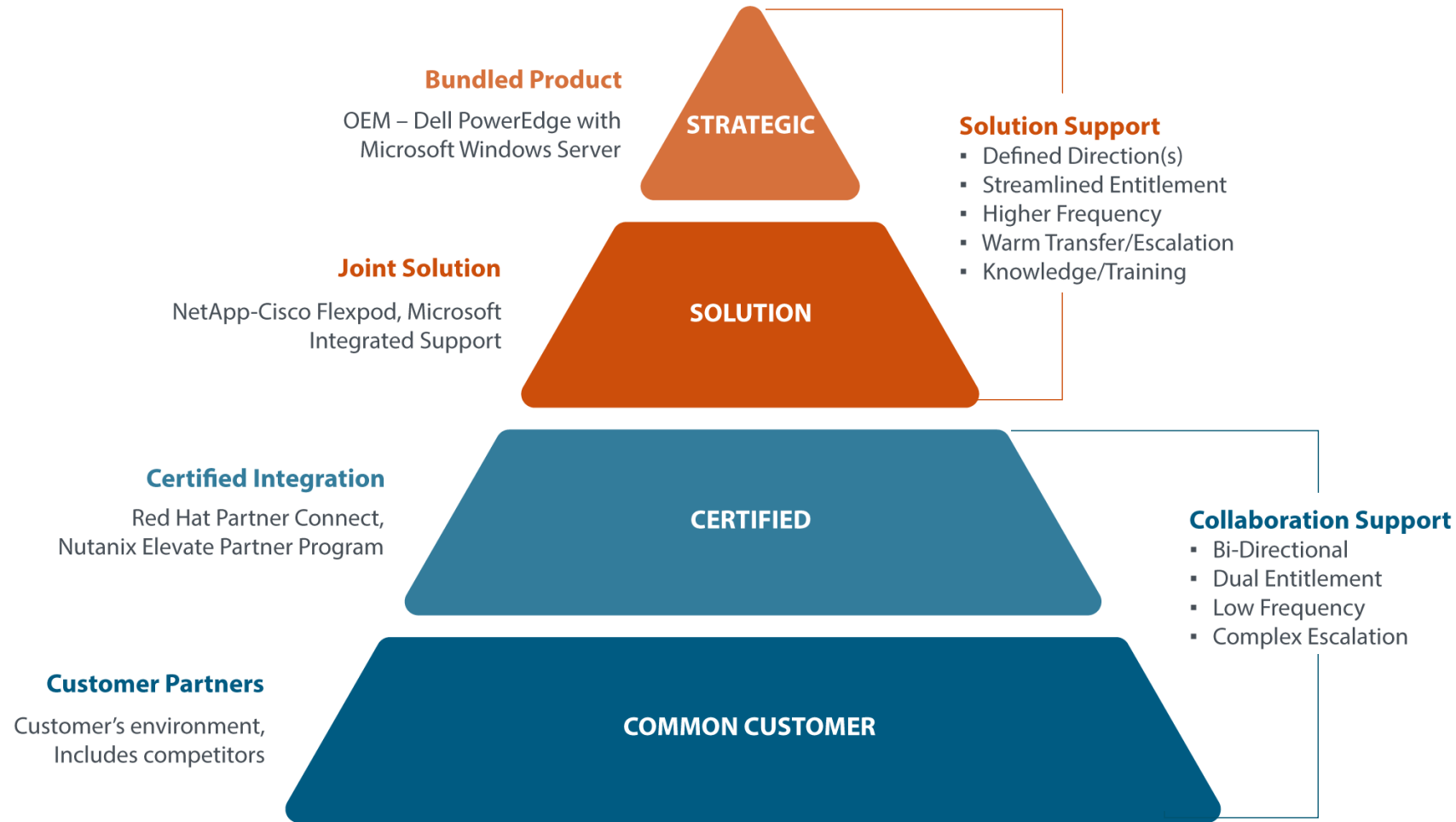
Key Users (Support Manager, Escalation Manager)



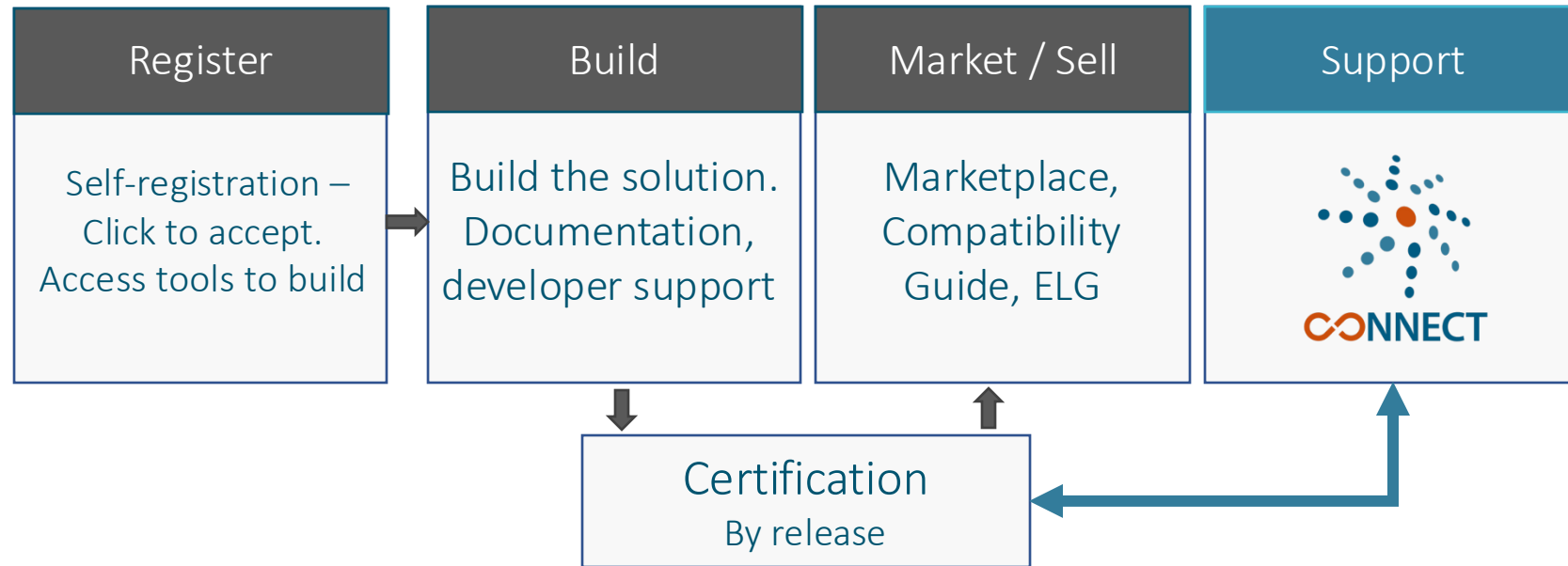
Technical Support & Customer Success

- ☐ Key User for TSANet Connect
- ☐ Team Point of Contact
- ☐ Feedback on System/Process
- ☐ Identify Missing Partners

Technology Partner Framework



Certified Partner Journey



“Allows Sales teams to sell with confidence and Support teams to provide support with confidence”

Solution & Strategic Partner Journey



Solution Support Process

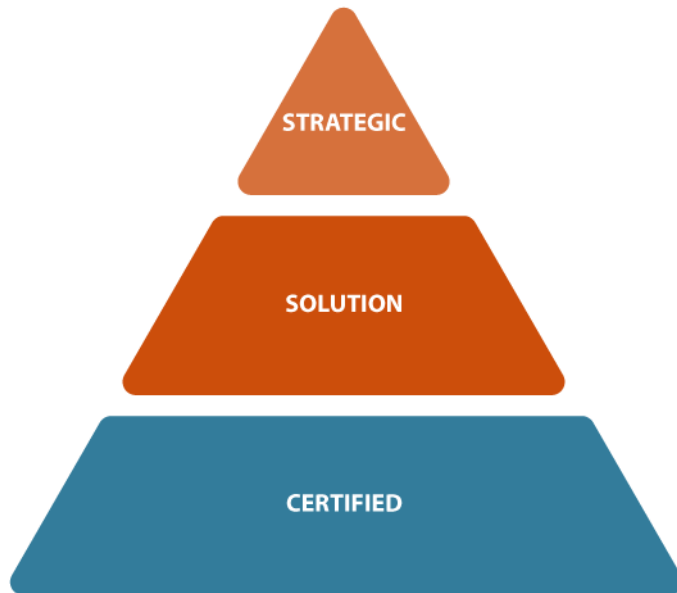
- ☐ Streamlined Entitlement
- ☐ Ability for custom SLA
- ☐ Warm Transfer / Escalation
- ☐ Knowledge / Training
- ☐ Metrics / QBR



Reference – ISO 44001

PROVEN PROCESS

YOUR TECHNOLOGY PARTNER ECOSYSTEM



STANDARDIZE

Certified, Solution
or Strategic
Partners

SIMPLIFY

Collaboration and
Solution Support
Models

AUTOMATE

Seamless
Integration into
Your Systems



TSANet Connect

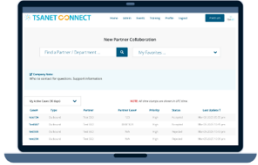
- ☐ Seamless System Integration
- ☐ Bi-directional Create and Update
- ☐ Notes and Secure File Transfer
- ☐ Collaborative / Solution Support
- ☐ SLA Monitoring
- ☐ Escalation Management
- ☐ Code owned by TSANet Members
<https://github.com/tsanetgit>



TSANet Connect vs Alternatives

	TSANet Connect	Extranet	B2B Integration
Cost	Included with Membership	Usage model (example Per user)	High cost (50-100k) initial setup and ongoing costs <u>per connection</u>
Scalability & flexibility	Single Integration – Connect to <u>One</u> , Connect to <u>Anyone</u>	Multiple extranet access is an operational challenge. Drives bad security practices.	Duplicate costs per integration. Every new connection requires each company to budget & prioritize
Security	ISO70001, ISO27701, Microsoft SSPA	No SSO, MFA, Shared accounts, Data protection	Depends on the Members IT Organization
User Experience	Consistent & Integrated experience	Swivel chair process – Not integrated	Missing features and Fragmentation (B2B with everyone not possible)
Ongoing Support	Support and continuous improvements	Based on multiple companies' extranet	Dependent on the IT prioritization of multiple companies.

TSANet Connect - Current State



WebApp

- ✓ All Members
- ✓ Production 2024



Managed Package

- ✓ IBM, Red Hat
- ✓ Production 2025
- ✓ Others follow



Power App

- ✓ Microsoft, others
- ✓ Production 2025
- ✓ MS Teams later



Custom API

- ✓ Cisco SmartBonding
- ✓ Production 2025
- ✓ Others as needed

Integration
Framework



Dynamics Solution



TSANet Dataserve

- ☐ TSANet Case
- ☐ Responses
- ☐ Notes / Attachments



Dynamics UI

- ☐ Links to Case
- ☐ Timeline updates
- ☐ Flows



Dynamics 365 Customer Service workspace

A Mineral Build Up in Water Supply - Saved
Case - Case for Multisession experience

CAS-47732-V4V6K6 Case Number | Email Origin | 1/24/2025 11:03 PM Created On | Paul Esch Owner

Summary Details Attachments Related

Due and Overdue Activities

Activities 2 overdue

Case Details:

- Case Title: A Mineral Build Up in W...
- Customer: Claudia Mazzant
- Contact: ---
- Subject: Water supply
- Priority: Normal
- Case Status: In Progress
- Product: Smart Brew 300
- Description: ---

Active TSA Net Cases

Created On	ID	Direction	Status Rea...	Submitter Case ...	Company Na...
1/30/2025 5:5...	3063	Outbound	Accepted	CAS-47732-V4V6K6	Demo - VMware

Rows: 1

Timeline

Search timeline

Enter a note...

Highlights

Recent

Modified on: 1/27/2025 9:48 PM

Copilot

Get AI-powered help with solving customer issues.

Ask a question Write an email

Clear chat

Searching How to clean the water tank of Smart Brew 300?

How to clean the water tank of Smart Brew 300?

There are no relevant resources configured to help with this question. You could rephrase and try again.

Details for tech support

1 of 15

View prompts

Try again



Connector



Managed Package



Custom Object

- ☐ TSANet Case
- ☐ Responses
- ☐ Notes / Attachments



UI Elements

- ☐ LWC (default)
- ☐ List
- ☐ Actions
- ☐ Flows



The screenshot displays the Salesforce Service Console interface. The top navigation bar includes a search bar and several tabs: 'Service Console', 'Cases', and three case-specific tabs (00001031, 00001032, 00001033). The main content area shows a case record for 'New Test case - Production hotfix...' with details like Priority (Medium), Status (New), and Case Number (00001033). A 'Feed' section is visible below the case details, showing a 'Post' and a 'Poll' option. A sidebar on the right contains sections for 'Open Activities (0)', 'Activity History (0)', 'Case Comments (0)', 'Attachments (0)', and 'Case History (1)'. An orange box highlights the 'TSANet Cases (1)' section in the left sidebar, another orange box highlights the 'New Test case - Production hotfix...' case record, and a third orange box highlights the 'Most Recent Activity' section in the feed.



salesforce

Integration into existing (Actions & Related List)

Test Case for Red Hat Inbound

+ Follow Support Search ARM (Re)Assignment

Related List Quick Links

- Diagnostics (0)
- Case History (10+)
- Related Cases (0)
- Attached Assets (0)
- Work Orders (0)
- Case Known Issues (0)

Show All (21)

+ Follow Support Search ARM (Re)Assignment

Related List Quick Links

- Diagnostics (0)
- Case History (10+)
- TSANet Cases (2)
- Attached Assets (0)

Show All (21)

Main Details

Case Number

- Edit Primary Fields
- Open Skill Case
- New Work Order
- New Task
- New Incident
- New Collaboration
- Collaborate (TSANet)

Main Details

Case Number
TS019101906

Case Owner
John Goodson

Status
IBM is working

Internal Status
IBM is working

Severity Level
3 - Minor business impact

Next Action Datetime

Date to Close

Account Information

Account Name
IBM NAB ITSA HARDWARE

Account CMR Number
0994330

Parent Account Name

Account Partner Number

Country/Region
Australia

Country
AU

Summary

3 TS019101906 Contact: John Goodson

no Next Action Date

Filter by text ...

4/17/2025 12:05 PM | Case History: Internal Status Changed | New Case Opened | IBM is working | John Goodson

4/17/2025 12:05 PM | Case History: First Support Response | First Support response given on 4/17/2025 12:05 PM | John Goodson

4/17/2025 12:02 PM | Event: Routed to a Mission Team | null | TSU: Default | John Goodson

4/17/2025 12:02 PM | Internal | John Goodson

Case Summary post indicates the current values of these fields, not the values as they were submitted

Subject: Test Case for Red Hat Inbound

Problem Description:
Test Case for Red Hat Inbound

Must Gathers:
Service Type : Defect/BreakFix
Product Version : 2.0
Machine Serial Number : 1234
Product Area :
Operating System Version - Aix :
Operating System Version - Linux :
Operating System Version - Unix :
Community Product Version :
Do you allow your media to be removed from the premises? :
Operating System : Linux

4/17/2025 12:02 PM | Internal | John Goodson

Below are the details received about the Asset

Account Business Hours
Friday, Apr 18, 2025
11:53:03 PM GMT+10

Agent
Friday, Apr 18, 2025
08:53:03 AM CDT

> Account

> Time Zone Details

Service Level Extensions for Parent Entitlement (0)

Special Handling

There is no special handling for this case for the current timeframe. Click below to see all special handling detail records for the account on this case.

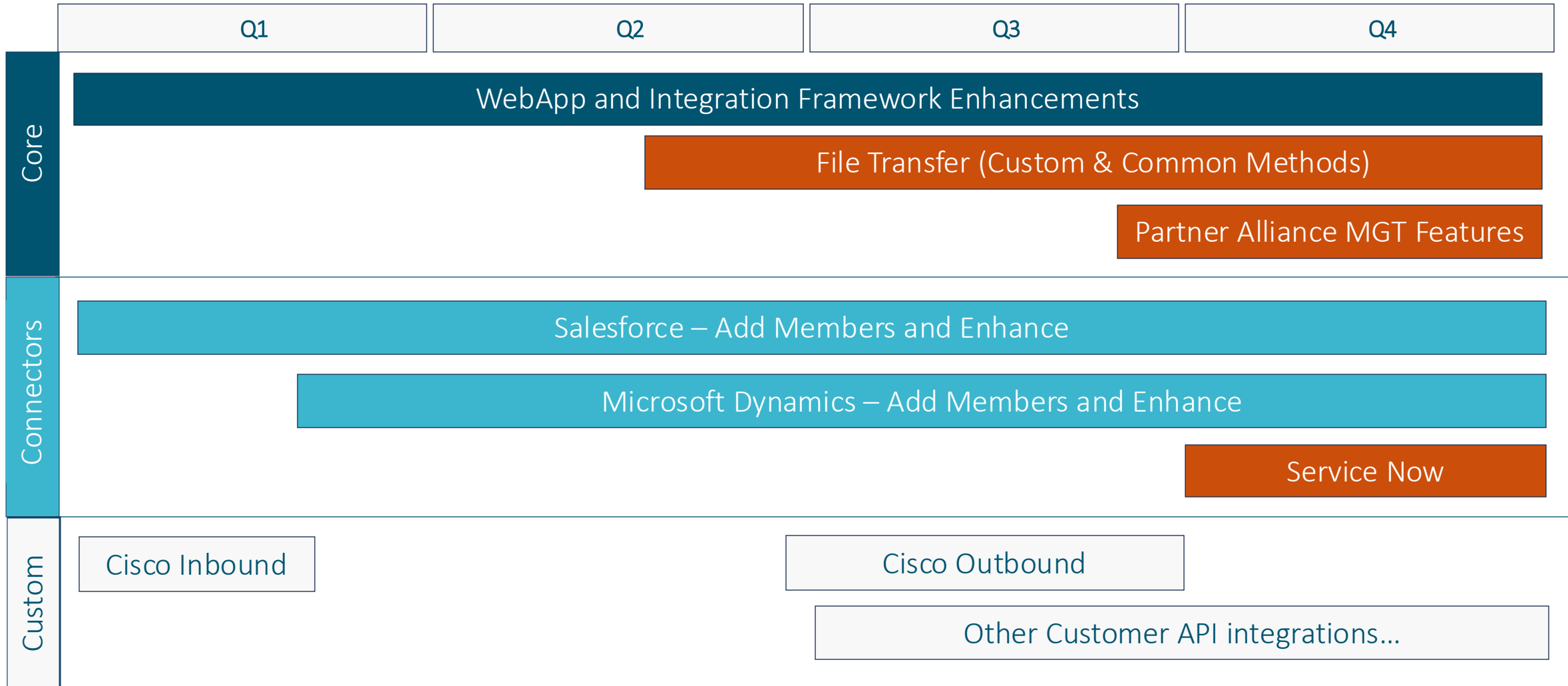
[View All Special Handling Detail records for this Account](#)

Keywords

Edit

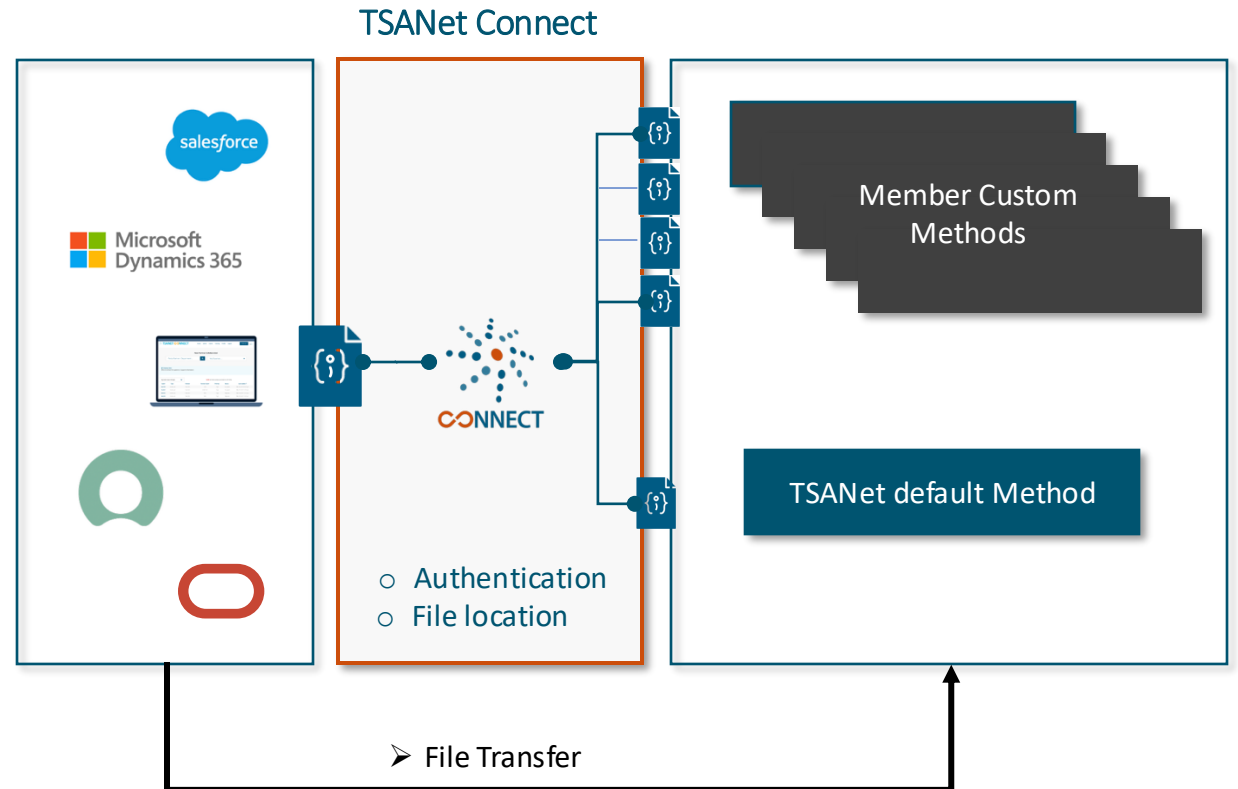
Next

2025 TSANet Connect Roadmap



TSANet Connect – Secure File Transfer

1. For uploading a file “TO” a member.
Example: Logs.
2. Members have the option to connect their inbound file transfer method
3. Files are directly sent to the Members system (TSANet does not store these)
4. TSANet Method – TSANet will also have a default method that Members can use
5. Note: Members can also use links in a note (Example: Download Patch)



Get Involved

1. Promote the use of TSANet
2. Use TSANet Connect, Give Feedback
3. Attend a Regional Focus Group Meeting
 - ❑ North America, Europe, India, Asia, Japan
4. Join TSANet Board, Security Committee, or Technology Committee

