

TSANet Member Update

Oct 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

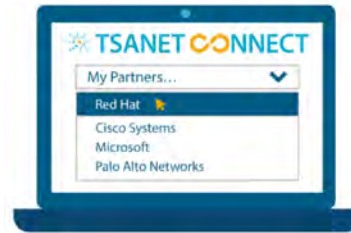
Technology Partner Framework



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

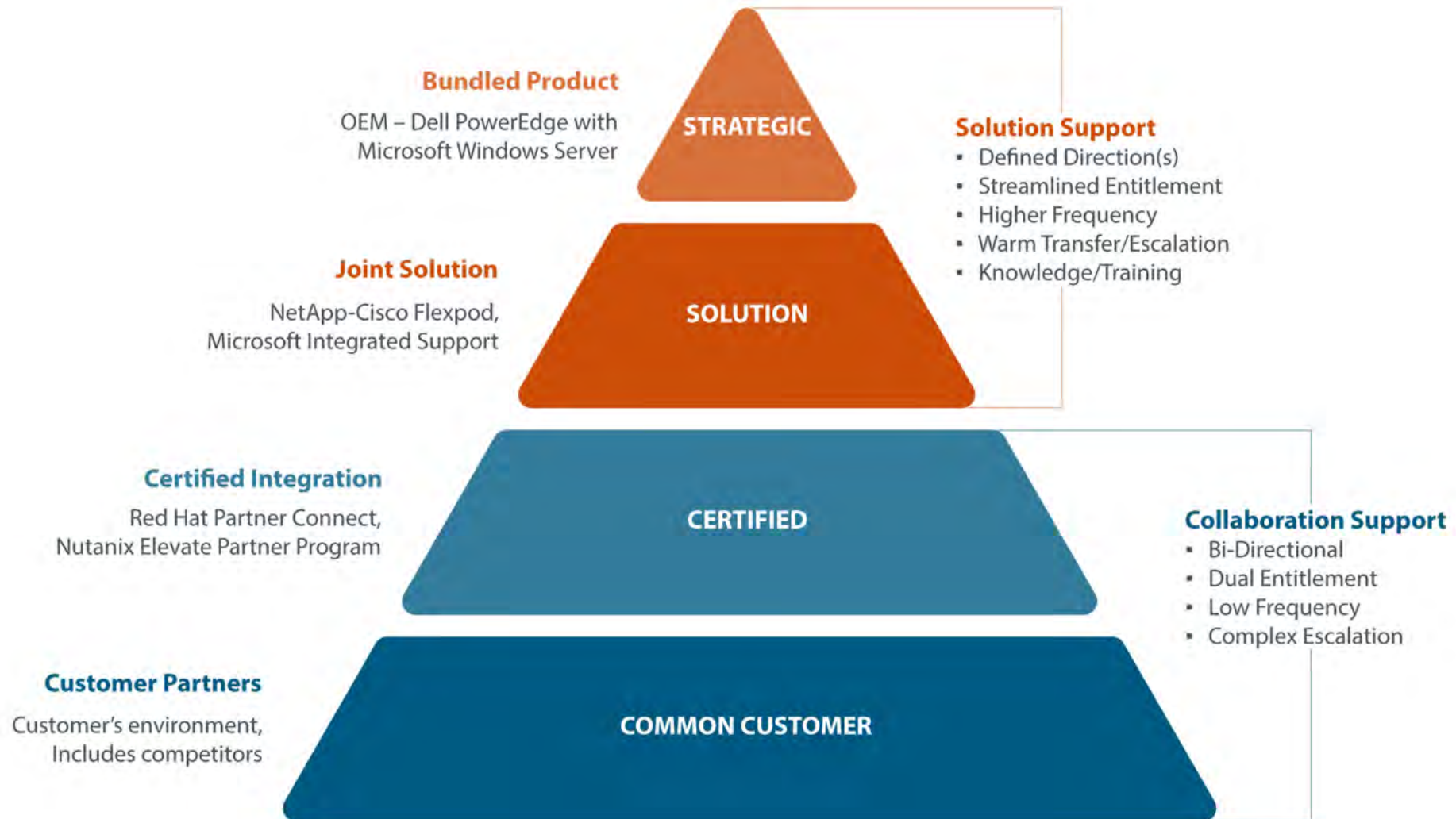
Key Users (Support Manager, Escalation Manager)



Technical Support & Customer Success

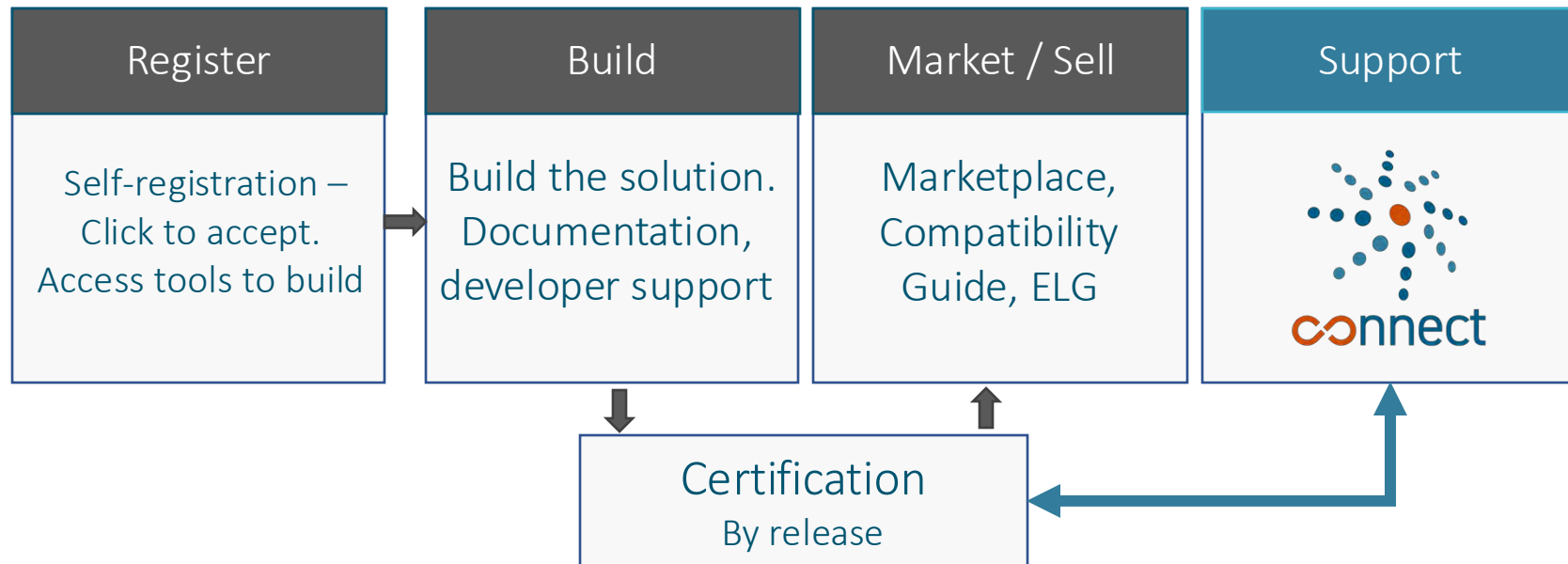
- ☐ Key User for TSANet Connect
- ☐ Team Point of Contact
- ☐ Feedback on System/Process
- ☐ Identify Missing Partners

Technology Partner Framework



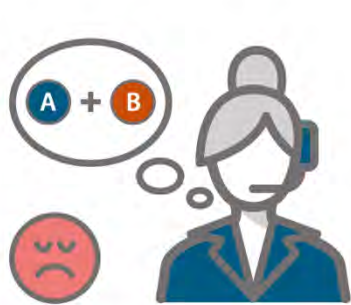
Certified Partner Journey

Designed for Scale



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

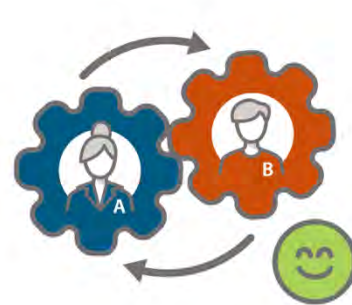
Collaborative Support Process



- 1 Your team is working a customer issue that requires assistance from another Member



- 2 Your team uses TSANet Connect to directly engage and collaborate



- 3 Members work together to resolve the issue resulting in a great customer experience

- ❑ Used for Certified & Common Customer Partners
- ❑ Default Process for all Members
- ❑ Dual Entitlement (Customer has support with both Vendors)
- ❑ Complex issues (Compatibility & Integration issues)

Solution & Strategic Partner Journey

Designed for Flexibility

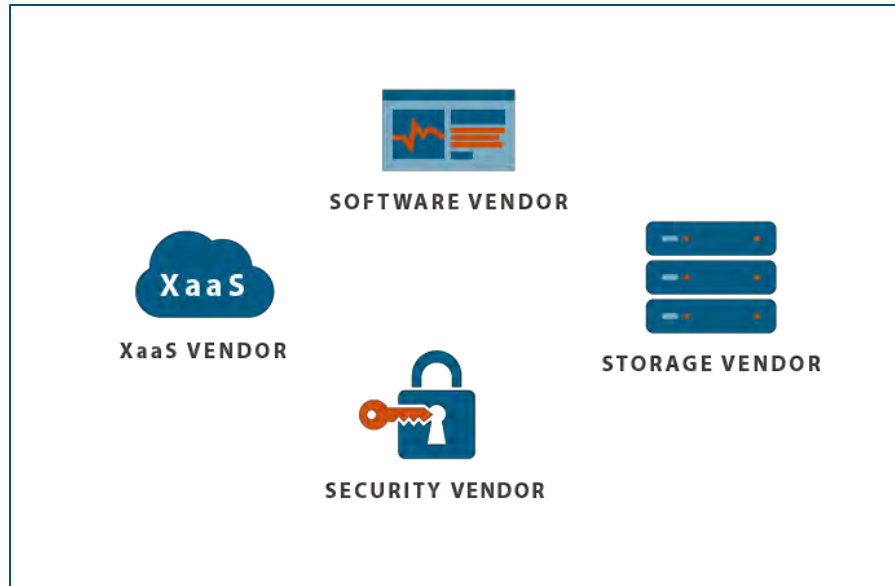


- Streamlined Entitlement
- Ability for custom SLA
- Flexible Process
- Knowledge / Training
- Metrics / QBR



Reference – ISO 44001

Solution Support Process



- ☐ Partner Group – 2 or more Partners
- ☐ Process Form – Data sent for the request
- ☐ Department – Links Group and Process

1. Streamlined Entitlement – Exception process designed for customer experience
2. Custom SLA can be defined for the Group
3. Flexible processes
 - **Warm Transfer:** Request Hardware Replacement
 - **Joint Troubleshooting:** Feature A is not working
 - **Critical Escalation:** Customer down
4. Knowledge (Future AI Connect)

TSANet Connect Update

Oct 2025

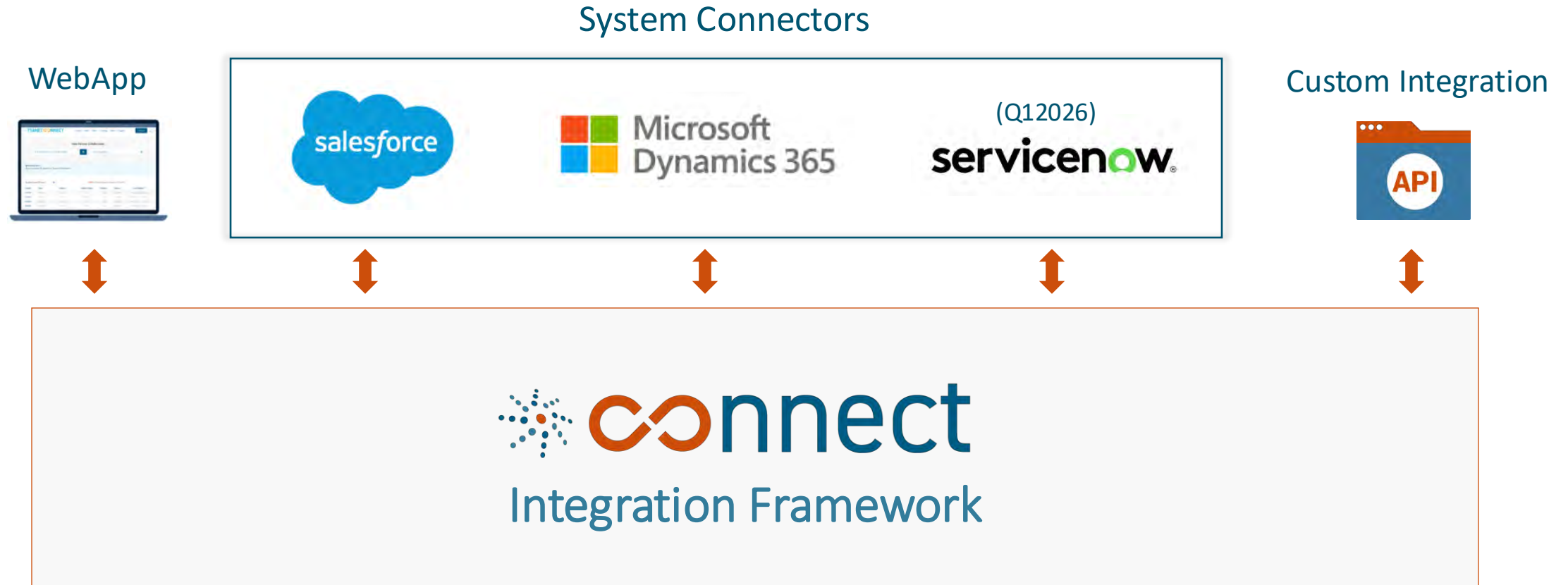
TSANet Connect

Partner Collaboration Platform

- ❑ Bi-directional Create and Update
- ❑ Notes and Attachments
- ❑ SLA monitoring and Escalation Management
- ❑ WebApp, TSANet Connectors or Custom API integration
- ❑ Secure method (ISO27001, ISO27701 and Microsoft SSPA certifications)

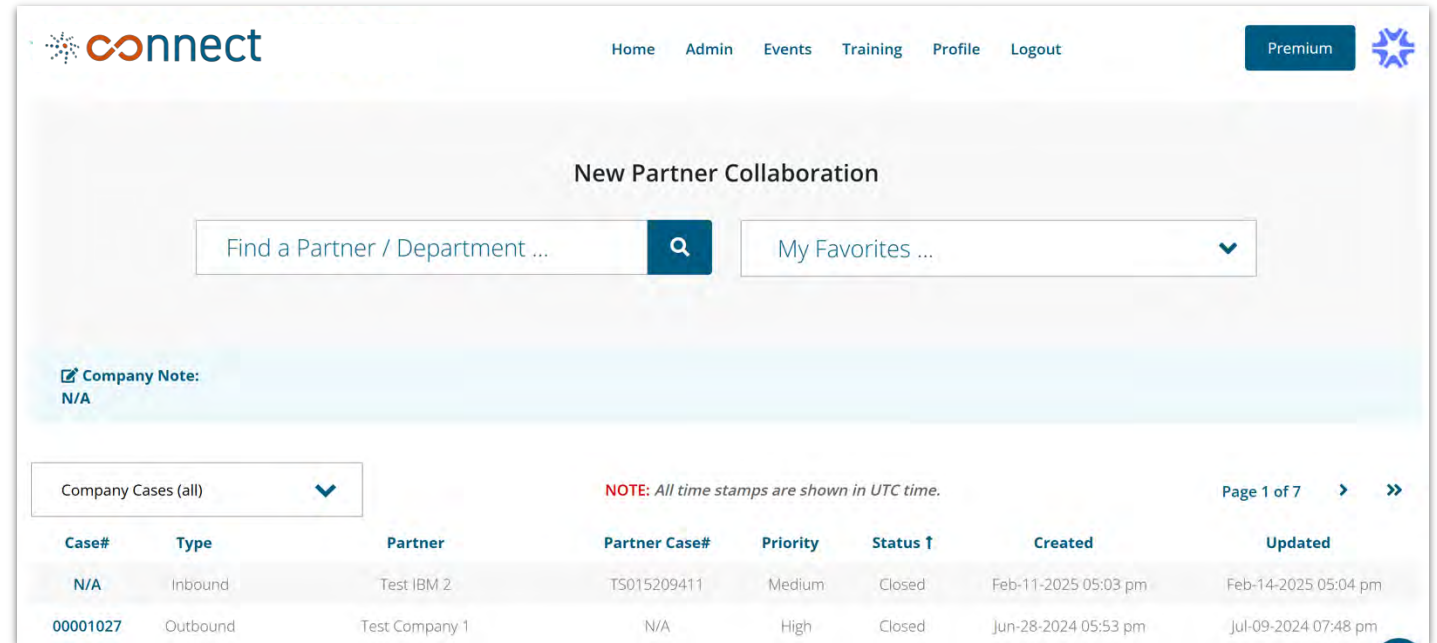


TSANet Connect - Current State



WebApp

- ❑ All Members can use
- ❑ Full functionality (Create, update, note, and attachments)
- ❑ Email notifications to users and defined alias
- ❑ Admin features
- ❑ SAML Single Sign-on Available



The screenshot shows the 'connect' web application interface. At the top, there is a navigation bar with links for Home, Admin, Events, Training, Profile, and Logout. A 'Premium' button and a star icon are also present. The main heading is 'New Partner Collaboration'. Below this, there is a search bar labeled 'Find a Partner / Department ...' with a magnifying glass icon, and a 'My Favorites ...' dropdown menu. A 'Company Note' section shows 'N/A'. Below this, there is a table titled 'Company Cases (all)' with a dropdown arrow. The table has columns: Case#, Type, Partner, Partner Case#, Priority, Status, Created, and Updated. A note states: 'NOTE: All time stamps are shown in UTC time.' The table contains two rows of data.

Case#	Type	Partner	Partner Case#	Priority	Status	Created	Updated
N/A	Inbound	Test IBM 2	TS015209411	Medium	Closed	Feb-11-2025 05:03 pm	Feb-14-2025 05:04 pm
00001027	Outbound	Test Company 1	N/A	High	Closed	Jun-28-2024 05:53 pm	Jul-09-2024 07:48 pm



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 shows the 'Service Console' and 'Cases' tabs. The main content area is divided into three sections:

- Left Sidebar:** A list of cases under the heading 'TSANet Cases (1)'. One case is highlighted with a red box: 'TSA-0000012' with details: Member: Test Member, Contact: Testing, Email: test@test.com, Status: ACCEPTED. Below this is a 'View All' link.
- Central Feed Area:** The main view shows a case record for 'New Test case - Production hotfix...'. It includes fields for Priority (Medium), Status (New), and Case Number (00001033). Below these is a 'Feed' section with a 'Post' tab and a 'Poll' tab. A red box highlights the 'Most Recent Activity' section, which includes a search bar and tabs for 'All Updates', 'Call Logs', 'Text Posts', and 'Status Changes'.
- Right Sidebar:** A vertical stack of panels: 'Open Activities (0)', 'Activity History (0)', 'Case Comments (0)', 'Attachments (0)', 'Upload Files', and 'Case History (1)'.

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 Email 1/24/2025 11:03 PM Paul Esch Owner

Summary Details Attachments Related

Due and Overdue Activities

Activities 2 overdue

Case Title A Mineral Build Up in W...

Customer Claudia Mazzanti

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.

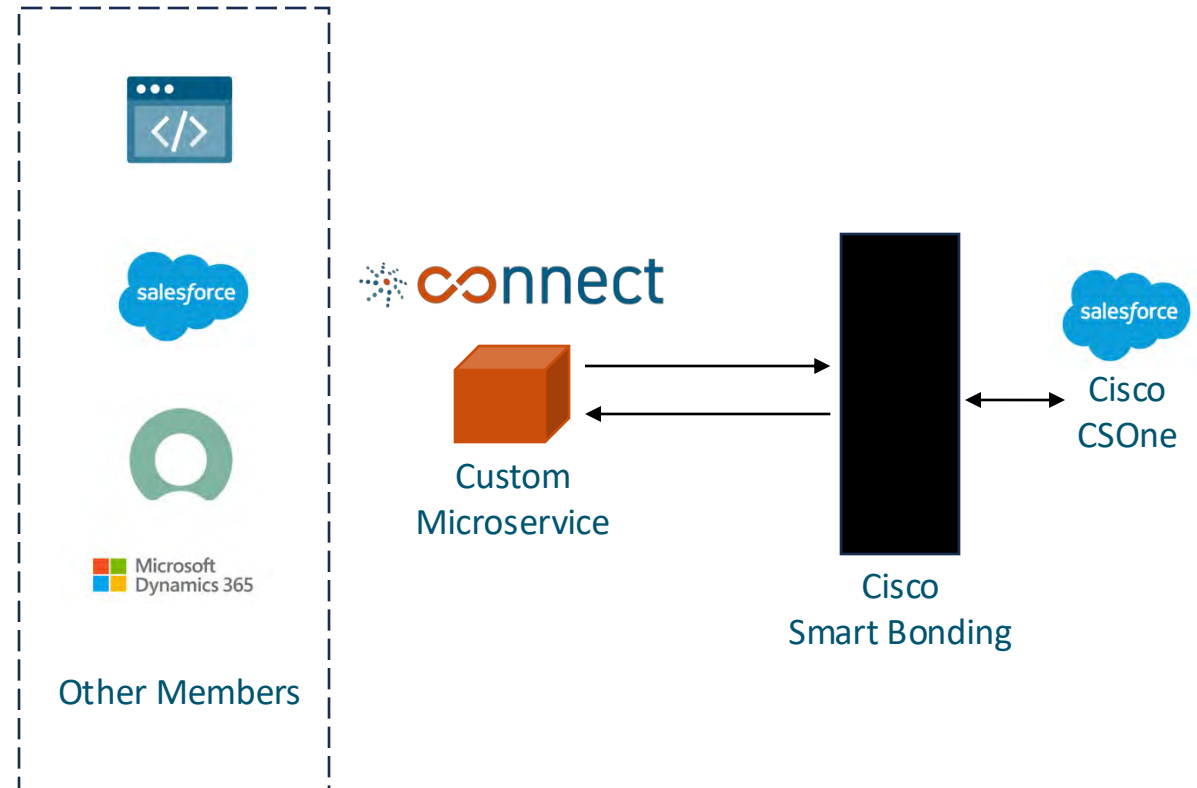
Default for tech support

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Try again View prompts

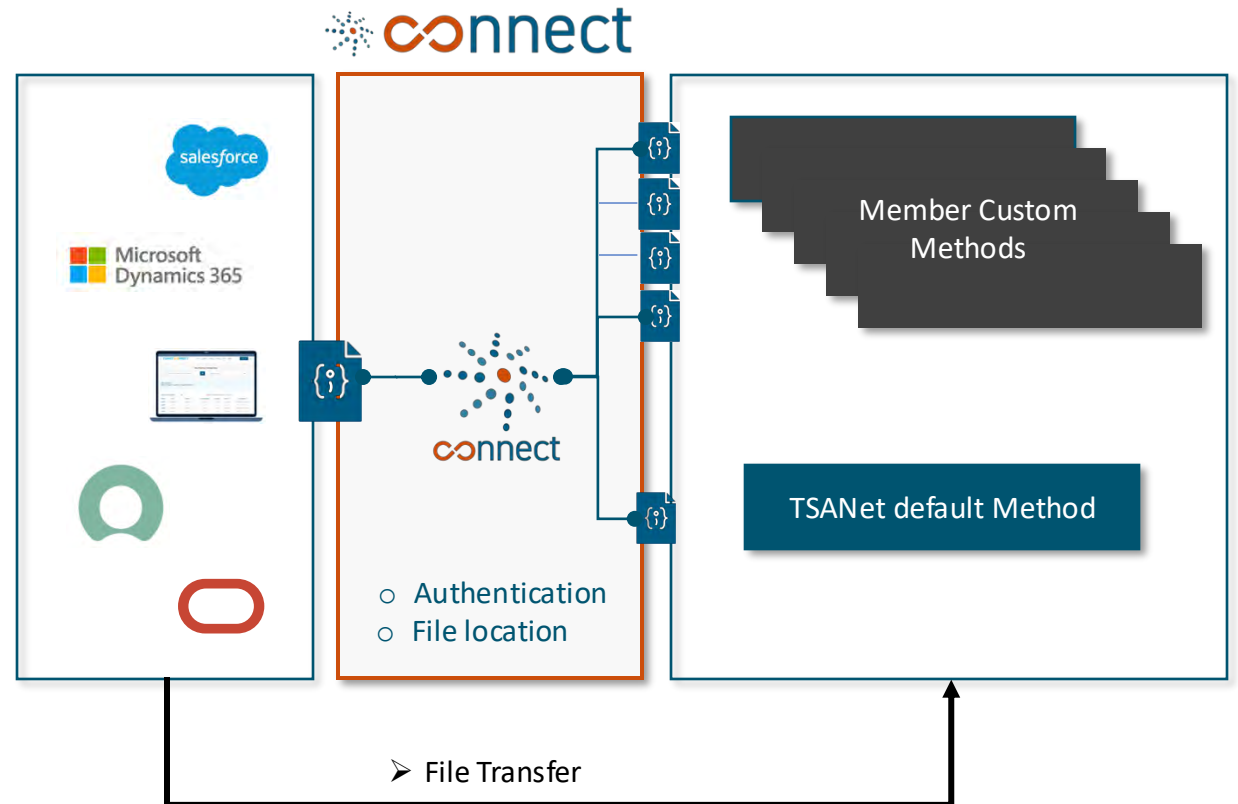
Custom API – Example Cisco Smart Bonding

- ❑ Custom integration with the Members' existing solution
- ❑ TSANet Connect acts as a Broker to other Members
- ❑ Full functionality (Bi-directional Create, Update, Notes, and Attachments)
- ❑ Other Members can use the WebApp or Connectors

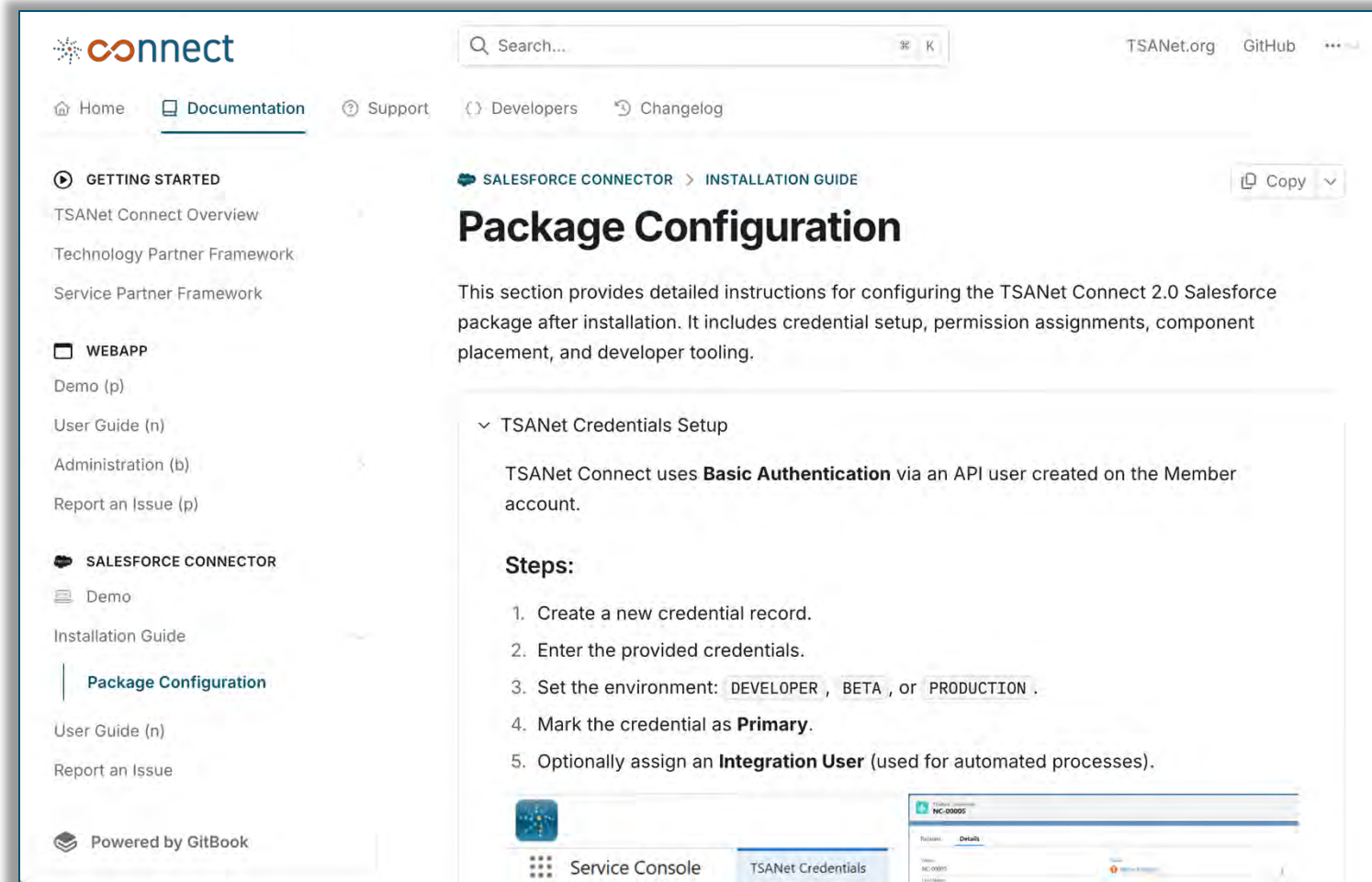


TSANet Connect – Secure File Transfer

- ❑ For uploading a file “TO” a member.
Example: Logs or Large Files.
- ❑ Members have the option to connect their inbound file transfer method
- ❑ Files are directly sent to the Members system (TSANet does not store these)
- ❑ TSANet Method – TSANet will also have a default method that Members can use
- ❑ Note: Members can also use links in a note (Example: [Download this Patch](#))



TSANet Connect Documentation



- ❑ Live for the Oct Release
- ❑ Documentation for WebApp & Connectors
- ❑ Developer - API
- ❑ Support and Changelog

TSANet Community

1. Attend a Regional Focus Group Meeting
 - North America, Europe, India, Asia, Japan
 - <https://tsanet.org/category/upcoming-events>
2. Use TSANet Connect, Give Feedback
3. Join a Committee – Security or Technology
4. Become a Board Member (Elite)

