



2026 Plans

Partner Collaboration Platform

Integrated Collaboration Simplified



Streamline your Partner Ecosystem



Define the Future of TSANet



TSANet Connect - Current State

System Connectors

WebApp



Custom Integration



- Bi-directional Create, Update, Notes and Attachments
- SLA monitoring and Escalation Management
- WebApp, Salesforce and MS Dynamics Connectors, REST API
- Secure (ISO27001, ISO27701 and Microsoft SSPA certifications)

Feb Release – Connect 3.0 Architecture

Improvements to support features for Connect 3.0 and improve performance and reliability of the platform.

- Migrated all environments to Azure Hosting
- Upgraded all technology for the WebApp
- Migrated to PostgreSQL database
- Migrated to ActiveMQ Artemis message broker
- Migrated to Better Stack for system monitoring and incident handling
- Small number of bug fixes



What is in TSANet Scope and Why

Connect Platform: Core Product

1. WebApp → No IT required solution
2. TSANet Supported Connectors
 1. Salesforce → Market Leader – Technology Vendors
 2. MS Dynamics → Microsoft & others
 3. Service Now → Market Leader - Service Providers
3. TSANet API → Needed for TSANet Connectors
Partners Connectors and Member integrations



TSANet Connect – Integration Strategy

WebApp



TSANet Supported System Connectors



Strategic Integrations



Community Integrations (Partners / Members IT)
Developer Support



Connect 3.0 Stakeholders → Areas of focus

Integrated Members

- Real time Updates
- Integrated Escalation Process
- Sovereign Support Use Case
- Inbound and outbound AI use cases

Partner Managers

- Simplify adding relationships
- Integration Support process (certified)
- Partner Management API

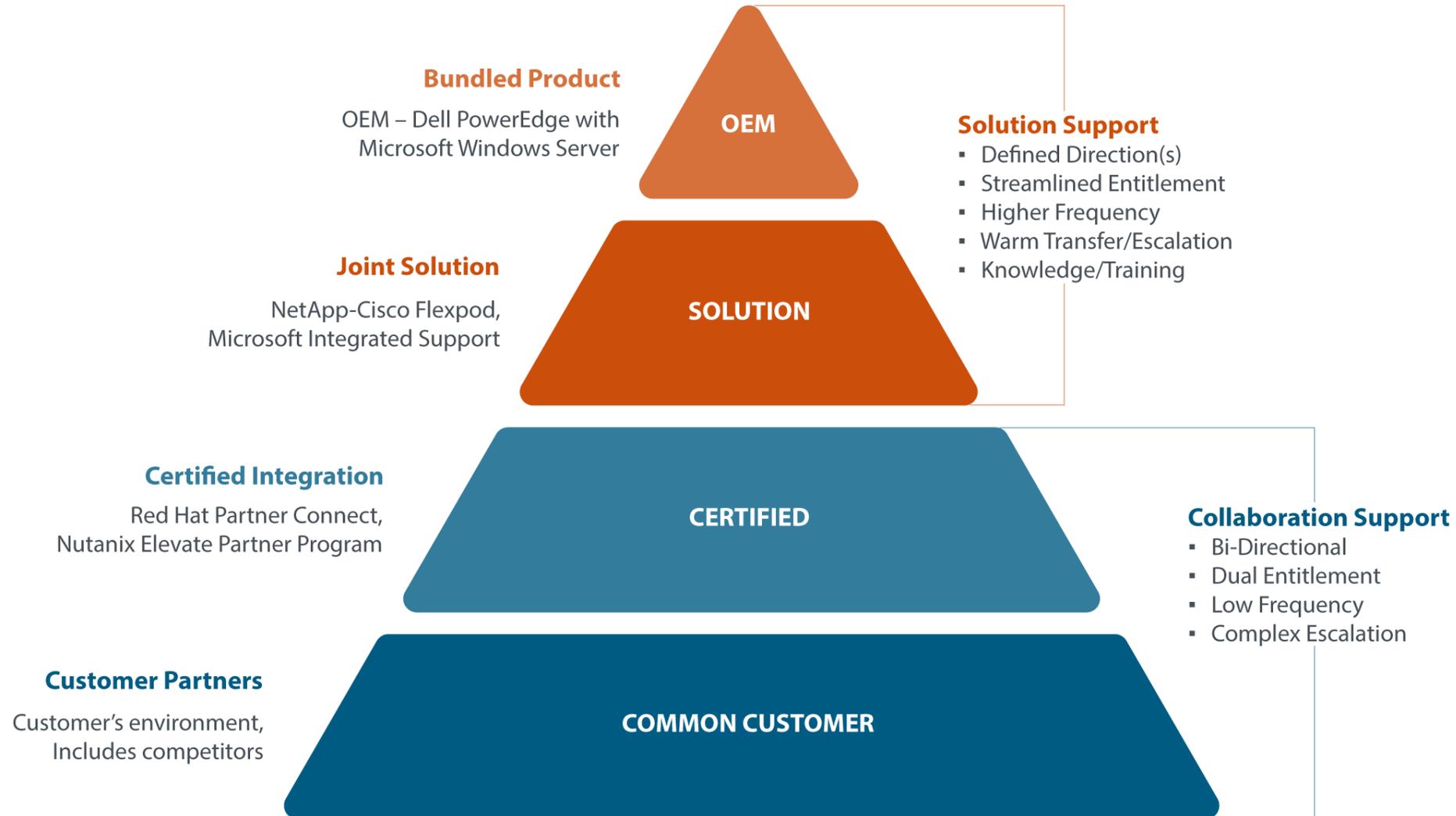
Service Providers (MSP & TPM)

- Service Now Connector
- Other use cases
- Early access Pilots

Developers

- Improve API for developers
- Add developer support
- Documentation and sample code

Technology Partner Framework



Expand to Service Providers (MSP & TPM)



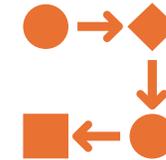
Phase 1: 1H26

Define Scope & Objectives
Early Adoption Program
Learn → Phase 2



Phase 2: 2H26

Expand Stakeholders
Technical Integration & Platform
Enablement – Connect 3.0



Phase 3: 2027

Membership Model Adaptation
Marketing & Expansion
Continuous Improvement

Partner Framework - 2026

1H2026

1. Implement Solution and OEM support models with Elite Members
2. Start early access for Service Providers
3. Limited Member Updates + “integration support”

2H2026

1. Build a Service Provider offering based on early access feedback
2. Review Connect 3.0 features for Partner Managers
3. Add Best Practices and Case Studies

Continue to add Certified Partner Programs

Limited Member Update

<https://www.tsanet.org/tsanet-makes-changes-to-limited-membership/>

- ❑ Limited Members will be allowed to have up to **3 relationships**.
- ❑ Limited Members will have a **single yearly invoice**.
- ❑ Streamlined **new relationship** process (After first invitation easily expand to anyone)
- ❑ New Use Case (**Integration Support**) – Support for the integration phase of the Partner relationship

Get Involved



Connect 3.0 Technology Committee

<https://www.tsanet.org/introducing-the-tsanet-connect-3-0-technology-committee>

- ❑ Teresa Morris from **Cloudera** will Chair the committee and the following Members are included: **Red Hat, IBM, Nutanix, Dell Technologies, Microsoft, Cisco** and **NetApp**
- ❑ Collaborating closely with TSANet development teams, the committee ensures that Connect 3.0 enhancements are practical, scalable, and aligned with how members operate in production.



Regional Focus Groups



- 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.
- Spring and Fall meeting in each region - <https://www.tsanet.org/upcoming-regional-focus-group-meetings>

Visit - tsanet.org