



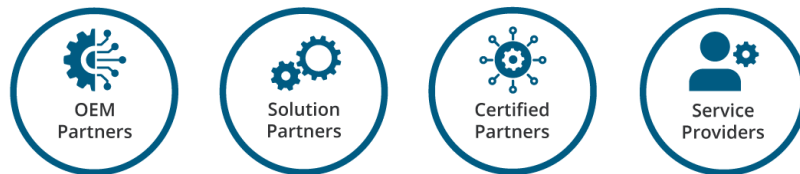
Sept 2026 Plan Update

Partner Collaboration Platform

Bi-directional Create, Update, Notes and Attachments



Streamline your Partner Ecosystem



Define the Future of TSANet

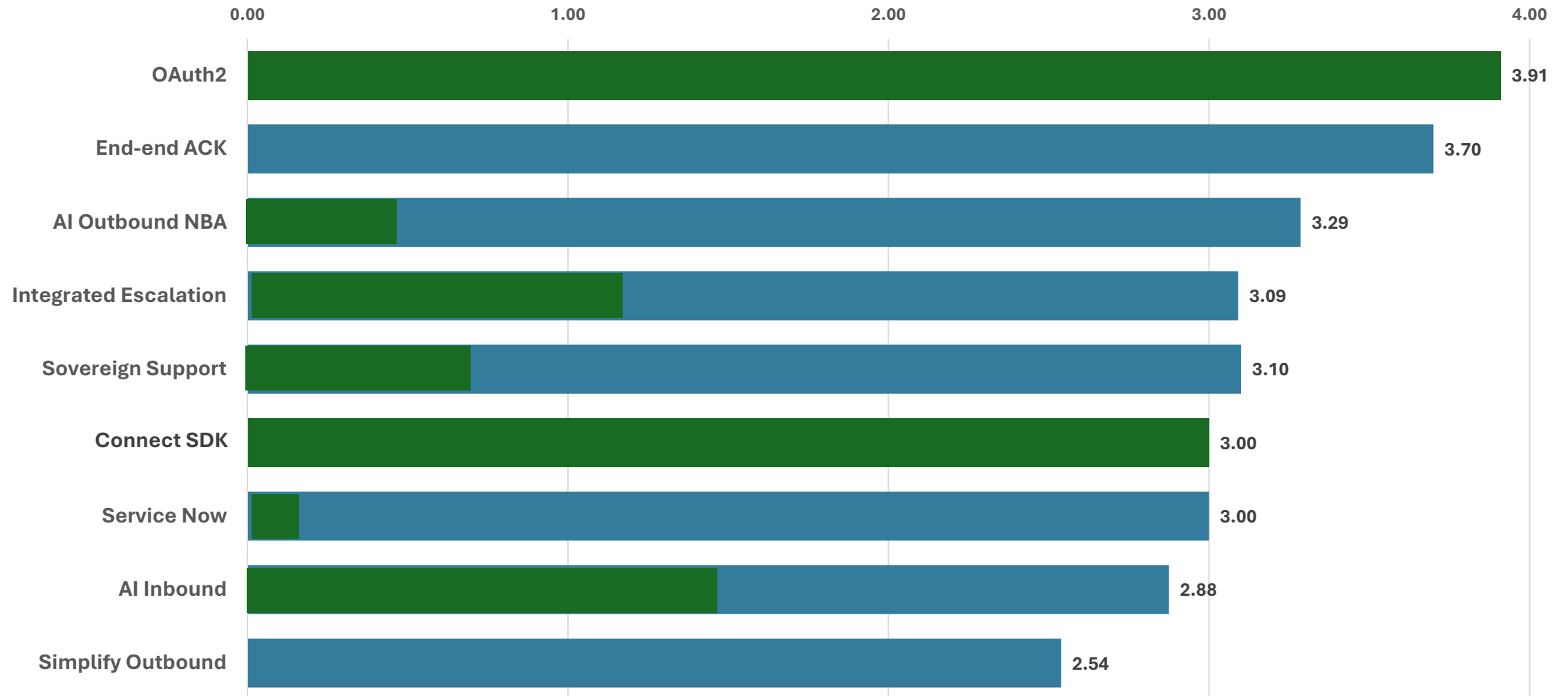


Connect 3.0 → Areas of focus

Integrated Members	Partner Managers
✓ Real time Updates (webhooks) ☐ Integrated Escalation Process ✓ Sovereign Support Use Case ☐ Inbound and outbound AI use cases	☐ Simplify adding relationships ☐ Integration Support process (certified) ☐ Solution/OEM Support ☐ Partner Management API
Service Providers (MSP & TPM)	Developers
☐ Service Now Connector ☐ Other use cases ✓ Early access Pilots	✓ Improve API for developers ✓ Add developer support ✓ Documentation and sample code

Integrate more Members and improve Operations

Connect 3.0 – Feature Priority



1H26 Release Summary

Feb Release



- Migrated to Azure Hosting
- Upgraded WebApp Technology
- Migrated to PostgreSQL DB
- ActiveMQ Artemis message broker
- Better Stack system monitoring

March Release



- 2GP SFDC package (v2.9)
- Webhooks, providing API support for real-time updates
- Microsoft Dynamics first to support webhooks

May Release



- SFDC (v2.12) Webhooks & Rich text notes
- API enhancements
- Sovereign Support phase 1
- Operations monitoring (Cloudflare and Hawtio)

July Release – Oauth2, Zendesk, SFDC 2.13

- SFDC V2.13 with fixes for security approval
- Oauth2 support – Client Credentials Flow
- OEM use case improvements (case status)
- Webhooks V2 (Improved performance, Basic authentication)
- Sovereign Support – Inbound process name
- Community integration – Zendesk App
- Community integration – Connect SDK



Sep Release – SFDC 2.14, OEM use case

- SFDC V2.14 with OAuth2, External client App and OEM use case
- API enhancements for OEM use case
- Improved file transfer feature
- Member Web App Admin for Integration setup
- Community integration – Developer Hub



Integrated Members – Status



- ☐ TSANet Developed and supported
- ☐ Lead Connector
- ☐ 10 Members live or in process



Microsoft
Dynamics 365

- ☐ TSANet Developed and supported
- ☐ Second Connector
- ☐ 1 Member live, 1 in process

servicenow

- ☐ TSANet Developed and supported
- ☐ Development starts September
- ☐ Service Providers

Community Integrations



- ☐ API integrations
- ☐ Connect SDK
- ☐ Co-development
- ☐ 11 Members live or in process



Integrating Members is the **TOP Priority**

Technology Partner Framework

Bundled Product

- Vendor A – Customer Interface
- Vendor B – Technical assist

OEM

SOLUTION

Joint Solution

- Solution sold with integrated support
- Streamlined entitlement between vendors

CERTIFIED

Certified Integration

- Dual Customer entitlement
- Technical Collaboration (escalation)

Partner Framework - 2026

1H2026	2H2026
 Implement Solution and OEM support models with Elite Members ✓ Early access for Service Providers ✓ Limited Member Updates + “integration support”	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 Partner Programs (Elite)	



2H Priority
Integrating Members

Integrating Members – Existing Apps

Systems we have solutions for...

- **Apps:** Salesforce, MS Dynamics, Service Now, Zendesk
- **Community:** FIN.AI / Intercom, Pylon, DevRev

How you can help...

- Reach out to paul@tsanet.org if you have one of these systems



Integrating Members – Other Systems

Developer Hub: Will launch with September Release

Integrate to ANYTHING...

- **Connect SDK** provides the ability for Members to create an integration
- We are open to co-develop with any Member



How you can help...

- ☐ Reach out to paul@tsanet.org if you have interest in integrating to your system

Get Involved - Define the future of TSANet

- 1. Plan for integration** – Contact paul@tsanet.org
2. Look at Solution, OEM and Service Provider use cases
3. Attend TSANet Update Webinars
4. Attend a Regional Focus Group – In Person or Remote

USA Sept 15: <https://www.tsanet.org/netapp-to-host-north-america-focus-group-meeting-sep-15-2026>

Europe Sept 30: <https://www.tsanet.org/hpe-europe-focus-group-sept-2026>

