



T S A N E T

WELCOMES

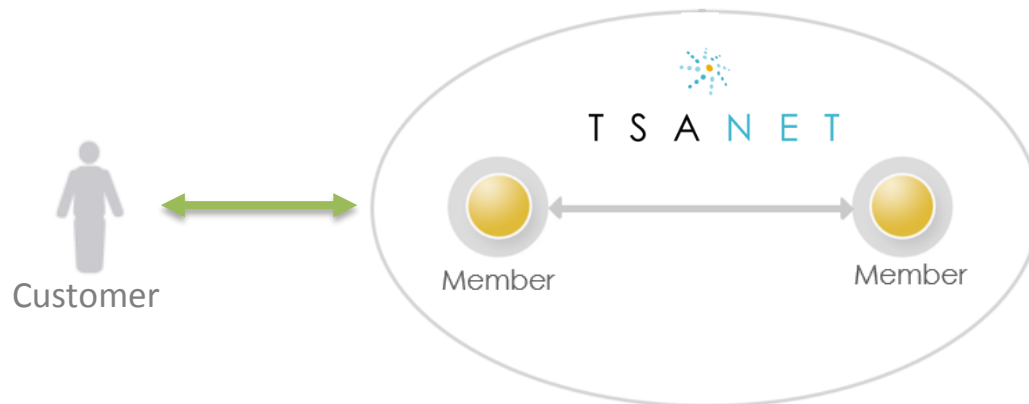
The Channel

System Integrators | Service Providers | Distributors | Value Added Resellers

Who We Are...

Sometimes customers call with problems your technical support staff can't solve alone. Established as a **Not-For-Profit** industry organization, TSANet is an ideal solution for empowering greater collaboration between technology companies on behalf of their shared customers.

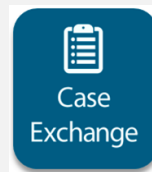
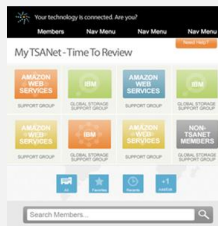
- ❖ The world's largest multi vendor technical support community
- ❖ The fast-track to multi vendor collaboration since 1993
- ❖ It's not just about support, it's about customer experience



What We Do...

Since 1993 TSANet has provided a proven legal and operational framework to enable multi vendor collaborative support. That means your customers get the best experience with your technical support teams, products and services.

Operational Framework



Tools For Collaboration

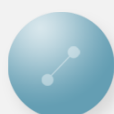
Legal Framework



Premium



Basic



Limited

Avoid red tape by using legal framework created by the industry's largest companies



T S A N E T

Your Technology is Connected. Are you?

Our Members...

TSANet is a global collaborative alliance consisting of 100s of Technology companies working together to improve their customers' tech support experiences. Our members include:

- ❖ Hardware and Software Manufacturers
- ❖ **Now Inviting** - System Integrators and Service Providers
- ❖ **Now Inviting** - Distributors and Value Added Resellers

As our membership grows, so does your ability to provide cooperative support with other technology companies.



“TSANet is the smart solution for industry multi vendor support.”

Armando Calderon, IBM Corp



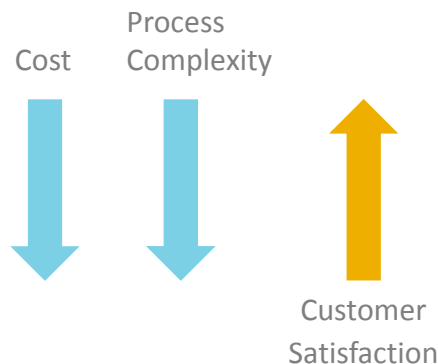
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Benefits for the Channel...

Providing business solutions for customers in integrated environments can be challenging. TSANet provides the tools for success with a streamlined multivendor support process.

- ❖ Obligation of members to collaborate with other companies on customer issues
- ❖ Standard legal framework enabling a common approach to multi vendor support
- ❖ Common portal for collaboration and escalation process via the Member Web
- ❖ Ability to integrate your internal CRM incident system to collaborate with members via the TSANet Case Exchange tool



Resulting in more effective technical support and happier customers.



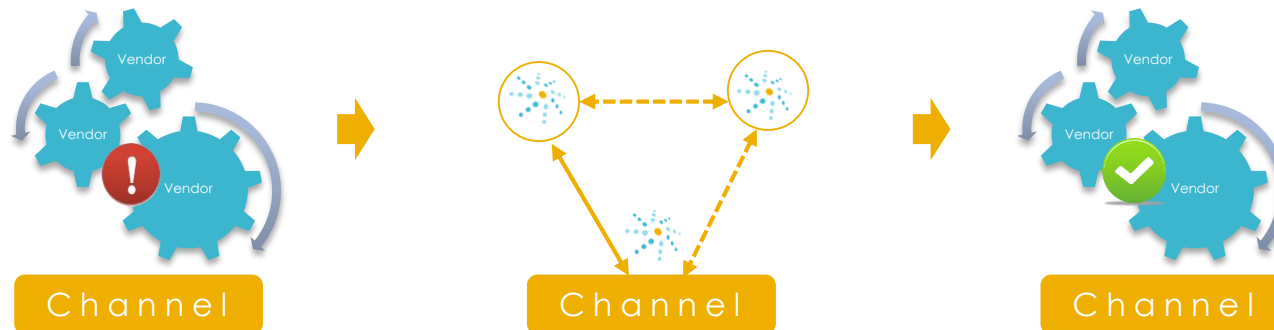
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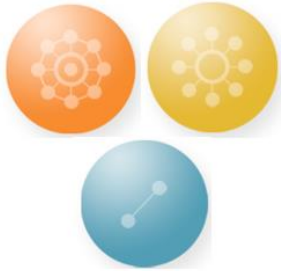
How it Works...

TSANet Members have access to other vendor and channel partner Members. This includes companies that you have existing relationships with and those that are triggered by problems in your customers environment. TSANet eliminates the need for additional SLA's and is the industry standard way to work with other companies to solve customer issues:

1. Your Technical Support and Service team is troubleshooting a customer issue that requires assistance from another Member
2. Your Support Engineer uses the Member Web or Case Exchange to engage and collaborate with the other Member
3. Members work the problem together to isolation or resolution



Legal Framework



- Utilize a **standard legal framework** created by many of the industry's largest companies
- The TSANet Code of Conduct and Bylaws contain legal verbiage and provide the foundation for member guidelines
- A pre-defined confidentiality statement and other standard legal clauses mean a relationship that will be accepted by your legal team
- Hundreds of companies have agreed to the framework from an industry organization founded over twenty years ago
- Members utilize the standard legal framework to build custom support agreements focused on **your** needs



Member Web



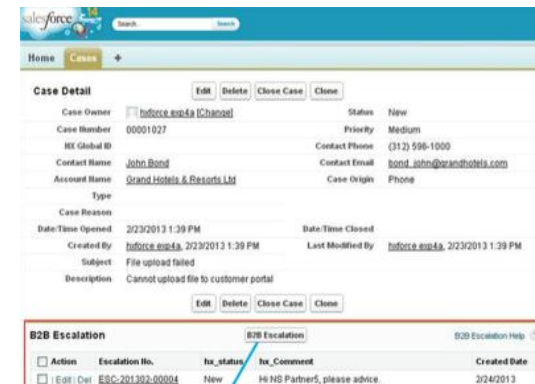
- Responsive design allows members to connect from any device
- Users can personalize with tiles to relationships and add internal notes and processes
- Simple and consistent contact documents provide fast access for your engineers
- Group login capability provides a simplified way to provide access to your support team
- Integrated help and member resources provide information on best practices for multi vendor support
- Support for new features such as Case Exchange and Custom Group Microsites



Case Exchange



- Case Exchange provides the ability to collaborate with other Companies within your CRM support system
- Native Connectors are available for Salesforce, NetSuite and Microsoft Dynamics CRM
- A web based Case tool provides an alternative solution for members who want Case Exchange but do not have one of the supported CRM systems
- **You** define what data you want to share
- Messages between members flow through a secure messaging system that provides end-to-end encryption



Custom Groups



- **Peer** groups allow members to work together on strategic alliances such as integrated product solutions
- **Partner** groups allow a member to extend the TSANet legal and operational framework to their technology or support channel partners
- Partner groups include a Co-Branded registration page and supporting marketing materials
- All Custom Groups include a Microsite that provides enhanced collaboration features such as:
 - Knowledge Exchange to support the sharing of knowledge between members
 - Training Exchange for sharing training materials or exchanging training seats
 - Extend other features like Virtual Labs



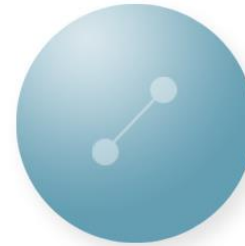
Membership Options



Premium



Basic



Limited



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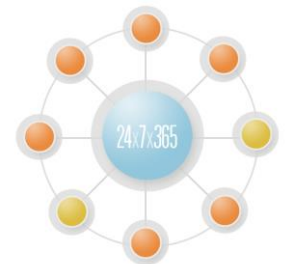
Premium Member Relationship Level



Premium

\$5,000 Per Year / Region

- Collaborate with all Basic and Premium members
- Collaborate with Premium members Global 24/7
- SLA response times: Priority 1 = 2 hours, Priority 2 = 4 hours, Priority 3 = Next Business Day
- Access to all collaboration tools including Case Exchange
- The ability to participate in and host your own custom groups
- Your logo displayed on TSANet homepage and brochure
- Voting member – Global Premiums can hold a position on the board



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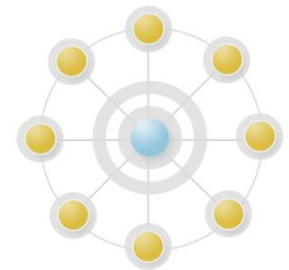
Basic Member Relationship Level



Basic

\$2,500 Per Year / Region

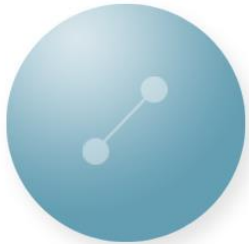
- Collaborate with all Basic and Premium members during normal business hours
- SLA response times: Priority 1 = Next Business Day, All other priority best effort
- Access to all collaboration tools including Case Exchange
- The ability to participate in and host your own custom groups
- Your company listed on TSANet member page
- Voting member – Participate in a Committee



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Limited Membership Level



Limited

\$500 Per Year / Relationship

- Participation in a single one-to-one relationship with a host member company
- The relationship is administered by the host company
- Access to the Member Web and Case Exchange
- Your company listed on member page



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Premium



Basic



Limited

	Premium	Basic	Limited
Collaborate with Members <ul style="list-style-type: none"> ➤ With all Premium Members 7 / 24 globally ➤ Priority 1, 2 and 3 SLAs based on industry standards ➤ With all Basic Members during normal business hours ➤ Collaborate with a Custom Group host member 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> X X ✓ ✓ 	<ul style="list-style-type: none"> X X X ✓
Tools for Collaboration <ul style="list-style-type: none"> ➤ Member Web ➤ Case Exchange ➤ Create Custom Groups ➤ Knowledge & Training Exchange 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ X ✓
Marketing <ul style="list-style-type: none"> ➤ Use of the TSANet Logo, Listed on member page ➤ Member Spotlight Blog ➤ Co-Marketing of your Custom Group ➤ Your Logo on TSANet Homepage and Brochure 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ X 	<ul style="list-style-type: none"> ✓ X X X
Other Benefits <ul style="list-style-type: none"> ➤ Voting member ➤ Position on the Board – Global Premium Only ➤ Participate in a Committee ➤ Member Meetings & Events 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ X ✓ ✓ 	<ul style="list-style-type: none"> X X X ✓
	\$5000/region/year	\$2500/region/year	\$500/relationship/year

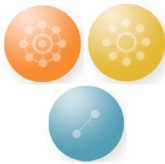
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