TSANet Custom Groups
Take Collaboration to a New Level

Better Collaboration is **Standing By**

Looking to expand your multi vendor support relationships beyond the open group model? Custom Groups are an ideal solution to power greater collaboration between a select group of TSANet member companies, or between you and your technology or channel partners. **Your Basic or Premium TSANet membership gives you access to this valuable collaboration resource for free.**

Determine who the members of your Custom Group are by extending invitations to specific companies. You're free to determine the participation requirements, contact processes and policies to enforce group compliance. TSANet provides you a customized portal for enhanced support and collaboration.
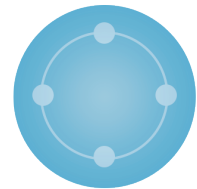
Create Your Own **Custom Group**
Choose from three types of Custom Groups: **Peer Group, Channel Group & Technology Partner Group.**

Peer Group
Sometimes you need to collaborate with TSANet members at different support levels. A Peer Group gives you the freedom to work with members outside traditional open group support elements and gives members flexibility and control over support availability, participation requirements, contact processes and the scope of collaboration.

Use a Peer Group For:
- Collaborating on a new integrated product or service
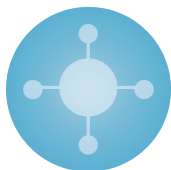- Supporting shared customers with special requirements

Support Channel Group
Did you know that your membership in TSANet entitles you to a free collaborative support portal and platform for your support channel partner programs? Create your own Support Channel Group and extend turnkey collaborative support to all of your value added resellers, system integrators and other support partners.

Use a Channel Group to:
- Integrate support into your support channel programs
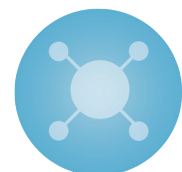- Ensure users get a great support experience no matter who they call

Technology Partner Group
Did you know that your membership in TSANet entitles you to a free portal and platform to integrate support into your partner programs? Create your own Partner Group and extend turnkey collaborative support to all of your technology and business partners.

Use a Technology Partner Group to:
- Create a turnkey way to build support into your partner program
- Direct support calls to a specific engineer or team of engineers

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All Custom Groups Include a **Free Online Portal**

TSANet's Custom Group gives you a customized portal for enhanced support and collaboration.

The Custom Group portal allows you to search for other members' contact documents to ensure contact and participation compliance.

The online portal also provides **Knowledge and Training Exchange features.** Members can define the functionality needed for the group. Functionality includes sharing top documents and training materials or an integrated solution to the members knowledge and training systems.

A new Co-Branded registration page provides you the ability to integrate TSANet into your partner program marketing materials and registration process.

Customize Your Collaboration

Let's get started. Visit us at **TSANet.org** to learn more.

> The TSANet portal makes resolving multi vendor tech support issues as **painless as possible.** We can collaborate with single or multiple vendors on shared customers' problems without the headache of bureaucracy normally associated with such complex issues. The TSANet legal framework also **eliminates the need** for cooperative support agreements between partners."
>
> -René Karel, VMware