

Three Tips For Improving TSANet Usage

Onboarding and Adoption

The key to usage

Onboarding Basics



TSANet Administrator Roles & Responsibilities



Example: Director Support
Business Manager

- ❑ Manages the business relationship with TSANet - renewal
- ❑ Maintains the overall TSANet structure – Delegate to Program Managers and Key Users
- ❑ Manage adoption of TSANet (usage and features)



Example: Partner Manager
Program Manager

- ❑ Responsible for TSANet within a product group or Partner program
- ❑ Manage changes that impact TSANet usage
- ❑ Manage the contact document for that area



Example: Escalation Manager
Key User(s)

- ❑ Help train callers and answer questions
- ❑ Look for ways to better use TSANet (example backlog management)
- ❑ Provide feedback to TSANet and Business managers (how to improve)



User Access Methods

Callers: Support engineers

- Admins can create accounts for Callers
- Callers can **Self register** at the login page
www.youtube.com/embed/CwjwFTZy24c?autoplay=1



Administrators: Key users, Program and Business Managers

- Business managers create both Program Managers and Key user account
(Type = Program Manager)
www.youtube.com/embed/PXjpB8fEHeo?autoplay=1

Training your teams

Manager Training

- Admin Training Slides

Caller Training

- Caller Training Slides

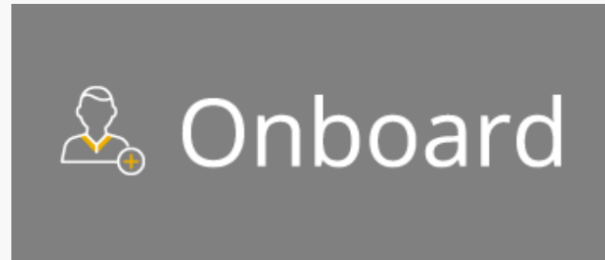
Co-Branded Training

- CO Branded Training Template
<https://www.tsanet.org/member-help>
- Co Branded Training Video



New Member Help

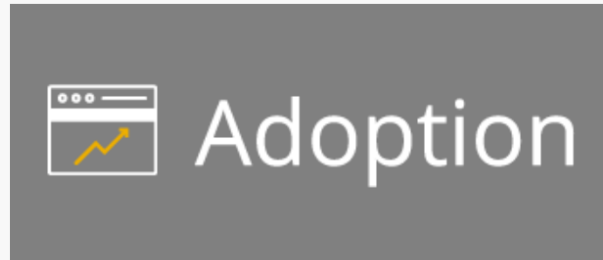
Admins, Business Owners and Program Managers



New to TSANet?

Get your team setup and learn the administration features of the Member Web

[GET STARTED](#)



Improve TSANet Usage

Learn tips and best practices to improve adoption and usage.

[GET STARTED](#)



Expand use of TSANet

Expand with Case Exchange, Partner Programs and Solution Support.

[GET STARTED](#)

Integrate to Case Management

Process, Metrics, Feedback

Key User Role

- The Key user is the **operational** Champion for TSANet
- Recommended to have one for each Physical location
- Helps train new team members and answer questions
- Looks for ways to better use TSANet
- Provided feedback to TSANet Business Manager (Example feature requests for Member Web)





Integrate to Case Management Process

New Case

- Train engineers to enter detailed description that includes any partner products
- Create TSANet awareness for front line engineers (Involve partners early)

Backlog Management

- During backlog review identify any cases that could benefit from TSANet

Escalation Management

- Checklist item for issues involving a partner product (Has Partner been contacted?)

Promoting and ongoing training

Promoting TSANet

- Create awareness (Who is the key user, Share use cases)
- Create path or feedback (What improvements are needed)

Ongoing training

- TSANet changes – New Member Web releases. Refresh training
- Lunch and learn with key Partners

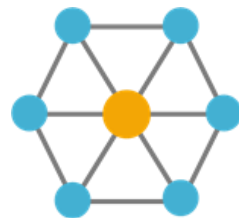


Use for Partner Management

Make TSANet the process for all Partner Collaboration

Partner Groups and Limited Members

- ❑ Allows members to utilize an existing framework to quickly establish relationships
- ❑ Creates customized relationship(s) with specific terms that duplicates individual Cooperative Support Agreements but under an accepted vendor-neutral platform negating legal hold-ups
- ❑ A neutral site allowing all partners a single portal to view and update collaboration and escalation information.
- ❑ Two types: **Solution Support** and **Partner Programs**



Many – Many or One – One
Supporting Solutions with Strategic Partners
Basic and Premium Members



One to Many
Supporting Technology or Channel Partner Programs
Basic, Premium and **Limited** Members

Extend for your Solution Support



Fast track partner collaboration through TSANet's integrated Solution Support framework. Use our Cross-Vendor Platform for easy collaboration between partners.

- ❑ An online portal provides tools for collaboration, document sharing and unique features specific to your Partner Group
- ❑ Use Case Exchange to collaborate from within your existing systems
- ❑ FlexPod Solution Support is a best practice case study for multi vendor support

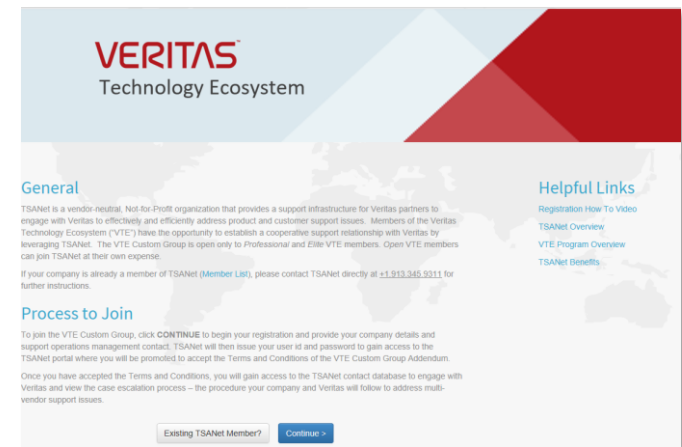


Extend to your Technology Partners

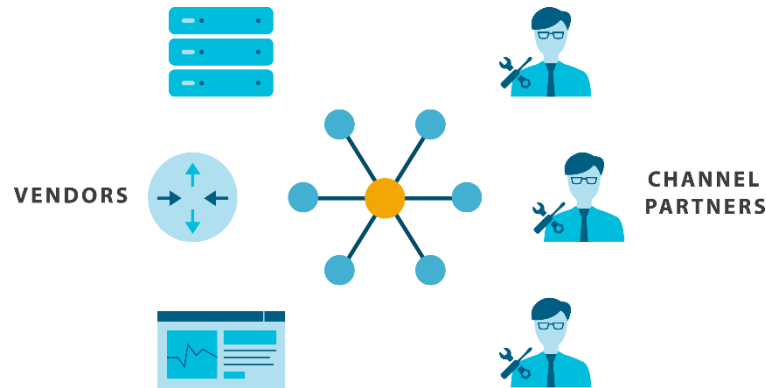


Easily establish a two-way collaborative mechanism with your partner network. Members may utilize TSANet to provide a hosted collaboration path with their partners.

- ❑ A co-branded registration page provides simple Partner registration and onboarding to your group
- ❑ An online portal provides tools for collaboration, document sharing and unique features specific to your requirements
- ❑ Use Case Exchange to collaborate from within your existing systems



Extend to your Channel Support Partners



The world's leading multi vendor collaborative support network is available for your service providers, distributors, system integrators and value added resellers.

- Add Service Providers or System Integrators to your **Solution Support** groups
- Create a **Partner Program** for your Channel Support Partners
- Partner groups include a co-branded registration page and supporting marketing materials
- Channel Partners can also join as Basic or Premium Members

QUESTIONS?

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