

Multi-Vendor Support, TSANet, and You

Presenter

Role

The Multi-vendor Support Problem

You have a complex IT environment with dozens of vendors involved. You need problems solved, not finger pointing.

How do you know your vendors can and will work together to support you?

Components of the Solution

Scalable

Predictable

Proven

Neutral

The Solution: TSANet



- Technical Support Alliance Network, founded in 1993
- Not-for-profit member alliance of global IT vendors
- Provides
 - legal framework
 - code of conduct
 - member contact and process database
 - escalation paths

Red Hat has been a member and on the Board of Directors since 2005



Red Hat and TSANet

- Red Hat uses direct partner relationships and TSANet to establish deep connections across your vendors, enabling us to drive your multi-vendor issues to resolution.
- All Red Hat support personnel have direct access to the TSANet directory.
- Red Hat can act as the point person to coordinate all of the vendors who are working on solving your issues.
- We collaborate for your benefit. You determine the level of involvement in the multi-vendor collaboration from Red Hat that you desire.



Have a TAM or SRM? Help Us Help You

- Do you have named resources at other vendors? Introduce us so that a relationship can be established before collaboration is needed.
- Don't have named resources at other vendors? Do you have a group you normally work with? Any and all relationships that we can establish with those you work with go a long way when help is needed.
- Don't let entitlement slow things down. Please provide your account number(s) or other relevant information for your other vendors so that we may reference your support agreements when we engage.

