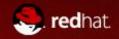
Why use TSANet for Mutual Customer Support

Ted Williams Support Programs Manager, Partnerships



### **The Collaborative Support Problem**

How do you establish and maintain cooperative support relationships with every vendor you might encounter in your customer's IT landscape?



## **Components of the Solution**

Scaleable Predictable Cost-effective 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



# Why join TSANet?



#### Standardized legal terms for collaboration

- Industry-standard legal framework. One agreement instead of many
- Supports private/custom agreements if needed

#### Proven system for jointly maintaining support processes

- Templates encourage standard processes across members
- Reminders ensure processes stay current
- Flexibility to customize processes per partner or program as needed





#### Ease of use for support engineers & managers

- One place to look for partner engagement processes
- Escalation paths defined for every member
- Ability to integrate with internal tools

#### You will only be engaged when it's your customer



## **Next Steps**

Visit <u>www.tsanet.org</u> to:

- View current member lists
- Consider membership options
- Find how-to videos, FAQ and more

#### **Questions?**

Contact your Red Hat account manager or our Support Programs Manager, Partnerships:

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