

2018 Member Meeting

Celebrating 
25 YEARS
supporting people who support technology

Welcome to the 2017 Annual Member Meeting...

- ❑ This meeting is an update on TSANet business and activities as defined in the TSANet Bylaws 4.01 (Annual Business Meeting).
- ❑ There is no voting scheduled during the meeting however, you can raise any TSANet business you wish to address. The designated Global Business Manager for Open Group Members carries a single vote per member company
- ❑ A request for any new business will be held at the end of this webinar. Contact Dennis Smeltzer for any TSANet business related questions or contact our Chairman René Karel, VMware



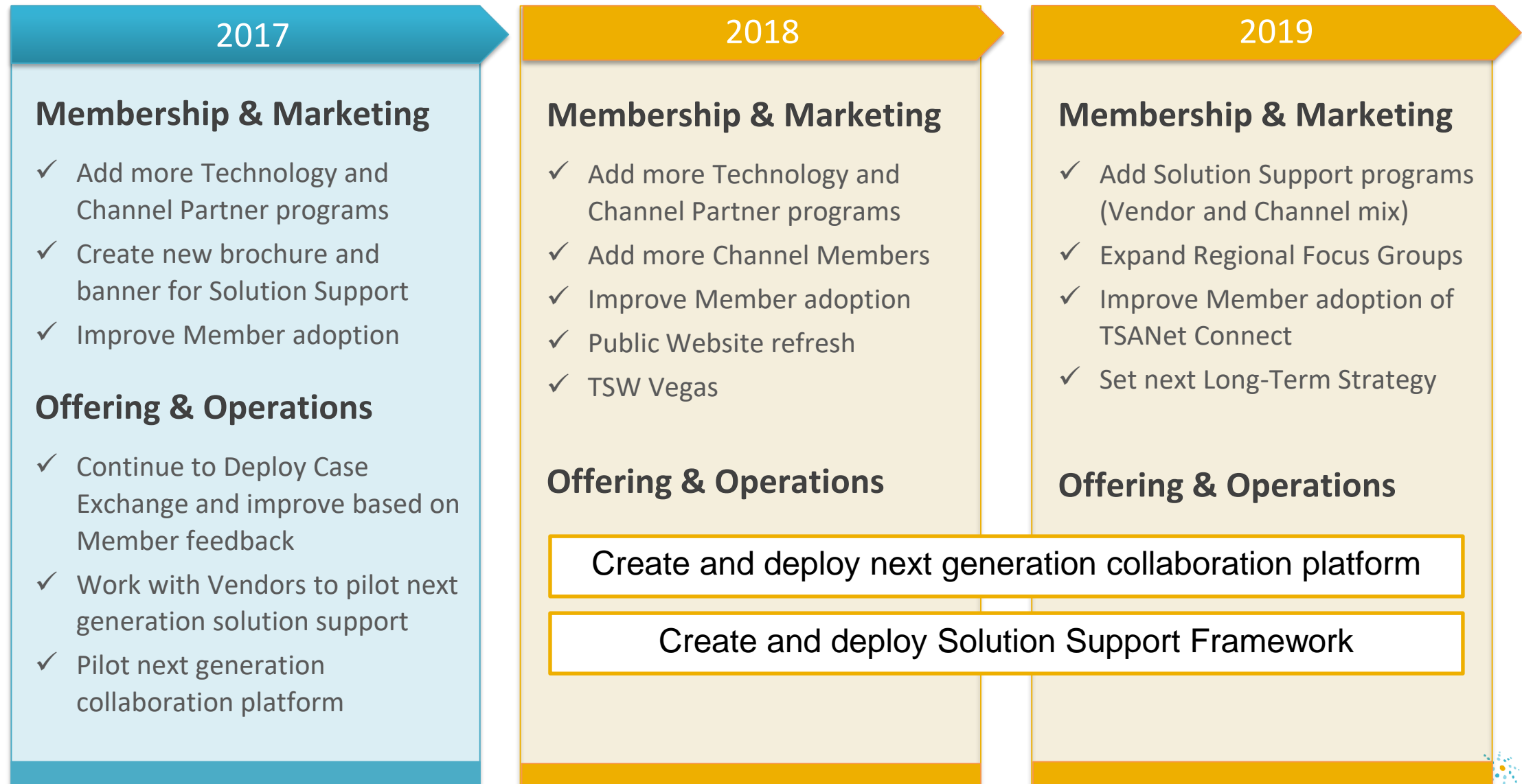
Our members say continue to...

1. Add More **Vendor and Channel Members**
2. Improve how **Members Collaborate**
3. Expand to provide **Solution Support**



TSANet has the **Relationships, Tools and Processes**
needed to enable **Multi Vendor Support**

Strategy Roadmap – High Level



Membership Status

Add more Members...

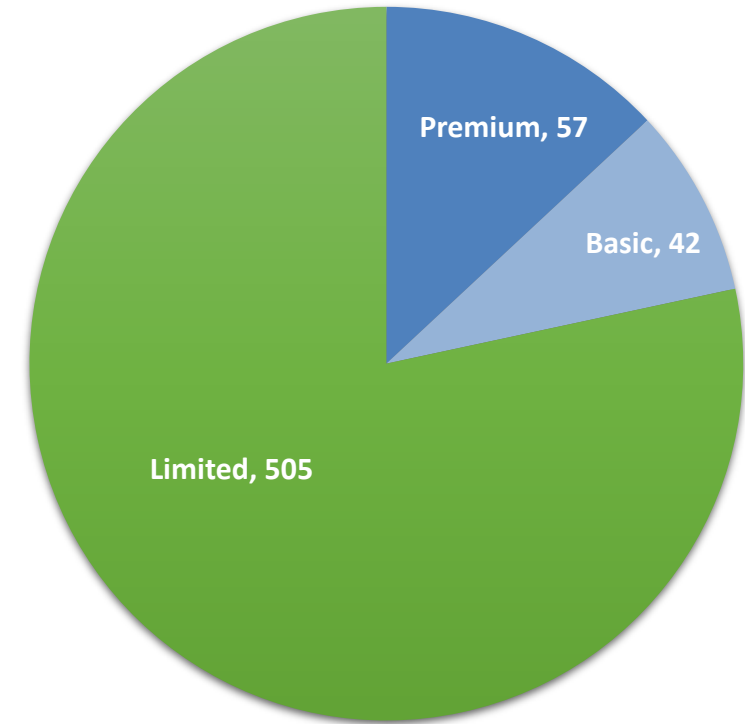
- ❑ Member growth driven by new Partner groups (**600+**)
- ❑ Grow open group Members to 102 by end of year (99 now)

Expand Focus Groups...

- ❑ Europe, India, Australia and North America groups now in place (Will add Japan in 2019/2020)
- ❑ Face-to-face meetings twice a year

Add more Partner Groups...

- ❑ Two new Partner Groups in 2018 contributed to Member Growth



600+ Members

Finance – 2018 Status

Expenses on track

1. Year to Date - End of Nov (839k Plan, 763k Actual)
2. Expect to end the year below budget

Revenue above target

1. 793 Member Dues Year to Date
2. Expect to end the year on target.



Expected end of 2018 cash assets (790k)

Marketing Status

Create and launch new Public Web

- ☐ New site in place very positive feedback

Update Brochures and Master Slides

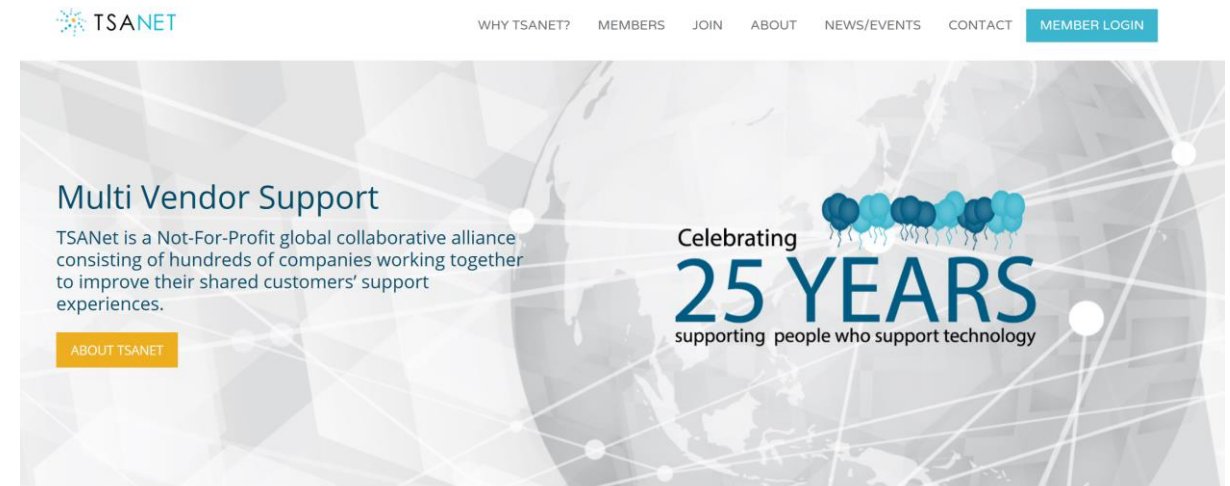
- ☐ All other Marketing materials updated

Create new Member Help

- ☐ New Member help completed

Promote 25 Year Anniversary

- ☐ Web, Blogs, TSW Vegas..



TSANet.org

Services Status – Technology Committee

Create Team

- ☐ Symantec, Cisco, Microsoft, Red Hat, IBM, Dell EMC, VMware, NetApp

Create long term Case Exchange Roadmap

- ☐ Completed. TSANet Connect

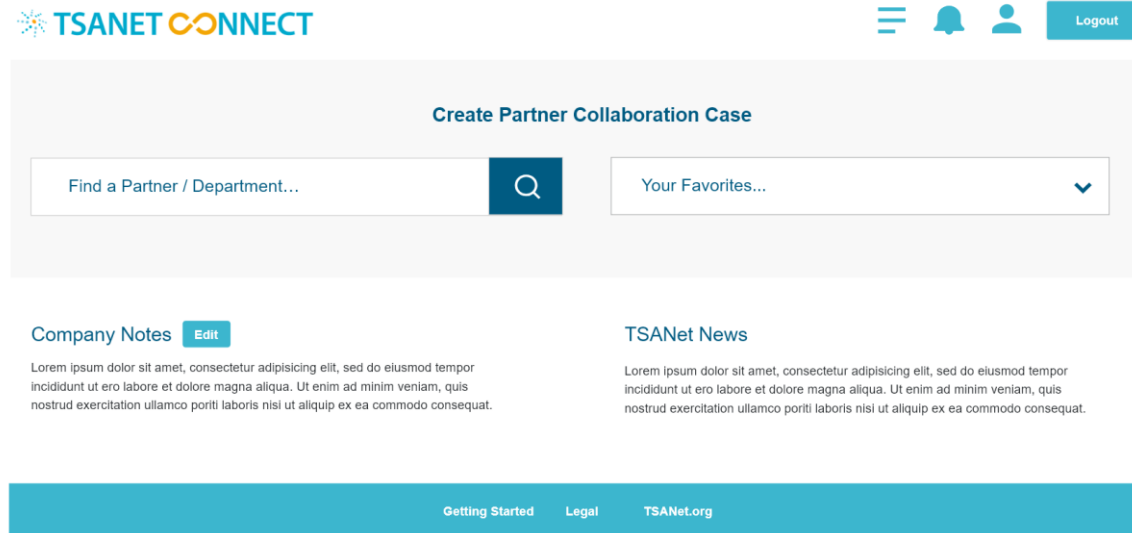
Set requirements for Dec 2018 Member Web

- ☐ Completed. TSANet Connect

Set Data Protection requirements

- ☐ Completed. TSANet Connect





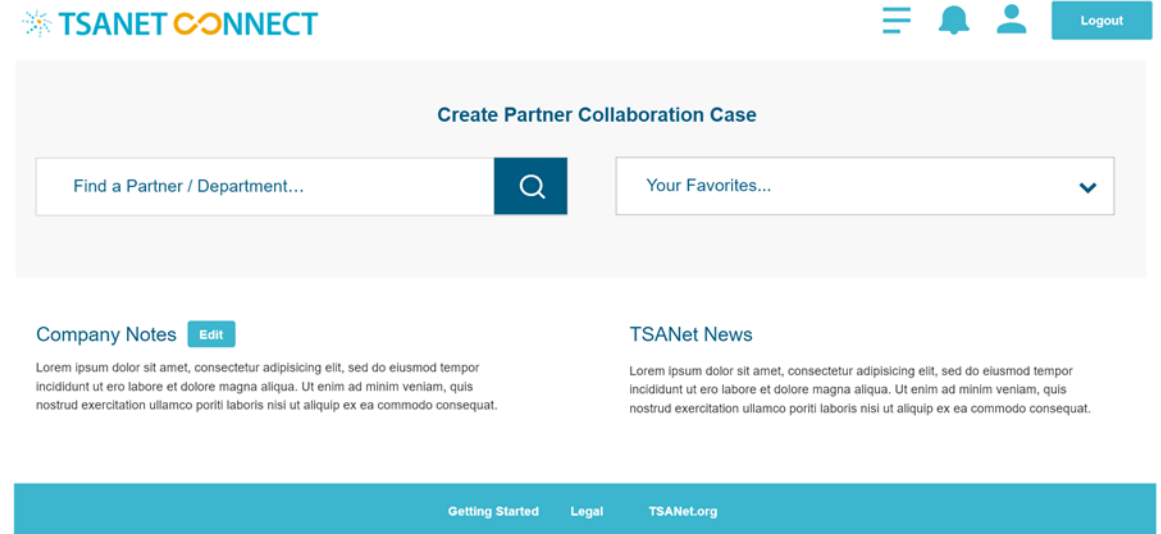
A neutral site allowing all partners a single portal to create a collaboration case with other Members.

- ❑ Simple user interface provides consistent method for creating a collaboration case with other Members
- ❑ Process includes integrated escalation management
- ❑ API first architecture allows members to integrate their systems



Simplified Caller Interface

1. Designed around one use case
Create Partner Collaboration Case
2. Integrated workflow for exceptions
3. Fast and simple WebApp

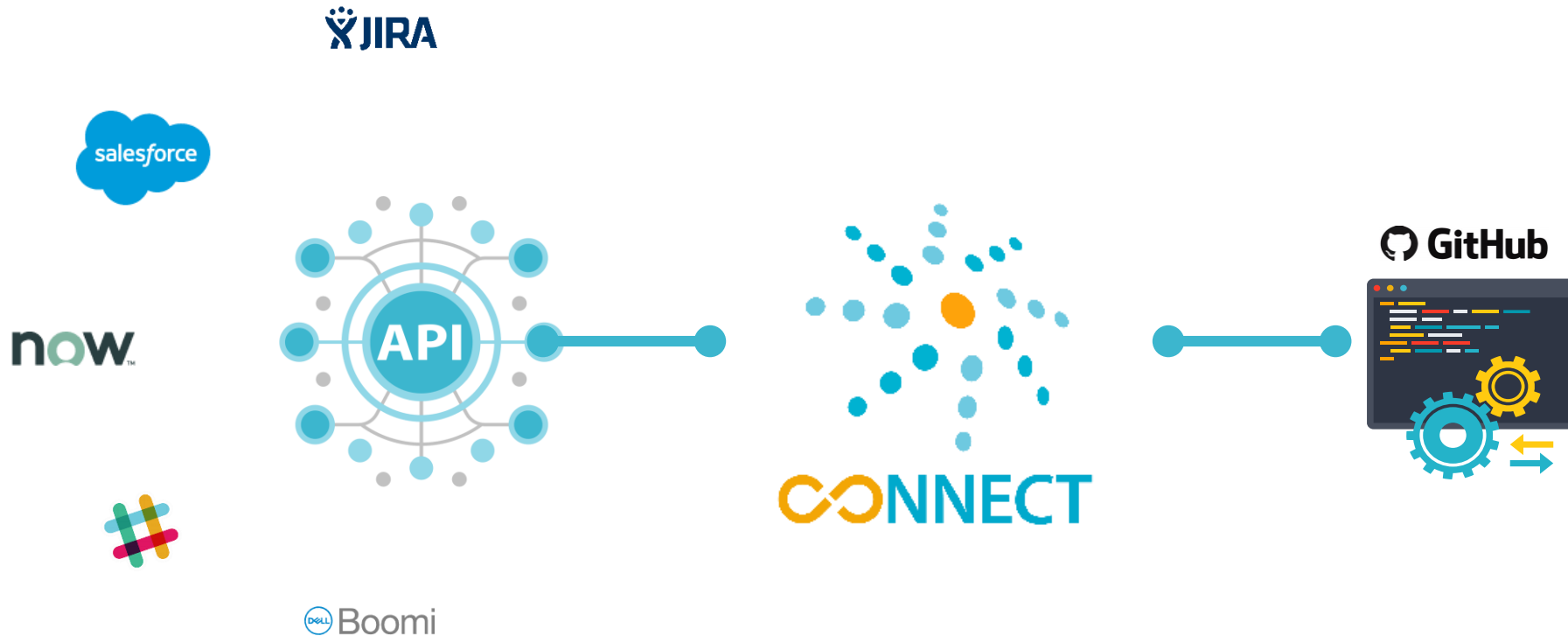


Create Collaboration Case...

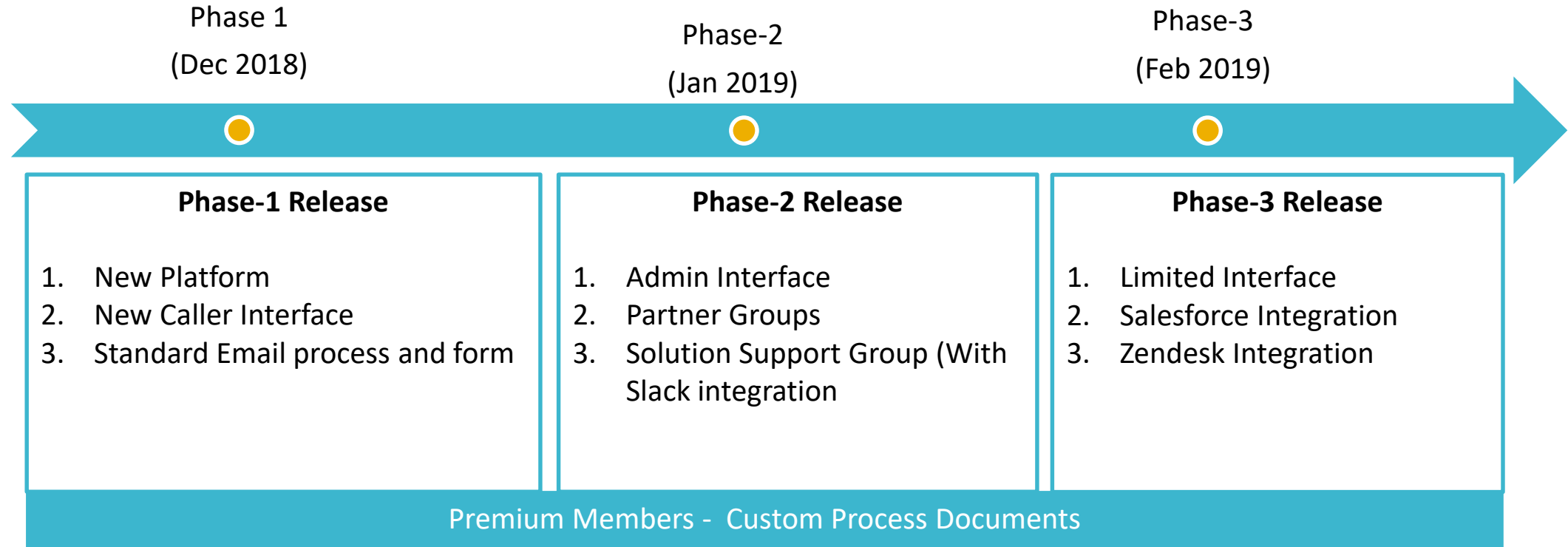
1. New standard inbound process form that all members use
2. Email workflow or CRM API interface
3. Simplified to focus on creating the collaboration

A screenshot of the TSANET CONNECT web application interface. The header includes the TSANET CONNECT logo, a bell icon, a user profile icon, and a 'Logout' button. Below the header, there's a section for 'Support Hours: 7/24/365', 'Test - Default Template' with a star icon, and 'Products Supported: All'. The main content area is divided into two columns. The left column has a 'Test Contact' section with five input fields: 'Enter Your First Name', 'Enter Your Last Name', 'Enter Your Email', 'Enter Your Phone', and 'Enter your Test Internal Case#'. Below this is a 'Problem Information' section with a 'Enter Problem summary' field and a larger 'Enter Description of problem and include troubleshooting steps or error messages' field. The right column has a 'Common Customer Contact' section with five input fields: 'Enter Customer Company', 'Enter Customer First and Last Name', 'Enter Customer Email', 'Enter Customer Phone', and 'Enter Customers Case# with Test (Optional)'. Below this is a 'Select Priority' dropdown menu and a 'Submit' button. A yellow information icon with a question mark is next to a note: 'Display information based on Priority selected (Example Response time or special instructions)'. The footer contains links for 'Getting Started', 'Legal', and 'TSANet.org'.

Integrate your systems...



TSANet Connect Development Timeline



2019 Plans



2019 Goals

Grow Membership

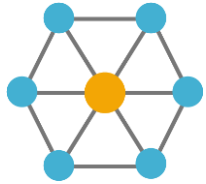
Deploy  **TSANET**  **CONNECT**

Member Success

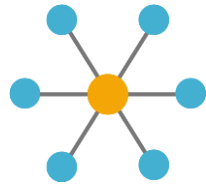


Grow Membership

Growth through groups...

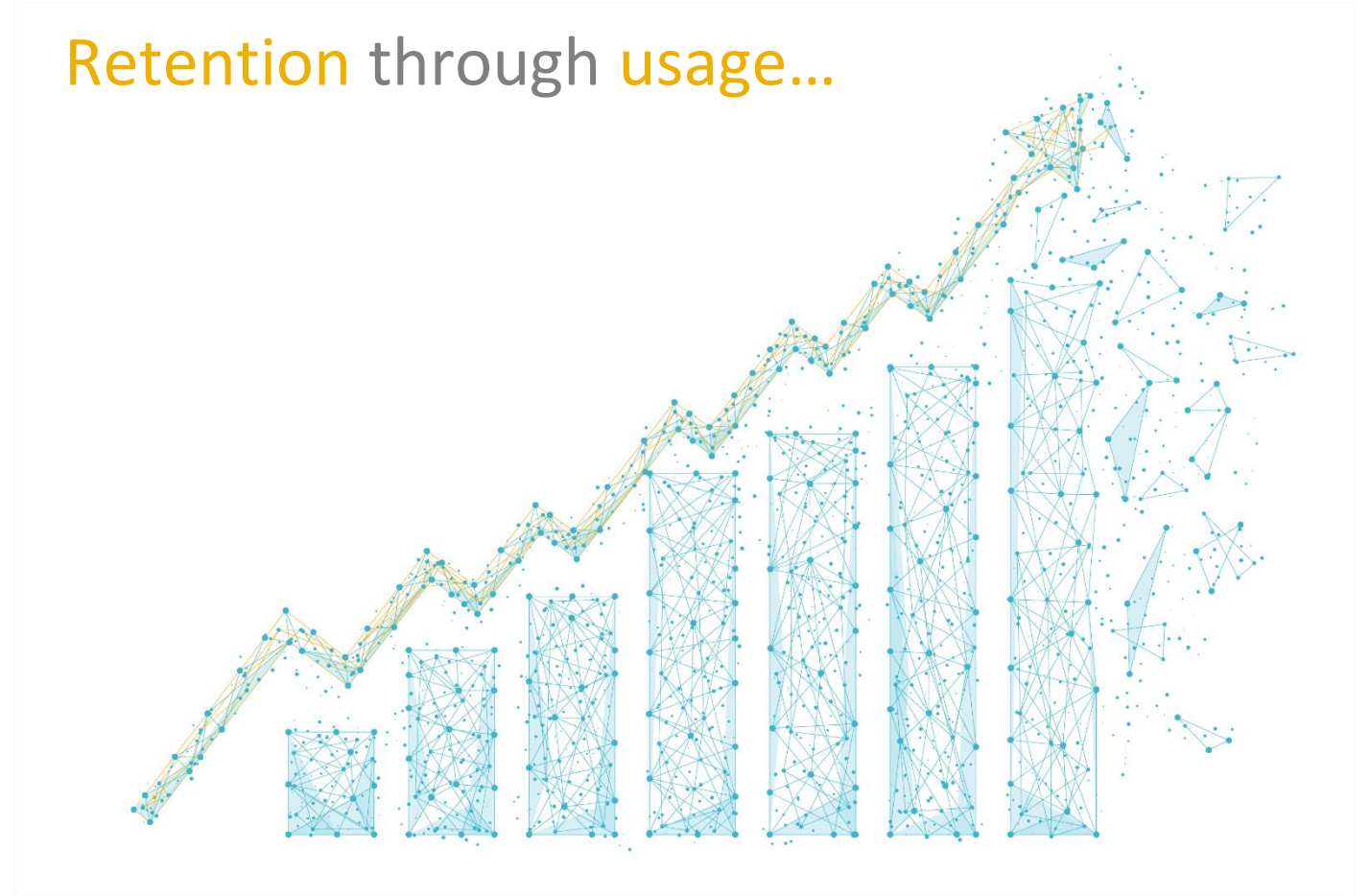


Solution Support



Partner Programs

Retention through usage...



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 TSANet Connect 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



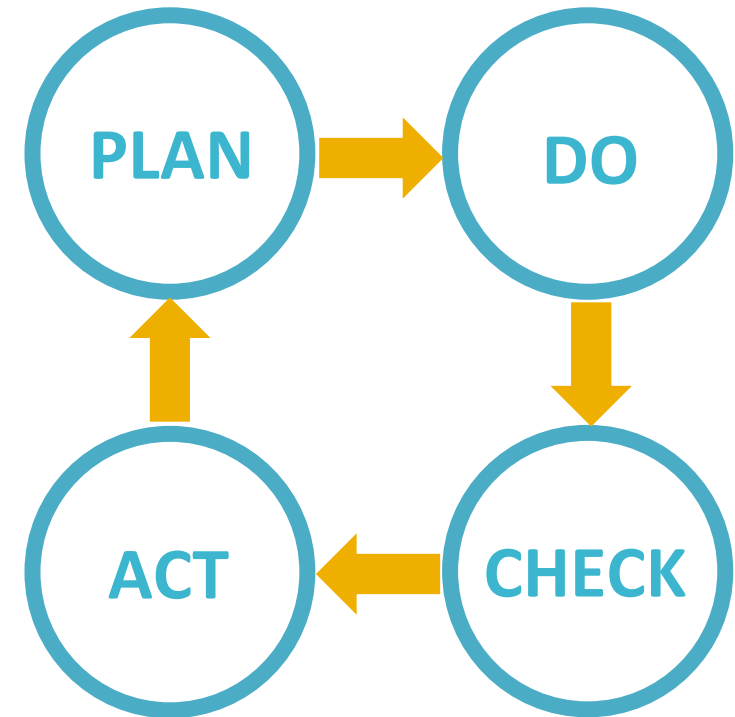
Easily establish a two-way collaborative mechanism with your partner network. Members may utilize TSANet to provide a hosted collaboration path with their partners.

- ❑ A co-branded registration page provides simple Partner registration and onboarding to your group
- ❑ New for 2019! - **Streamlined process** to add members through updated legal framework and registration page
- ❑ Use TSANet Connect to collaborate from within your existing systems

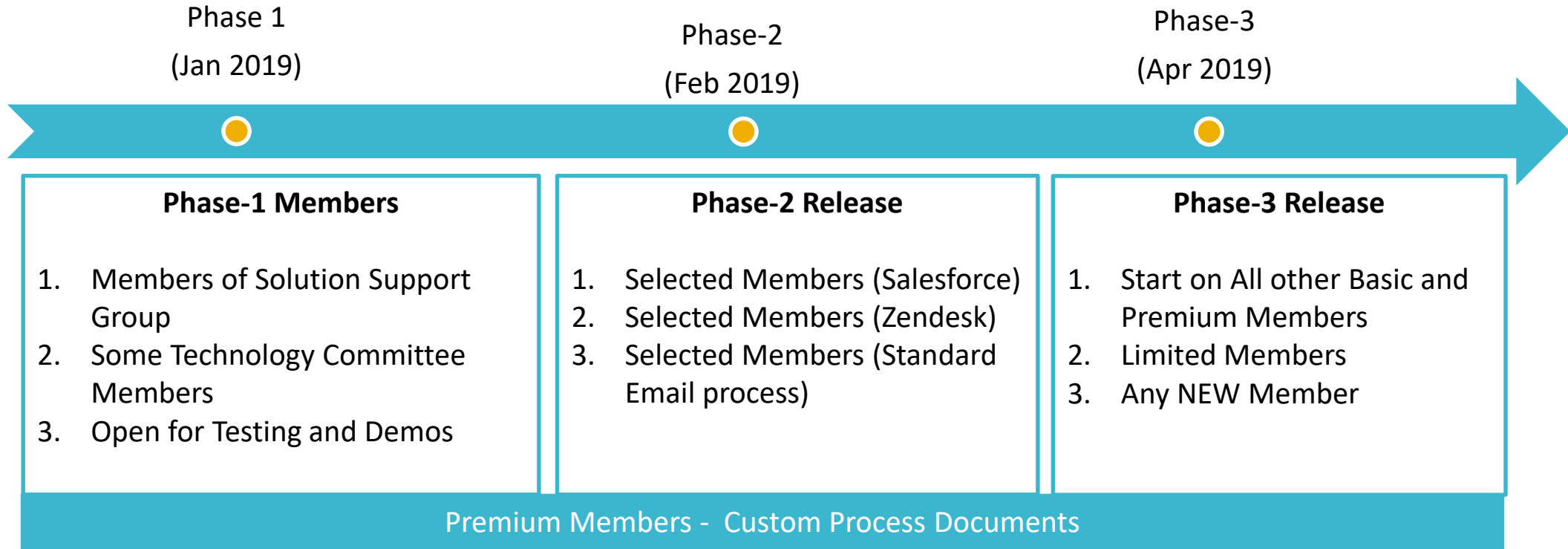


Deploy TSANET CONNECT

- ❑ Plan to migrate Members in groups (Based on frequency of collaboration)
- ❑ Migration includes onboarding and training
- ❑ Monitor collaborations and usage
- ❑ Make changes as needed to drive success



Migration Plans



<https://tsanet.org/tsanet-connect-webinar/>

Member Success

- ☐ Continue / Expand Regional Focus Groups
- ☐ Increased focus on “Users” of TSANet Connect
- ☐ Continue Technology Committee
- ☐ Member Driven Strategy



Regional Focus Groups



Europe

- The First Focus Group
- Meet 2 times a year 1 and ½ day.
- Topics both specific to TSANet and general support
- May 2018 meeting included TSANet board



North America

- Started as a Strategy day added to Board meetings
- Meet 2 times a year for 1 day before the board meeting
- Allow members to attend remote



India

- Started in 2017
- Meet 2 times a year 1-day face-face in Bengaluru
- Best positioned to provide operational feedback and best practices



Australia

- Started in 2017
- Meet 2 times a year 1-day in Sydney
- Discussions include TSANet and general support best practices



Japan

- **Will start late 2019 - early 2020**
- Will plan to meet 2 times a year in Tokyo
- Topics both specific to TSANet and general support

Member Driven Strategy

- ❑ Input from Members (Regional Focus Groups)
- ❑ Input from Technology Committee
- ❑ Second Half Regional Focus Group meetings will include TSANet Strategy session (SWOT)
- ❑ Long term strategy (2020-2022) approved by the board → Drives yearly plans



Questions... Any Other Business...

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