



• PARTNER GROUPS





### Why use TSANet for Partner Support?

- □ A Not-For-Profit Vendor Neutral Organization focused on Multi Vendor Support
- Quickly establish a collaboration path between you and your partners
- ☐ Save time onboarding and managing your partners

"TSANET IS THE SMART
SOLUTION FOR INDUSTRY
MULTI VENDOR SUPPORT"

**Armando Calderon IBM Corp** 







### Partner Groups - Overview

- ☐ 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 (Many-Many) and Partner Programs (One-Many)



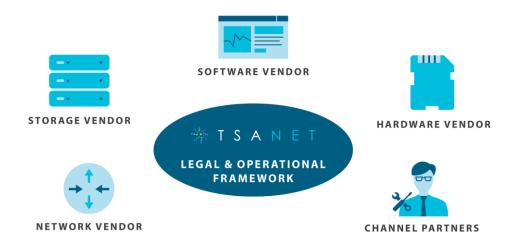
Many – Many or One – One
Supporting Solutions with Strategic Partners
Basic and Premium Members



One to Many
Supporting Technology or Channel Partner Programs
Basic, Premium and <u>Limited</u> 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 TSANet Connect to collaborate from within your existing systems
- ☐ FlexPod Solution Support is a best practice case study for multivendor support





### Extend to your Technology or Channel Partners



Symantec.









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 TSANet Connect to collaborate from within your existing systems





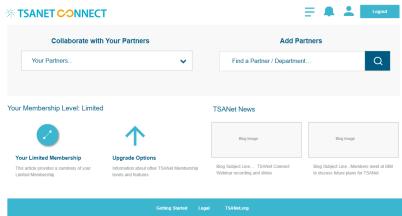
#### **Onboarding and Management**

- Improved Co-branded registration page provides simple
   Partner registration and onboarding to your group
- New addendum streamlines adding Basic and Premium
- Replaced Microsite structure with documents feature

#### **Limited Member Experience**

- Streamlined Registration creates a standard email process form
- New Limited Member interface provides easy access to their partners and ability to upgrade







# NEXTWAVE TECHNOLOGY PARTNER PROGRAM



#### **About this Program**

Palo Alto Networks is working with TSANet, a non-profit global alliance, to quickly route customer support requests between Palo Alto Networks and our NextWave Technology Partners' support teams.

Register Now: Enter your email below to start the registration process

Enter Your work email address

Next

#### **Helpful Links**

Registration How To Video

**TSANet Overview** 

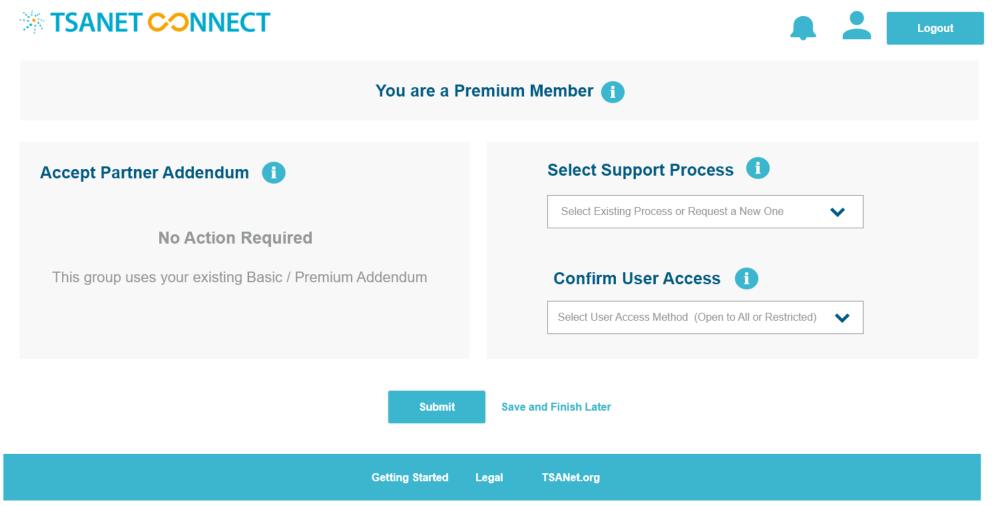
**TSANet Benefits** 

**Getting Started** 

Legal

TSANet.org

# Streamlined onboarding for Existing Members





### New Limited Member – Contact Details





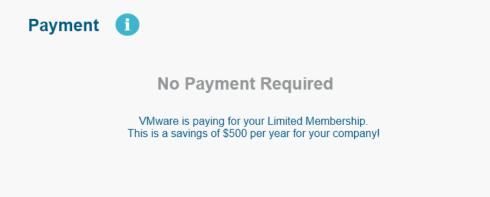
Company Information		Your Information				
Company	Enter your Company Name	First Name	Your First Name			
Address	Company Address	Last Name	Your Last Name			
City	Enter City	Email	Your Email			
ate / Province	Enter State	Phone	Your Phone			
<sup>o</sup> ostal Code	Enter Postal Code	Password	Create a password			
Country	Select Country	ıfirm Passwor	Confirm password			
• Next Save and Finish Later  Contact Details Accept Agreement Process						
Getting Started Legal TSANet.org						

### New Limited Member – Agree and Pay











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### New Limited Member – Create Process





1 Your Support Process - When completed a test message will be sent to the support manager

Support Hours	7/24/365	Simple Text Edit Control Bar
Products Supported	All	Enter your Escalation Instructions.
Support Email Alias	SomeAlias@yourcompany.com	
Support Manager Name	First Last	
Support Manager Email	SomeName@yourcompany.com	View Form
	•——•	Submit Save and Finish Later
	Contact Details Accept Agreen	nent Process

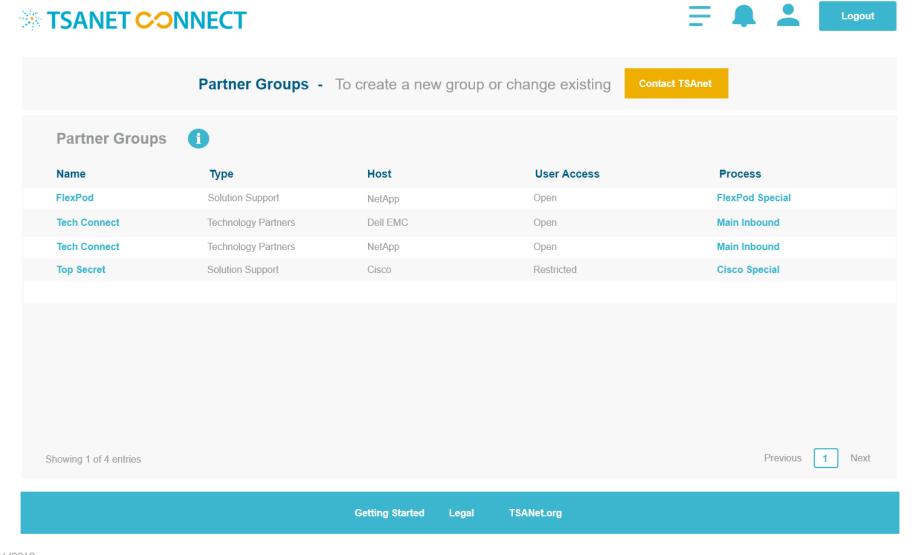
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**Getting Started** 

2/26/2019

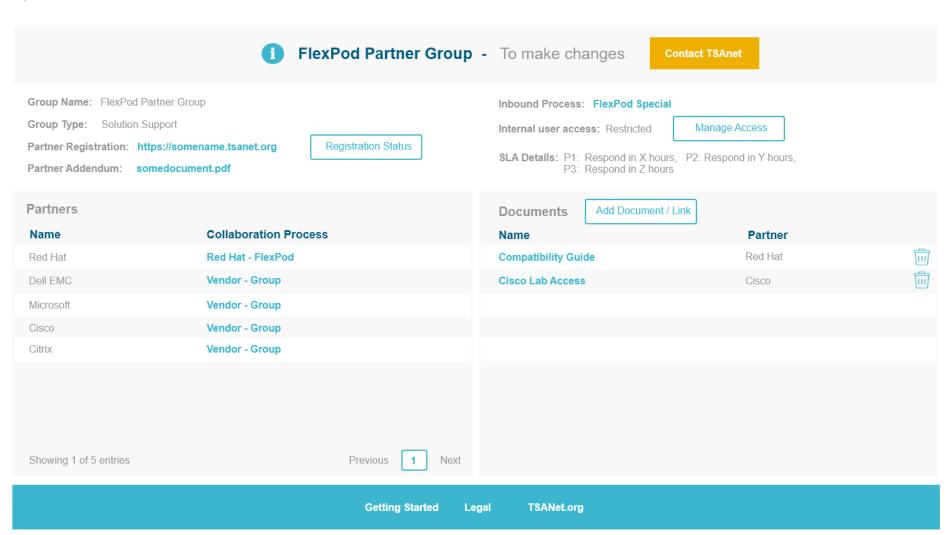
# Manage your Groups...



## Manage your Groups...







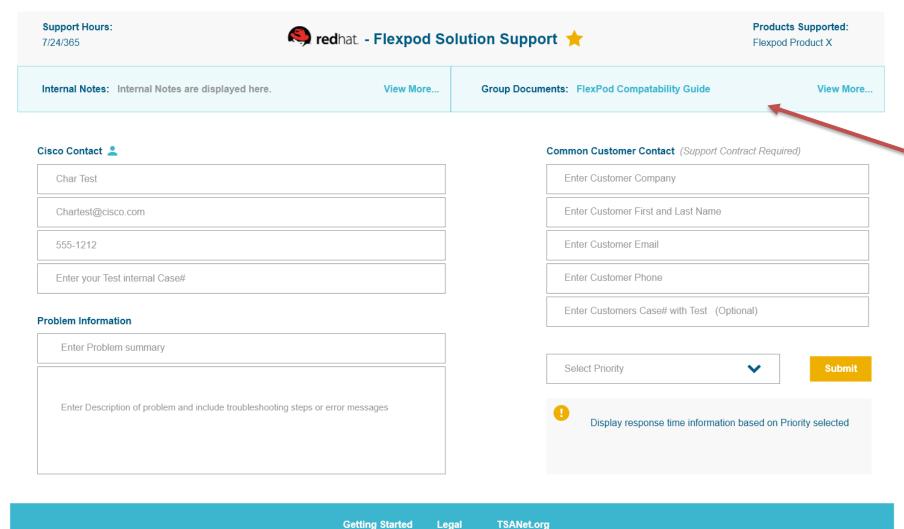






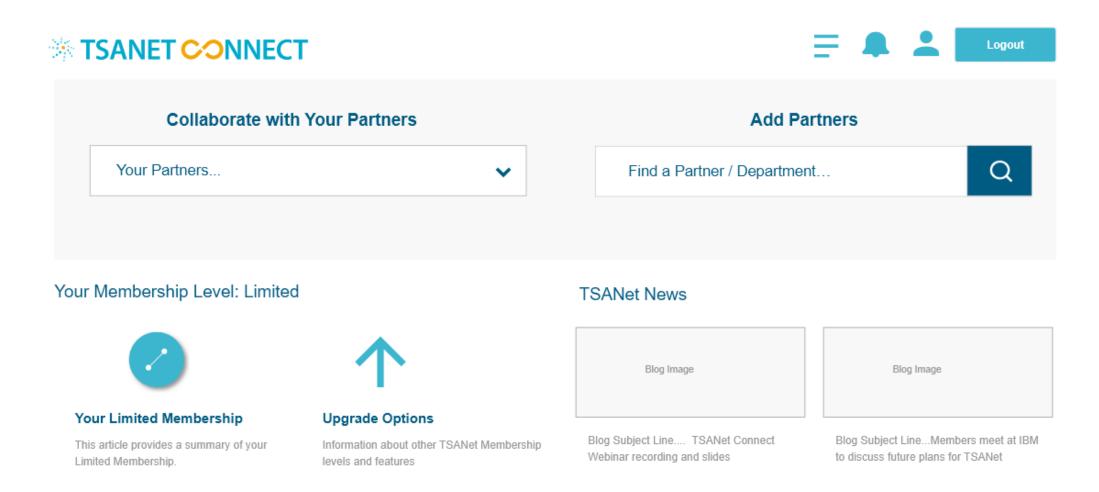






Shows first document and user can expand to show all

### New Limited Interface...



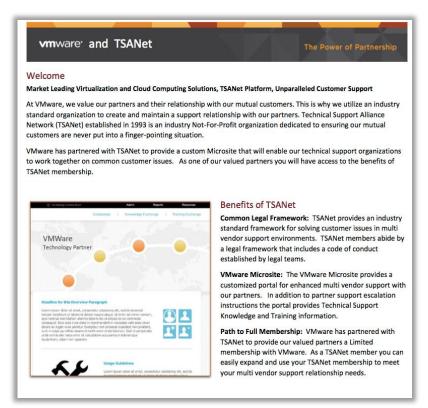
Getting Started Legal TSANet.org

# Marketing Your Custom Group

#### Co-Branded Registration Site



#### Co-Branded Benefits Brief



https://tsanet.org/join-a-partner-program/

## Custom Group Pricing

#### Open Group Members Joining a Group

☐ Included in your membership (Can join any Custom Group)

#### Host Member Creating a Group

- □ \$2500 One time fee to start a Partner Program group
- ☐ Fee waived for Global Premiums if 50 partners or more

#### Limited Members Joining a Group

- ☐ Limited members pay \$500 for each group they join
- Or
- ☐ Host can pay for Limited members to join at a reduced rate (Contact TSANet for pricing)



### Process to Create a Custom Group...

#### Contact us to setup a call (with your Partner Manager)

- ☐ Will set the scope of the group (Region, product...)
- ☐ Will review group options
- ☐ Will provide a demo of registration process and TSANet Connect

#### TSANet will then

- ☐ Work with you to create the co-branded marketing materials
- ☐ Setup your Custom Group including the registration page
- Work with your Partner Manager to onboard your partners
- ☐ Work with your Partner Manager to establish ongoing management processes



### To Learn More...



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Membership@TSANet.org

