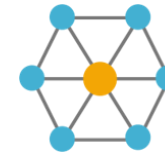




Technology / Channel

PARTNER GROUPS



Solution Support

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



**STRATEGIC
PARTNERS**



**TECHNOLOGY
PARTNERS**

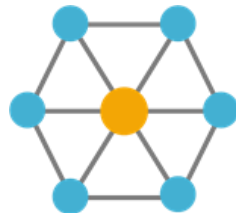


**CHANNEL
PARTNERS**

SOLVE MULTI VENDOR PROBLEMS **FASTER & EASIER** WITH TSANET

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 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 TSANet Connect to collaborate from within your existing systems
- ❑ FlexPod Solution Support is a best practice case study for multi vendor support

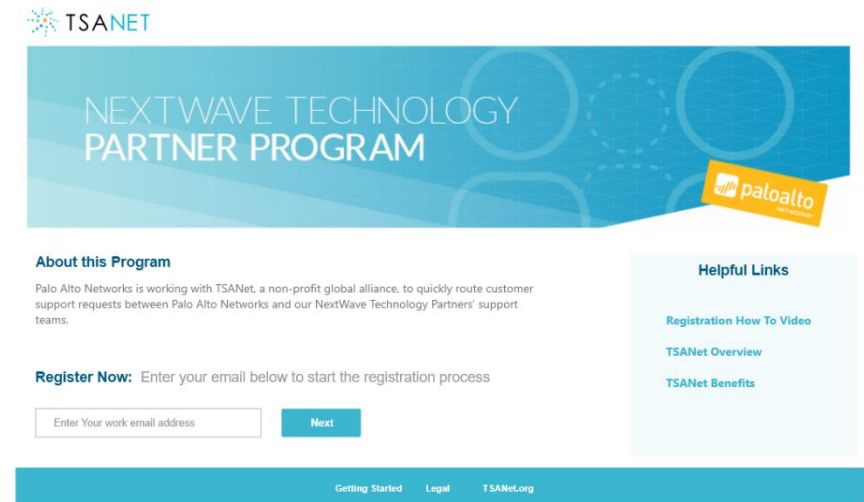


Extend to your Technology or Channel Partners



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 TSANet Connect to collaborate from within your existing systems



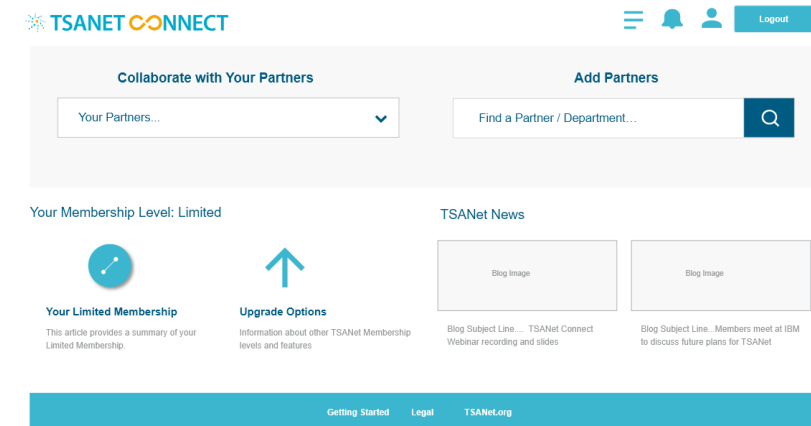
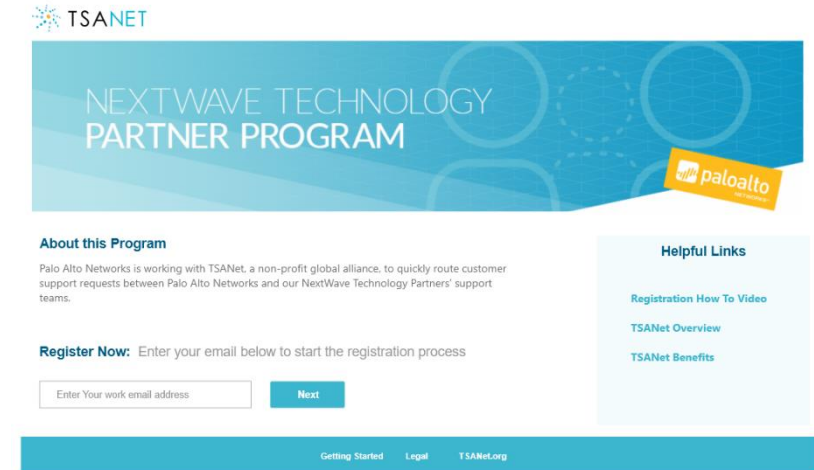
TSANET - Partner Program Changes

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

[Next](#)

Helpful Links

[Registration How To Video](#)[TSANet Overview](#)[TSANet Benefits](#)

Streamlined onboarding for Existing Members



Logout

You are a Premium Member 

Accept Partner Addendum 

No Action Required

This group uses your existing Basic / Premium Addendum

Select Support Process 

Select Existing Process or Request a New One



Confirm User Access 

Select User Access Method (Open to All or Restricted)



Submit

Save and Finish Later

Getting Started

Legal

TSANet.org

New Limited Member – Contact Details



Logout

Company Information

Company	<input type="text" value="Enter your Company Name"/>
Address	<input type="text" value="Company Address"/>
City	<input type="text" value="Enter City"/>
ate / Province	<input type="text" value="Enter State"/>
Postal Code	<input type="text" value="Enter Postal Code"/>
Country	<div>Select Country</div> <div>▼</div>

Your Information

First Name	<input type="text" value="Your First Name"/>
Last Name	<input type="text" value="Your Last Name"/>
Email	<input type="text" value="Your Email"/>
Phone	<input type="text" value="Your Phone"/>
Password	<input type="password" value="Create a password"/>
ifirm Passwor	<input type="password" value="Confirm password"/>

Contact Details

Accept Agreement

Process

Next

Save and Finish Later

New Limited Member – Agree and Pay



Logout

Accept Legal Agreements

- ☐ Code of Conduct - Baseline agreement for all TSANet Members
- ☐ Database License - For use of the TSANet Connect system
- ☐ Partner Program Addendum - Details for working with this Member

Payment

No Payment Required

VMware is paying for your Limited Membership.
This is a savings of \$500 per year for your company!



Next

Save and Finish Later

Getting Started

Legal

TSANet.org

New Limited Member – Create Process



Logout



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

Support Hours

7/24/365

Products Supported

All

Support Email Alias

SomeAlias@yourcompany.com

Support Manager Name

First Last

Support Manager Email

SomeName@yourcompany.com

Simple Text Edit Control Bar

Enter your Escalation Instructions.

View Form



Submit

Save and Finish Later

Getting Started

Legal

TSANet.org

Manage your Groups...



Logout

Partner Groups - To create a new group or change existing

Contact TSAnet

Partner Groups



Name	Type	Host	User Access	Process
FlexPod	Solution Support	NetApp	Open	FlexPod Special
Tech Connect	Technology Partners	Dell EMC	Open	Main Inbound
Tech Connect	Technology Partners	NetApp	Open	Main Inbound
Top Secret	Solution Support	Cisco	Restricted	Cisco Special

Showing 1 of 4 entries

Previous

1

Next

[Getting Started](#)

[Legal](#)

[TSANet.org](#)

Manage your Groups...



Logout



FlexPod Partner Group - To make changes

Contact TSAnet

Group Name: FlexPod Partner Group

Group Type: Solution Support

Partner Registration: <https://somenametsanet.org>

Partner Addendum: [somedocument.pdf](#)

Registration Status

Inbound Process: **FlexPod Special**

Internal user access: Restricted

Manage Access

SLA Details: P1: Respond in X hours, P2: Respond in Y hours, P3: Respond in Z hours

Partners

Name	Collaboration Process
Red Hat	Red Hat - FlexPod
Dell EMC	Vendor - Group
Microsoft	Vendor - Group
Cisco	Vendor - Group
Citrix	Vendor - Group

Showing 1 of 5 entries

Previous

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Documents

Add Document / Link

Name	Partner
Compatibility Guide	Red Hat
Cisco Lab Access	Cisco



Getting Started

Legal

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Logout



Support Hours:
7/24/365

 **redhat. - Flexpod Solution Support** ★

Products Supported:
Flexpod Product X

Internal Notes: Internal Notes are displayed here.

[View More...](#)

Group Documents: [FlexPod Compatability Guide](#)

[View More...](#)

Cisco Contact

Char Test

Chartest@cisco.com

555-1212

Enter your Test internal Case#

Problem Information

Enter Problem summary

Enter Description of problem and include troubleshooting steps or error messages

Common Customer Contact (Support Contract Required)

Enter Customer Company

Enter Customer First and Last Name

Enter Customer Email

Enter Customer Phone

Enter Customers Case# with Test (Optional)

Select Priority 

Submit



Display response time information based on Priority selected

Shows first document
and user can expand
to show all

New Limited Interface...



Logout

Collaborate with Your Partners

Your Partners...



Add Partners

Find a Partner / Department...



Your Limited Membership



Limited Member Training »

View the limited Member training video



Limited Membership Details »

Details about your Limited Membership



TSANet Membership Options »

View TSANet Membership options

TSANet News

[View All »](#)



TSANet elects new officer for 2019 »

TSANet Vice Chairperson position filled by Deepak Chawla, Vice President of Worldwide Support, Nutanix OVERLAND PARK, Kan., Oct. 21, 2019 — TSANet (Technical Support Alliance Network), the in...



Francoise Tourniaire from FT Works provides industry update on AI in Support »

Francoise Tourniaire from FT Works provided an industry update on AI in support during the North America focus group meeting. The presentation included uses case in various areas of support that b...

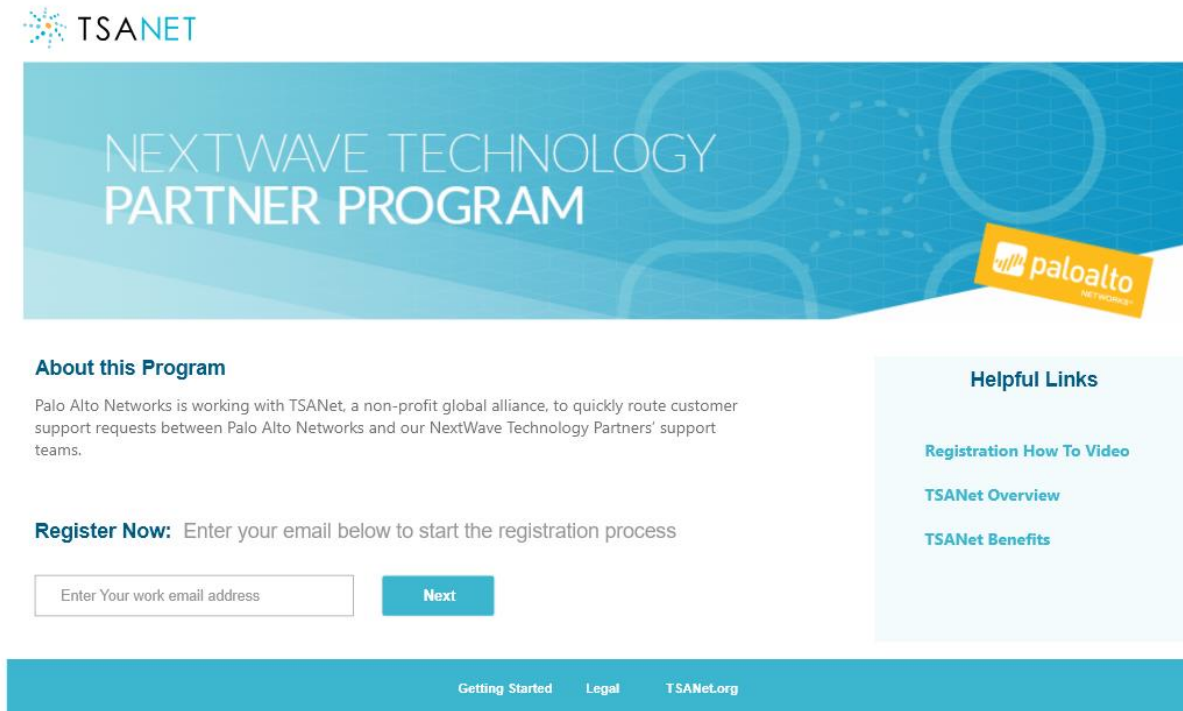


VMware hosts TSANet North America Focus Group meeting »

The TSANet North America focus group met on Oct 2nd, 2019 at the VMware facility in Palo Alto, CA. This was the largest focus group meeting with 40 participants representing NetApp, Pure Storage, R...

Marketing Your Custom Group

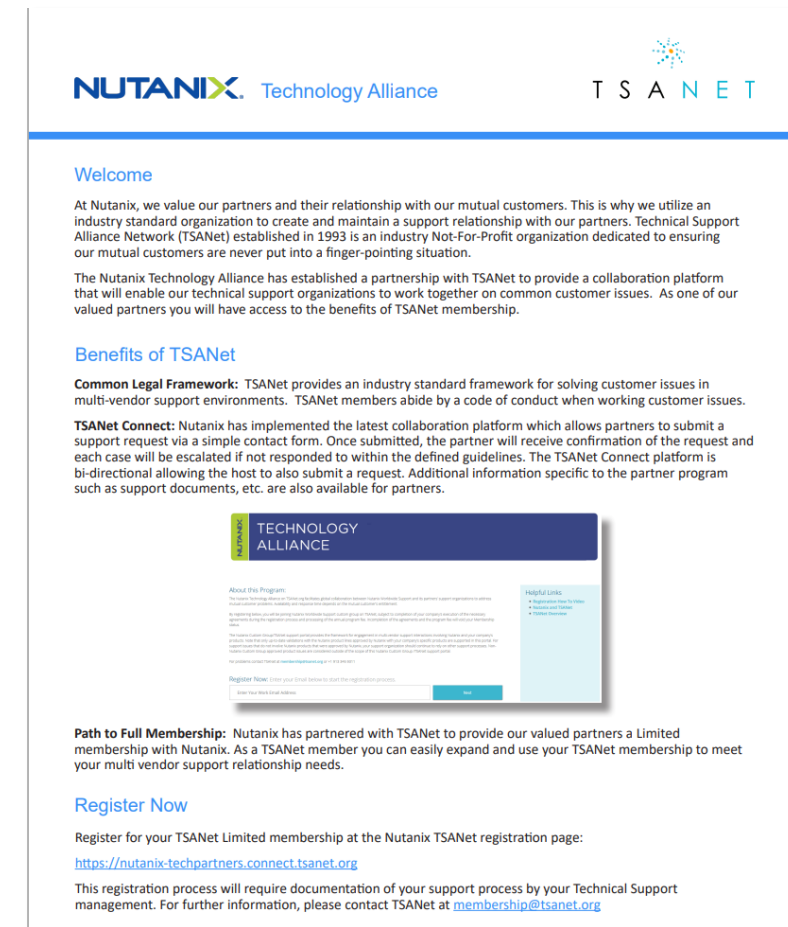
Co-Branded Registration Site



The screenshot shows the TSANET logo at the top left. Below it is a large blue banner with the text "NEXTWAVE TECHNOLOGY PARTNER PROGRAM" and a Palo Alto Networks logo. Under the banner, there is a section titled "About this Program" which states: "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." Below this is a "Register Now" section with a text input field labeled "Enter Your work email address" and a "Next" button. To the right of the registration form is a "Helpful Links" section with three links: "Registration How To Video", "TSANet Overview", and "TSANet Benefits". At the bottom of the page is a navigation bar with links: "Getting Started", "Legal", and "TSANet.org".

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

Co-Branded Benefits Brief



The screenshot shows a document titled "Co-Branded Benefits Brief" with the Nutanix Technology Alliance logo and the TSANET logo at the top. The document is divided into several sections:

- Welcome**: A paragraph stating that Nutanix values its partners and their relationship with mutual customers, and that the TSANet Alliance Network (TSANet) was established in 1993 as a non-profit organization to ensure mutual customers are never put into a finger-pointing situation. It also mentions that the Nutanix Technology Alliance has established a partnership with TSANet to provide a collaboration platform for technical support organizations to work together on common customer issues.
- Benefits of TSANet**: A section titled "Common Legal Framework" stating that TSANet provides an industry standard framework for solving customer issues in multi-vendor support environments. It also mentions that TSANet members abide by a code of conduct when working customer issues.
- TSANet Connect**: A paragraph stating that Nutanix has implemented the latest collaboration platform which allows partners to submit a support request via a simple contact form. Once submitted, the partner will receive confirmation of the request and each case will be escalated if not responded to within the defined guidelines. The TSANet Connect platform is bi-directional allowing the host to also submit a request. Additional information specific to the partner program such as support documents, etc. are also available for partners.
- Path to Full Membership**: A paragraph stating that Nutanix has partnered with TSANet to provide its valued partners a Limited membership with Nutanix. As a TSANet member you can easily expand and use your TSANet membership to meet your multi vendor support relationship needs.

At the bottom of the document is a "Register Now" section with a link to <https://nutanix-techpartners.connect.tsanet.org> and a note that the registration process will require documentation of your support process by your Technical Support management. For further information, please contact TSANet at membership@tsanet.org.

Custom Group Pricing

Open Group Members Joining a Group

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

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)

Up to 25	\$200 per member
26 to 50	\$150 per member
51 to 100	\$100 per member
101 to 200	\$75 per member
201 to 400	\$50 per member
400+	Call TSANet

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...



TSANet.org



Membership@TSANet.org