

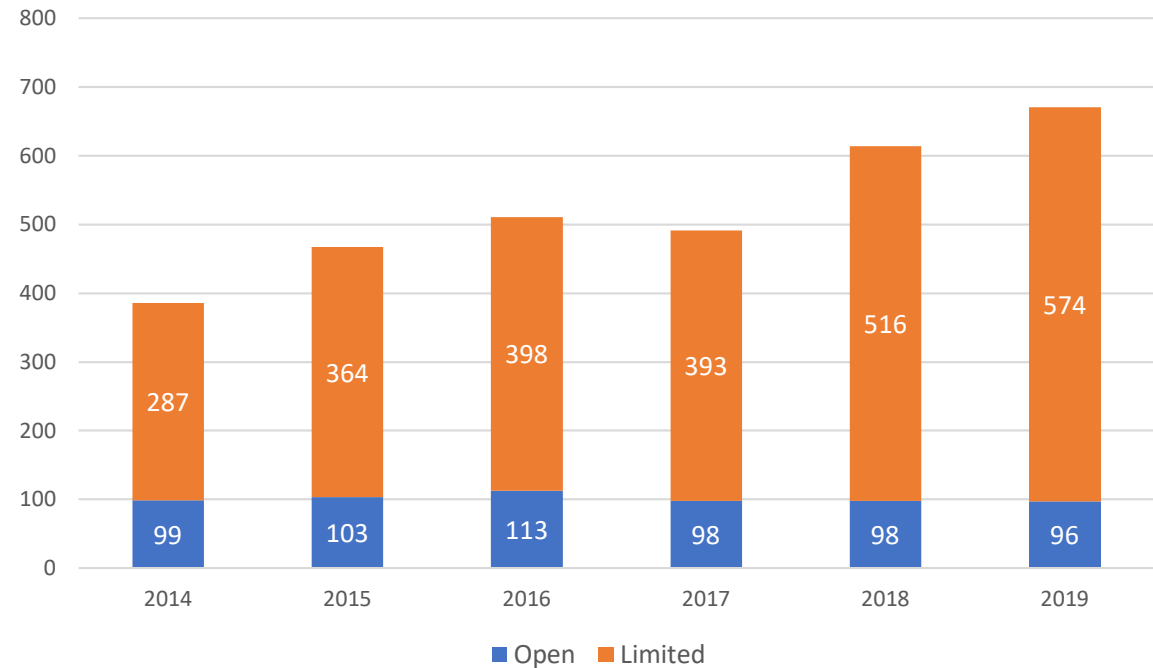
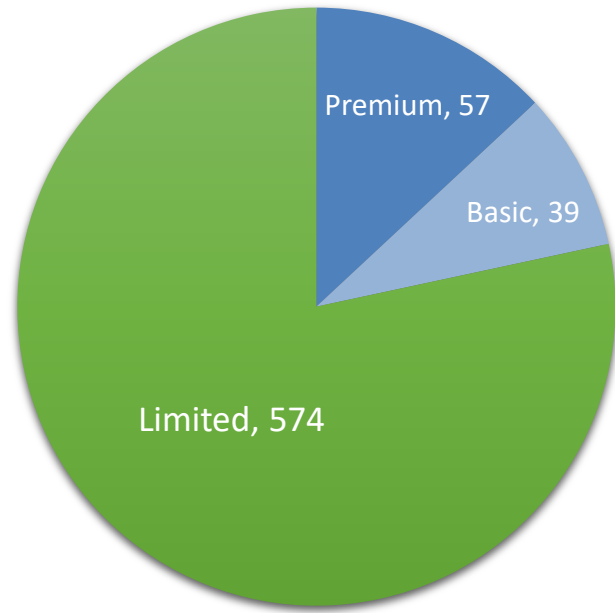


TSANET

2019 Member Meeting



Membership – Current State 670 Members!



- ❑ Open group at 96. Continued challenges growing above 100
- ❑ Limited Member growth strong. Many Limited Members with multiple relationships
- ❑ New Partner groups will continue to drive more Limited Members



TSANET CONNECT





Create Partner Collaboration Case

Find a Partner / Department...



Your Favorites...



Company Notes [Edit](#)

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TSANet News

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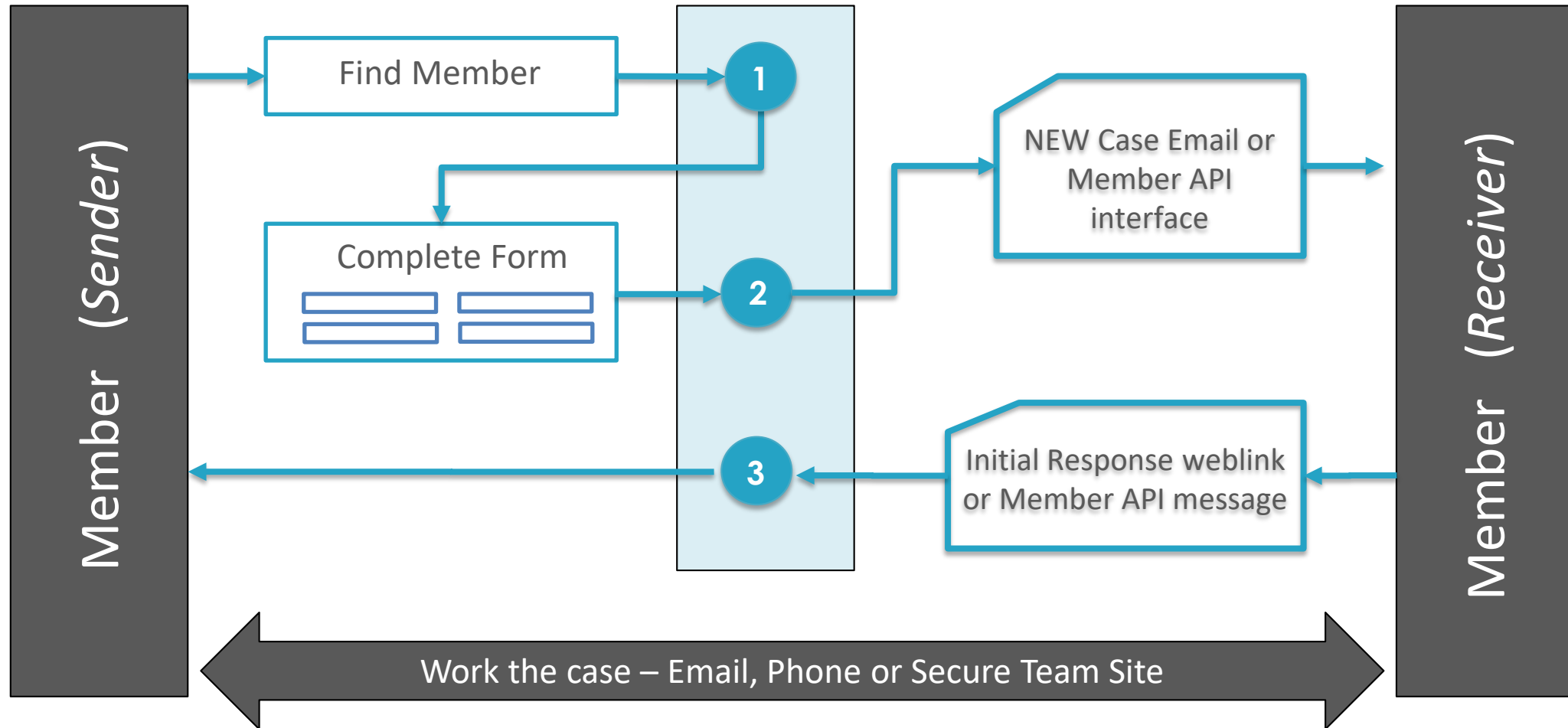
[Getting Started](#) [Legal](#) [TSANet.org](#)

A neutral site allowing all partners a single portal to create a collaboration case with other Members. Included as part of your Membership

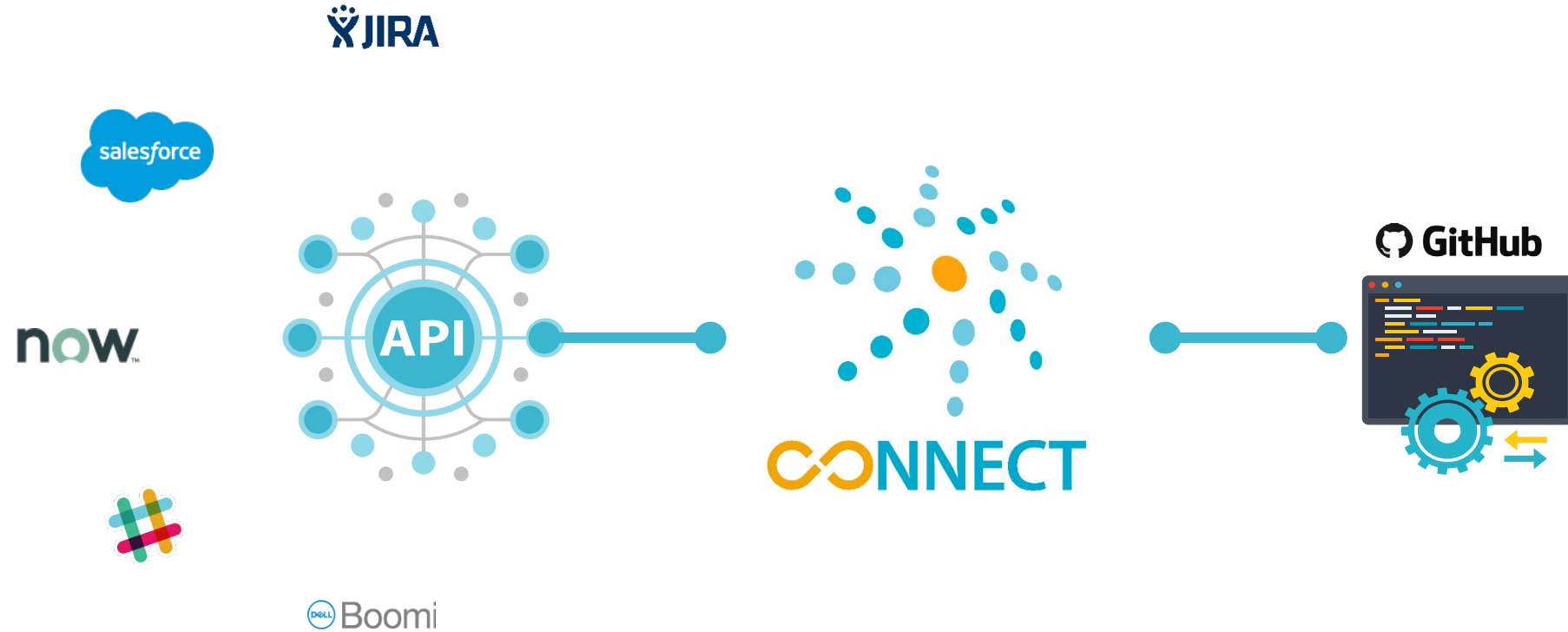
- ❑ Simple user interface provides consistent method for creating a collaboration case with other Members
- ❑ Process includes integrated escalation management
- ❑ API first architecture allows members to integrate their systems

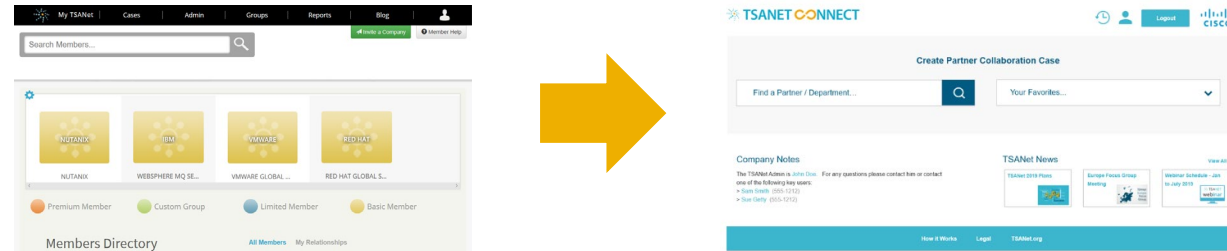


Overview of TSANet Connect Process



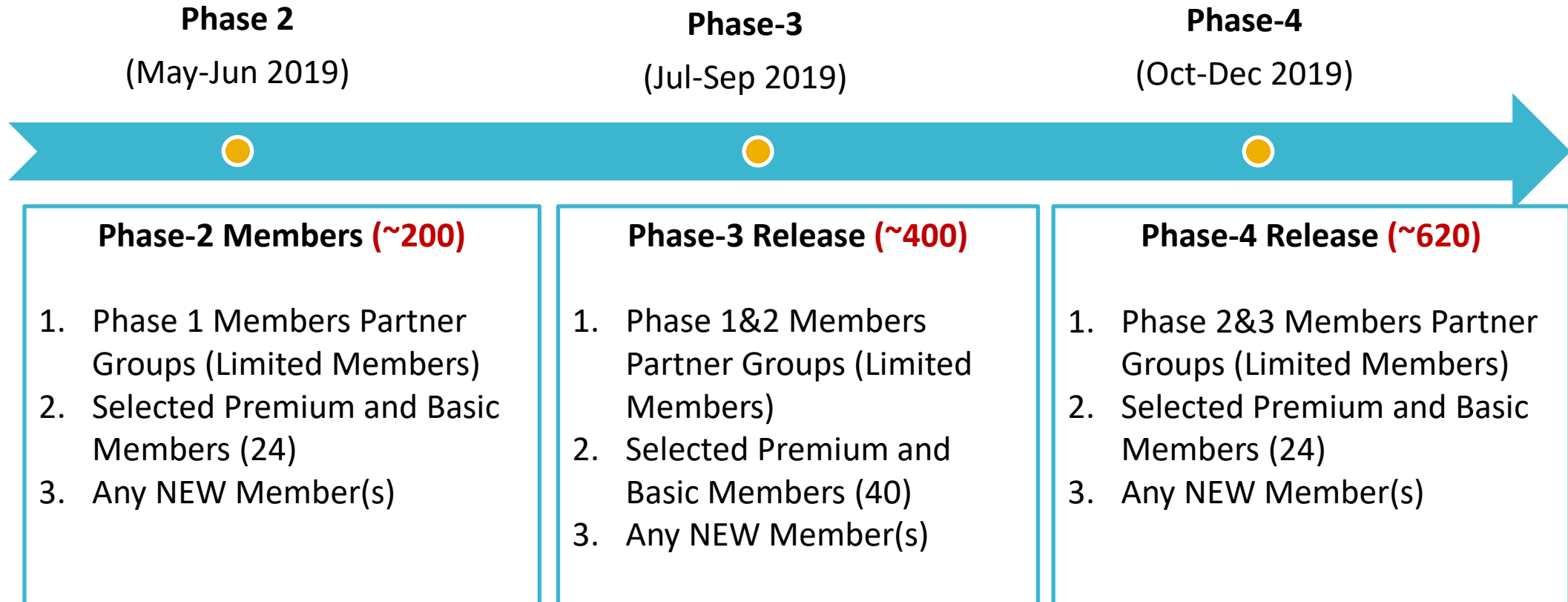
Integrate your systems...





Member Migration

Member Migration Timeline



Note: Quality driven timeline... We will contact Members to coordinate migration

Member Migration Status

422 Members Migrated (vs ~600 planned)

1. 365 Limited Members (VMware, Red Hat, Nutanix, Docker, Veritas and several other Partner Groups)
2. A few more Partner programs in process (Palo Alto, Symantec, Cisco) = 184 more Limited Members
3. 56 Premium/Basic members migrated (38 in progress)
4. Expect migration completed by end of Jan 2020

Next Steps for Migration

Complete Member migrations

1. December and January - complete the migrations
2. Some members may continue with static documents if needed
3. Month of January will limit access to the old site and communicate shutdown end of Jan 2020

Legacy Member Web is shut down end of Jan 2020

1. 2nd week in Jan will modify the Public site to only point to TSANet Connect
2. Communication to all Members



2019 Releases

TSANet Connect 1H2019 Releases



2019

April release feature complete. Standard email process for collaboration; Member and TSANet Staff Admin interface; Technology Partner and Solution Support Programs; Limited Member interface and onboarding



2019

June release improvements. Enhancements and bug fixes to process form and email process, Improved Limited interface, Improved ability to add custom fields, Improved internal notes.

TSANet Connect 2H2019 Releases



2019

September release improvements. Improvements to TSANet Staff Admin interface, Allow members to send inbound test case, improved search, Improvements to Partner Programs, Enhanced reporting, Enhancements to Solution Support process forms



2019

December release new features. Pilot SAML 2.0 Single Sign-on, Pilot Integration to Microsoft Teams for solution support groups, Automated initial response, Production cloud redundancy (USA and Europe), Ramp down legacy Member web site.

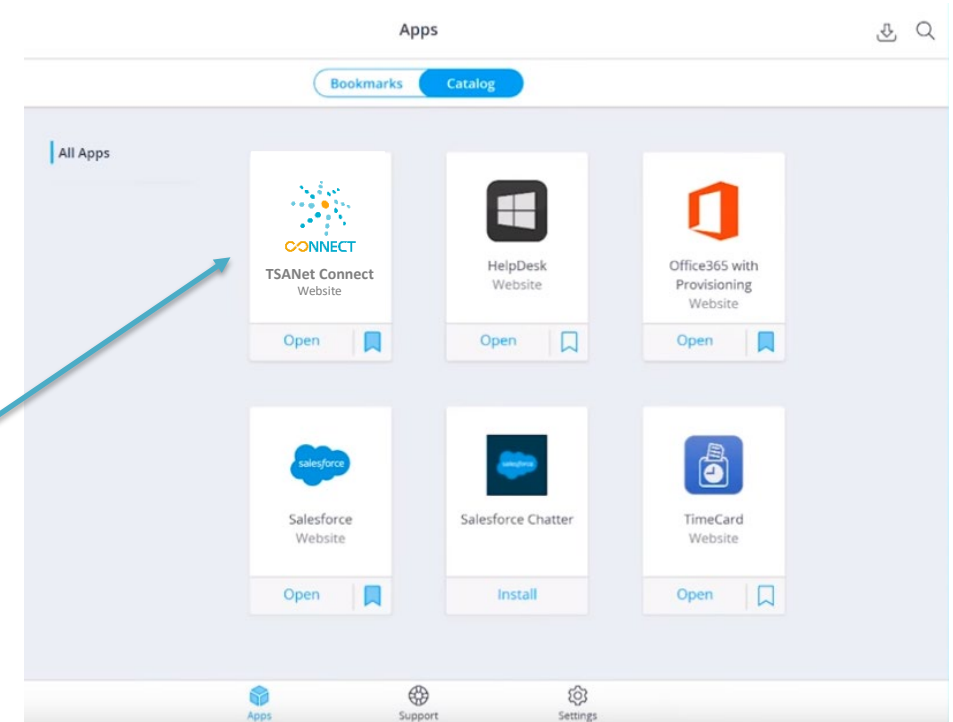
SAML 2.0 – Single Sign-on

Will implement with VMware first

1. Support for SAML 2.0 through VMWare Workspace One
2. Support for Just in Time and Automated user provisioning
3. Users access TSANet Connect from Workspace One

Next Steps

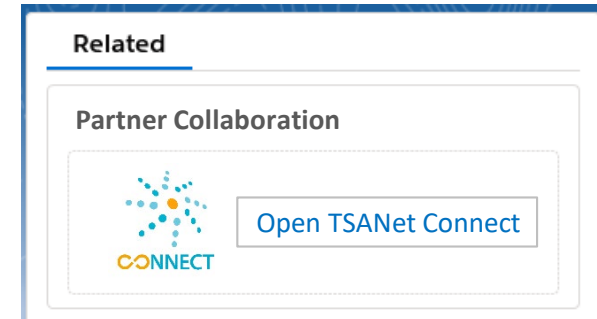
1. Will work next with other large Premium Global Members in 1H2020
2. General availability in 2H2020 for all Premium Global Members



Salesforce Integration – Inbound for 2019

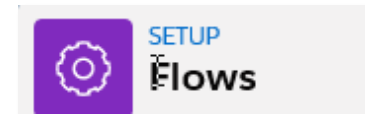
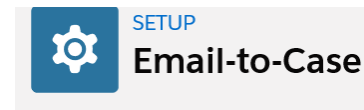
Outbound Request

1. **Easy Access to TSANet Connect:** Provide caller an easy way to get to TSANet Connect from Salesforce. Early view is this should be a button that launches TSANet Connect
2. Pass information needed to make ticket creation easy (engineer email, Case #)
3. Response from receiver comes back into salesforce (email linked to case)

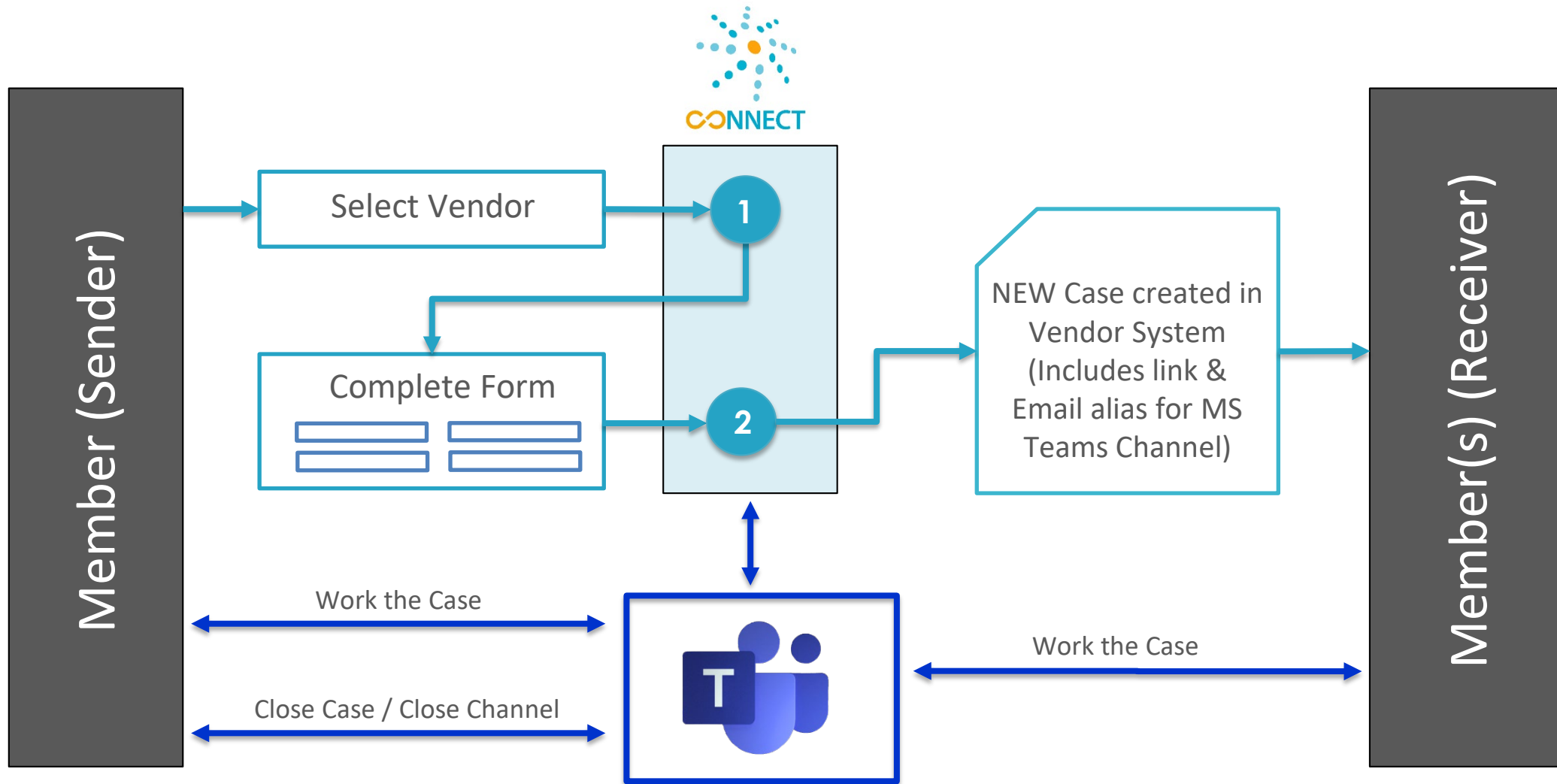


Inbound Request

1. **Enter a new Case:** Use **Email-Case** functionality in Salesforce. Define Account TSANet. All inbound will come from connect@tsanet.org
2. **Initial Response:** Define a workflow that sends an initial response when a new case of this type is assigned to an engineer. It would go to the member contact and BCC TSANet so that we can record the initial response. All ongoing communication is outside of TSANet Connect.



MS Teams Integration process overview





Regional Focus Groups



Europe Focus Group Meetings



software^{AG}

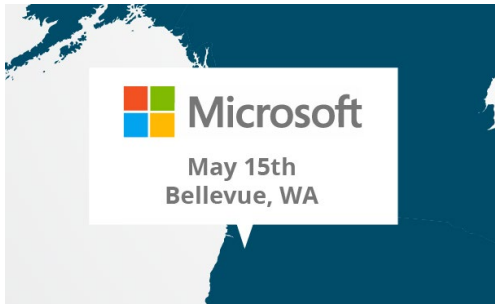
March 25-26, 2019
Darmstadt, Germany



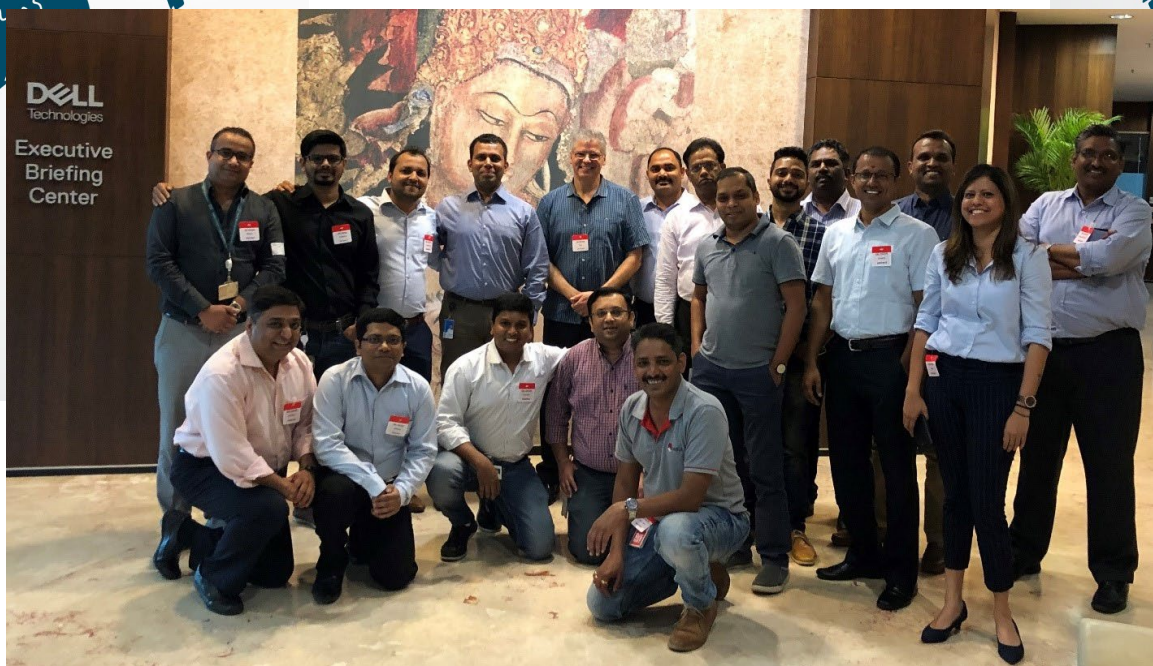
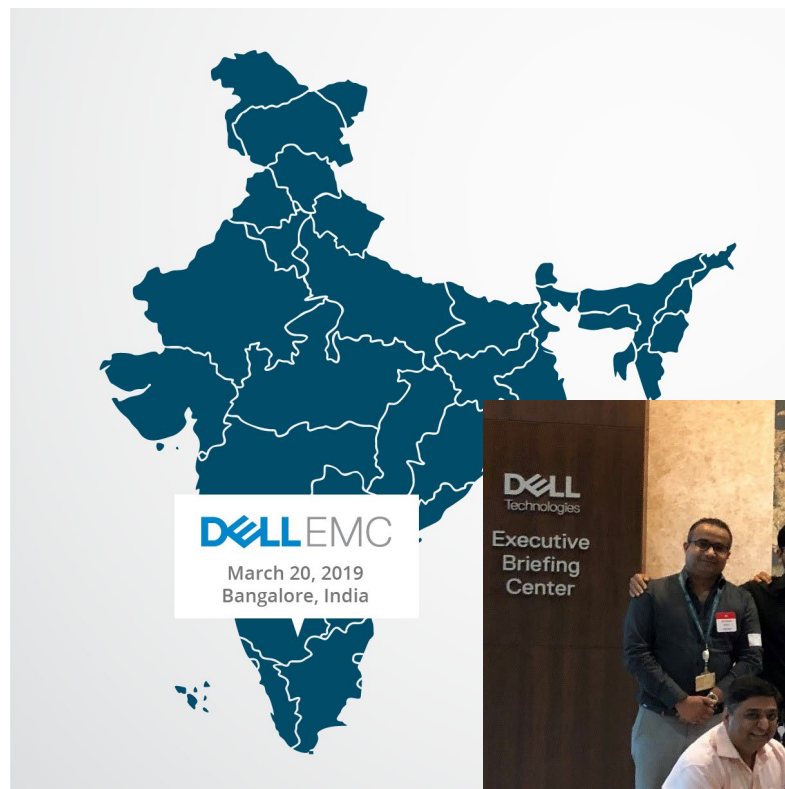
ATLASSIAN

Sept 24-25, 2019
Amsterdam, Netherlands

North America Focus Group Meetings



India Focus Group Meetings



Australia Focus Group Meetings



COMMVAULT 
July 9, 2019
Sydney, Australia



vmware
Nov 8, 2019
Sydney, Australia



TSANet Strategy

2020-2021

Current State - 2019

Strength

- ☐ 25+ year organization with active Board
- ☐ Vendor Neutral Industry organization: Not for Profit
- ☐ Member Base (Global, 600+ Members)
- ☐ TSANet Connect (Simplified Collaboration)
- ☐ Regional Focus Groups
- ☐ Partner Programs, Legal Framework (GDPR)

Opportunity

- ☐ Add more Partner programs and expand Limited Members connections or move to Basic/Premium
- ☐ Expand Membership and Usage to other groups (Telco, PS, Engineering)
- ☐ Facilitate strategic discussions "Solution Support"
- ☐ Increase TSANet Connect Usage
- ☐ TSANet Connect Integrations and features
- ☐ Improve access to best practices and knowledge sharing (Expand Focus Groups)

Weakness

- ☐ Lack of awareness (With Engineers)
- ☐ Missing Executive Sponsors/ Key users in operations
- ☐ Application and enforcement of legal framework
- ☐ Customer Entitlement policies not consistent
- ☐ Low Usage of TSANet Connect

Threat

- ☐ Loss of a major member(s)
- ☐ TSANet positioning with Cloud First vendors
- ☐ Members with complicated inbound process
- ☐ Need clear value - Some companies say they can do it alone, Use my extranet...
- ☐ TSANet Connect requires higher level of uptime and security requirements with system integrations

Strategy Streams...

Add More Members

Increase TSANet Connect Usage

Expand Regional Focus Groups

VALUE



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

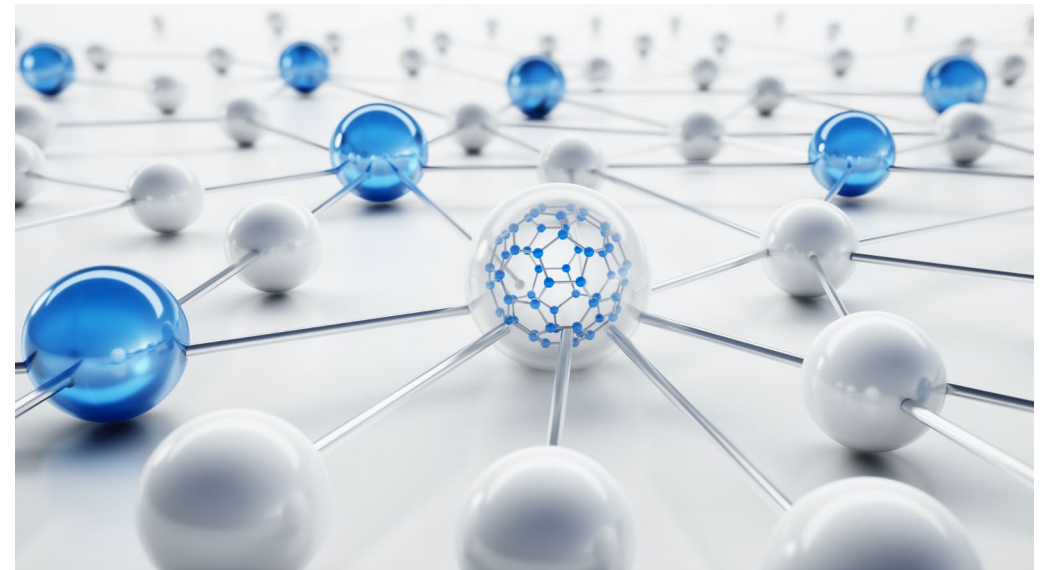
Add More Members...

Add Members through Partner Programs

1. Solution Support: Trailblaze with lead Members in 2020, Productize in 2021
2. Technology Partner Programs: Scale in 2020 and 2021

Improve Membership Model

1. Form Membership Committee in 2020
2. Changes based on recommendations in 2021



Increase TSANet Connect Usage...

TSANet Connect is Easy to Use

1. System Integrations, Features and improvements (2020-2021)

When searching... I find my Partner

1. See Add More Members Stream (2020-2021)

When I submit a request... I get a response

1. Work on Members with static process documents (2020)
2. TSANet operations to manage SLA exceptions (2020)
3. TSANet Connect uptime (2020)



Expand Regional Focus Groups...

Expand Locations

1. Add Japan (2020)

Expand Participation

1. Add to TSANet Connect Profile (2020)
2. Add to onboarding and renewal process (2020)

Expand Content

1. Expert speakers at Focus group meetings (2020)
2. Expand online community and integrate to TSANet Connect (2021)



Actions for Members in 2020...

Increase your usage of TSANet Connect

1. Continue to communicate to your users
2. Use success stories to drive additional usage
3. Onboard your Partner programs

Get involved in a regional Focus Group

1. Join a regional focus group
2. Get team members in other regions involved



QUESTIONS?