

Introduction to TSA Net



T S A N E T

What is TSANet...

TSANet is a global collaborative alliance consisting of hundreds of companies working together to improve their shared customers' support experiences.



TSANet Provides

- ❑ A proven Not-For-Profit Vendor Neutral Organization focused on Multi Vendor Support
- ❑ A Legal and Operational infrastructure to solve support problems faster
- ❑ A Tactical user interface to collaborate with a member or members

“TSANET IS THE SMART
SOLUTION FOR INDUSTRY
MULTI VENDOR SUPPORT”

Armando Calderon
IBM Corp



**STRATEGIC
PARTNERS**



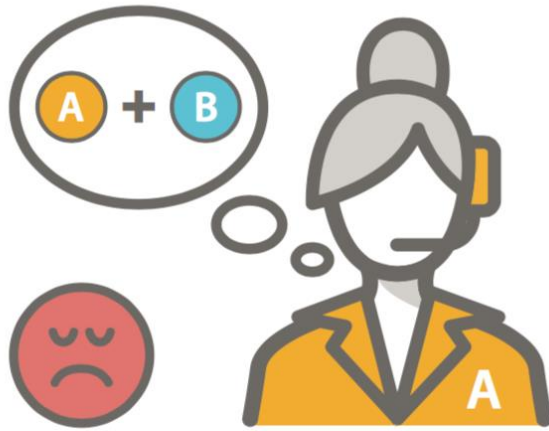
**TECHNOLOGY
PARTNERS**



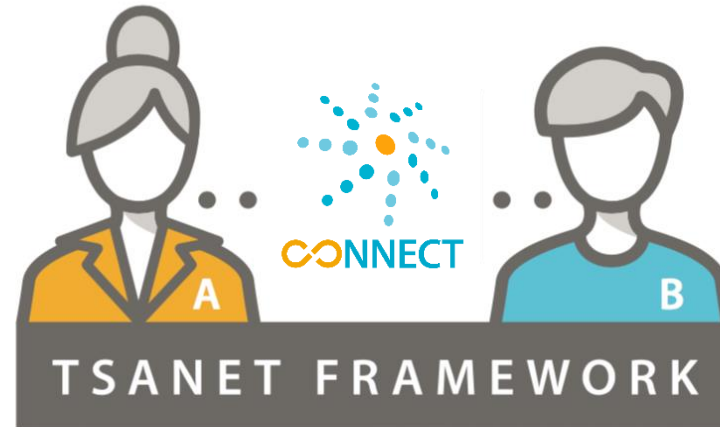
**CHANNEL
PARTNERS**

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

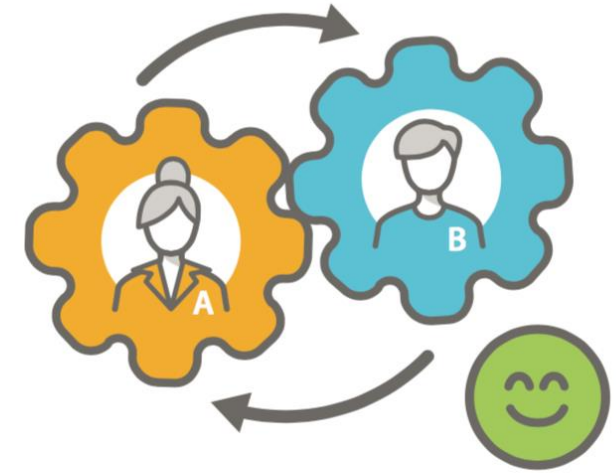
How does it work...



- 1 Your team is working a customer issue that requires assistance from another Member

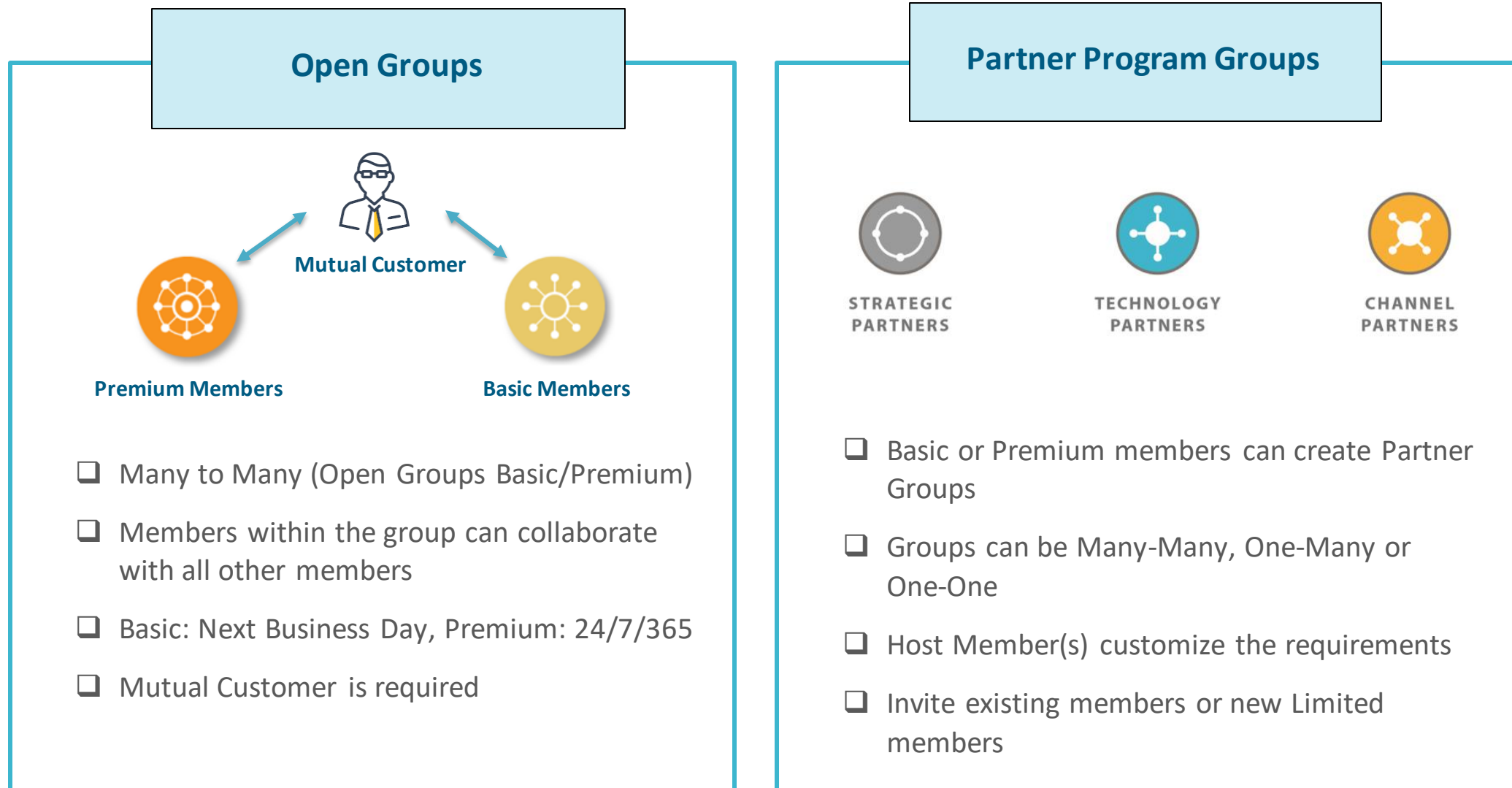


- 2 Your team uses TSANet Connect to directly engage and collaborate

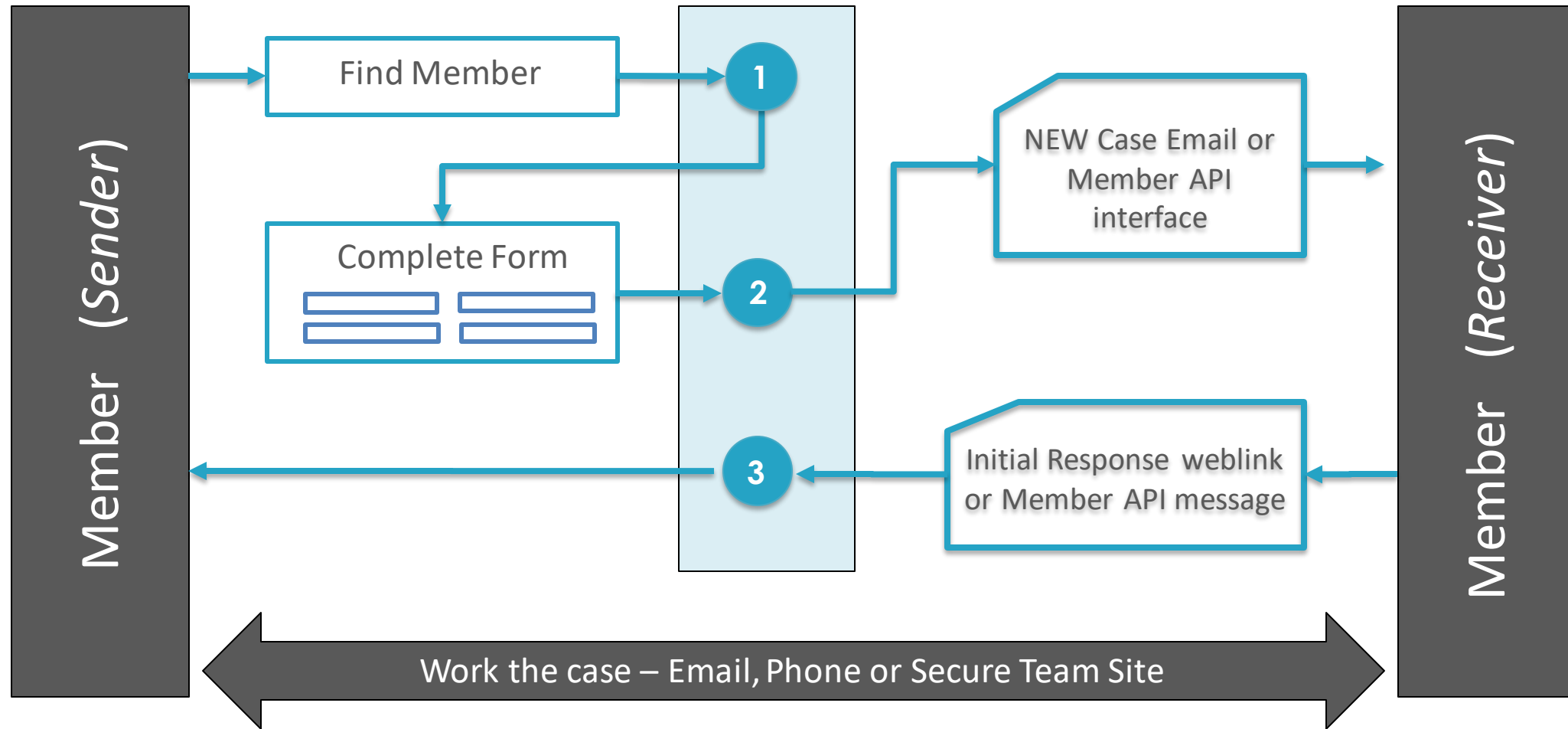


- 3 Members work together to resolve the issue resulting in a great customer experience

Membership Relationship Structure



Overview of TSANet Connect Process



Sender Experience – How to use – Find a Member...

Create Partner Collaboration Case

Find a Partner / Department...




Your Favorites...





Type in the name of the company or department.
This is a dynamic search

Use the pulldown to view and select from your favorites. Easily add favorites by selecting ★ on a process form

Sender Experience Create a Collaboration Case...





Logout


Support Hours:
7/24/365

Test - Default Template ★

Products Supported:
All

Internal Notes: Internal Notes are displayed here. [View More...](#)

Group Documents: [Document name example](#) [View More...](#)

Test Contact 

Enter Your First Name

Enter Your Last Name

Enter Your Email

Enter Your Phone

Enter your Test internal Case#

Common Customer Contact

Enter Customer Company

Enter Customer First and Last Name

Enter Customer Email


Enter Customer Phone

Enter Customers Case# with Test (Optional)


Problem Information

Enter Problem summary

Enter Description of problem and include troubleshooting steps or error messages

Select Priority 

Submit

 Display information based on Priority selected
(Example Response time or special instructions)

Getting Started

Legal

TSANet.org



T S A N E T

Your Technology is Connected. Are you?

Sender Experience (email received after placing a call)


TSANet Collaboration Request for Case# 785996 to Hortonworks

Your collaboration request to **Hortonworks** for **Test Company Case# 785996** has been sent. . If you need to escalate this case follow the instructions below:

Escalation Instructions:

- 1.Place a Call: Horton toll free support line in the U.S - Call **855.8HORTON (855.846.7866) or +1.408.916.4121**. Please select option 2 for support
2. "Escalate Case" button: Use "**Escalate Case**" button found on the top right hand corner on the Case Details, if a case needs escalation

Request Details:



Test Company Contact
Name: *Brittany Simone*
Email: brittijimerson@gmail.com
Phone: 7855507818
Case#: 785996

Customer Contact
Customer Company: ABC Computers
Customer Name: John Smith
Customer Email: j.smith@abccomputers.com
Customer Phone Including Country Code: +1 913 345 9311
Customer Case # with Hortonworks: 896412

Problem Details
Summary: *Issue with product*
Description: *Issue with product*
Priority: *low*

Have questions or want to change these emails? [Contact TSANet](#)

Receiver Experience (email received from another member)

TSANet Collaboration Request from Test Company

This is a collaboration request from **Test Company** on a common customer issue. Please use the details below to enter this as a case and respond by selecting the button below. If you have questions escalate internally to **Brittany Simone** brittjimerson@gmail.com. You must respond with assigned engineer within the SLA defined below:

Respond to Test Company


Request Details:




Test Company Contact
Name: *Brittany Simone*
Email: brittjimerson@gmail.com
Phone: *7855507818*
Case#: *785996*

Customer Contact
Customer Company: *ABC Computers*
Customer Name: *John Smith*
Customer Email: j.smith@abccomputers.com
Customer Phone Including Country Code: *+1 913 345 9311*
Customer Case # with Hortonworks: *896412*



Problem Details
Summary: *Issue with product*
Description: *Issue with product*
Priority: *low*

Receiver Experience (Form to acknowledge case)





Logout




Respond to Test Company - Case Problem Summary

Hortonworks Case Information

Hortonworks Case Number

Assigned Engineer First and Last Name

Assigned Engineer Email



Assigned Engineer Phone

Note: Example Instructions for next steps

Submit

Note! After Submitting your response contact the Test Company Assigned Engineer to work the case.

Case Information:

Test Company Case#: 785996
Assigned Engineer: Brittany Simone
Email: brittjimerson@gmail.com
Phone: 7855507818

Issue with product

Issue with product

Customer Info:

Customer Company: ABC Computers
Customer Name: John Smith
Customer Email: j.smith@abccomputers.com
Customer Phone Including Country Code: +1 913 345 9311
Customer Case # with Hortonworks: 896412






T S A N E T

Your Technology is Connected. Are you?



Membership Options

Feature	 Premium Starting at \$6,000	 Basic Starting at \$3,000	 Limited \$500 / Relationship
Relationships With	All Premium and Basic Members	All Premium and Basic Members	Host Member
Ability to join Partner Programs	Included	Included	\$500 per Program
Hours for Collaboration	7/24/365	Normal Business Hours	Defined by Host
SLAs for Collaboration	P1 = 2 hours, P2 = 4 hours, P3 = Next Business Day	P1 = Next business day, All others best effort	Defined by Host
TSANet Connect	Yes	Yes	Yes
Integrate your Systems	Yes	Yes	No
Create Partner Groups	Yes	Yes	No
Marketing	Listed on Homepage and Member page, Member Spotlight	Listed on Member Page, Member Spotlight	Listed on Member Page
Join Regional Groups or Committee	Yes	Yes	No
Board and Voting	Voting Member, Premium Global can join Board	Voting Member	No

Webinar Series <https://tsanet.org/tsanet-connect/>

TSANET CONNECT



OVERVIEW

This webinar presented the new features and improvements of the TSANet Connect interface.

Topics included an overview of the caller and admin interface, creating a collaboration case, and API Integrations.

[VIEW NOW](#)

TSANET CONNECT



ADMINISTRATOR TRAINING

This webinar focused on the Administration interface for the new TSANet Connect call handling process. Topics included inbound and outbound experience for TSANet calls and user administration and migration.

[VIEW NOW](#)

TSANET CONNECT



Technology / Channel

PARTNER GROUPS



Solution Support

This webinar focused on how TSANet can be utilized in a Solution Support and/or Technology Partner Program environment. Many members are taking advantage of TSANet in forming and executing the collaboration experience with partners.

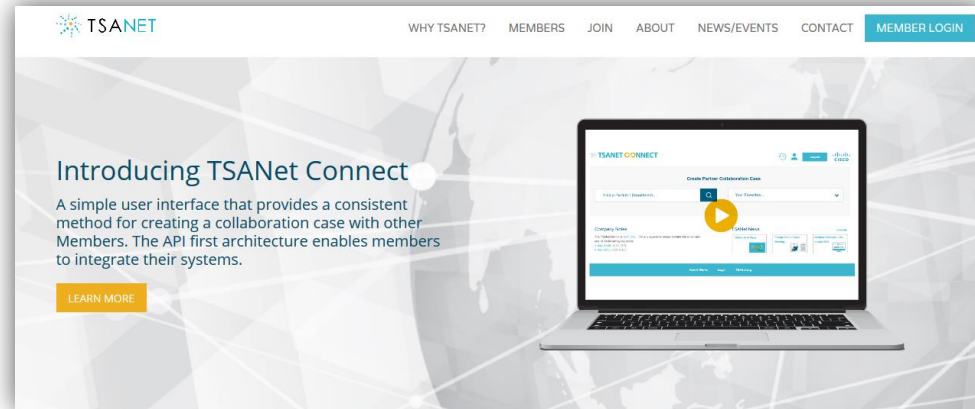
[VIEW NOW](#)

Regional Focus Groups



A great opportunity to learn, network with other Members and provide feedback on the direction of TSANet.

To Learn More...



TSANet.org



Membership@TSANet.org