



T S A N E T

The Multi Vendor Support Community

What is TSANet...

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



- ☐ Hardware and Software Vendors
- ☐ System Integrators and Service Providers
- ☐ Distributors and Value Added Resellers

Why Join TSANet...

- ❑ A proven Not-For-Profit Vendor Neutral Organization focused on Multi Vendor Support
- ❑ Quickly establish the Vendor and Channel relationships you need to support your customers
- ❑ Use TSANet's Legal and Operational infrastructure to solve problems faster

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

Armando Calderon
IBM Corp



**STRATEGIC
PARTNERS**



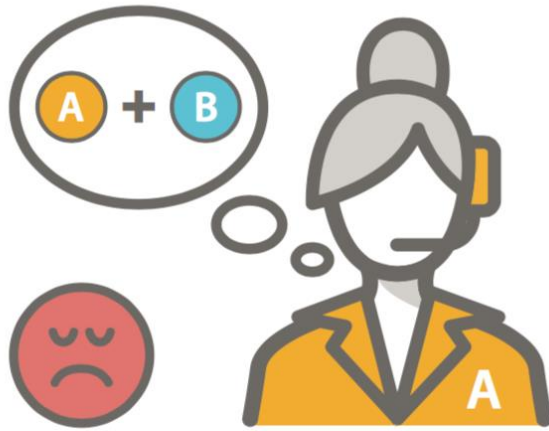
**TECHNOLOGY
PARTNERS**



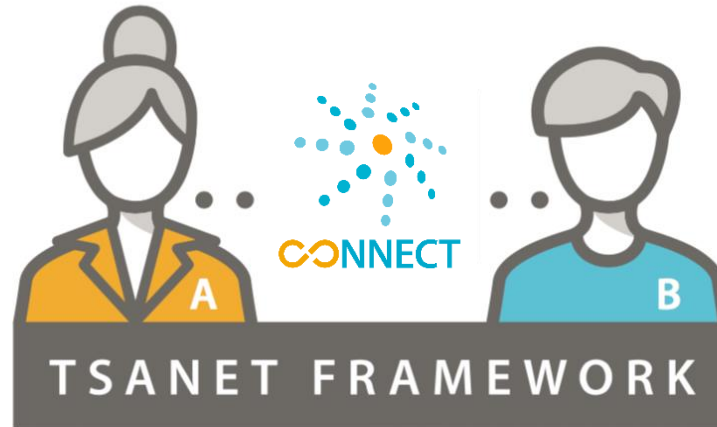
**CHANNEL
PARTNERS**

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

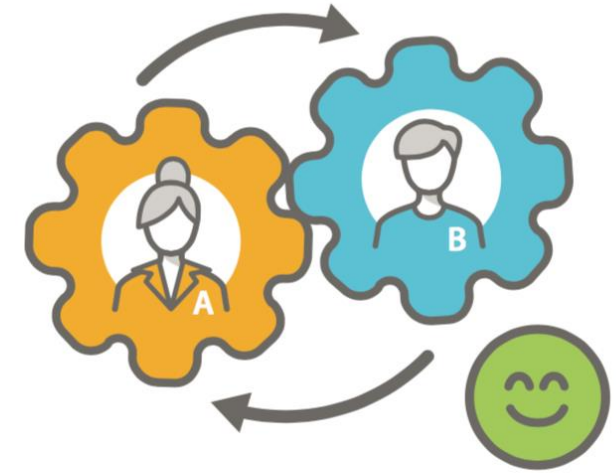
How does it work...



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

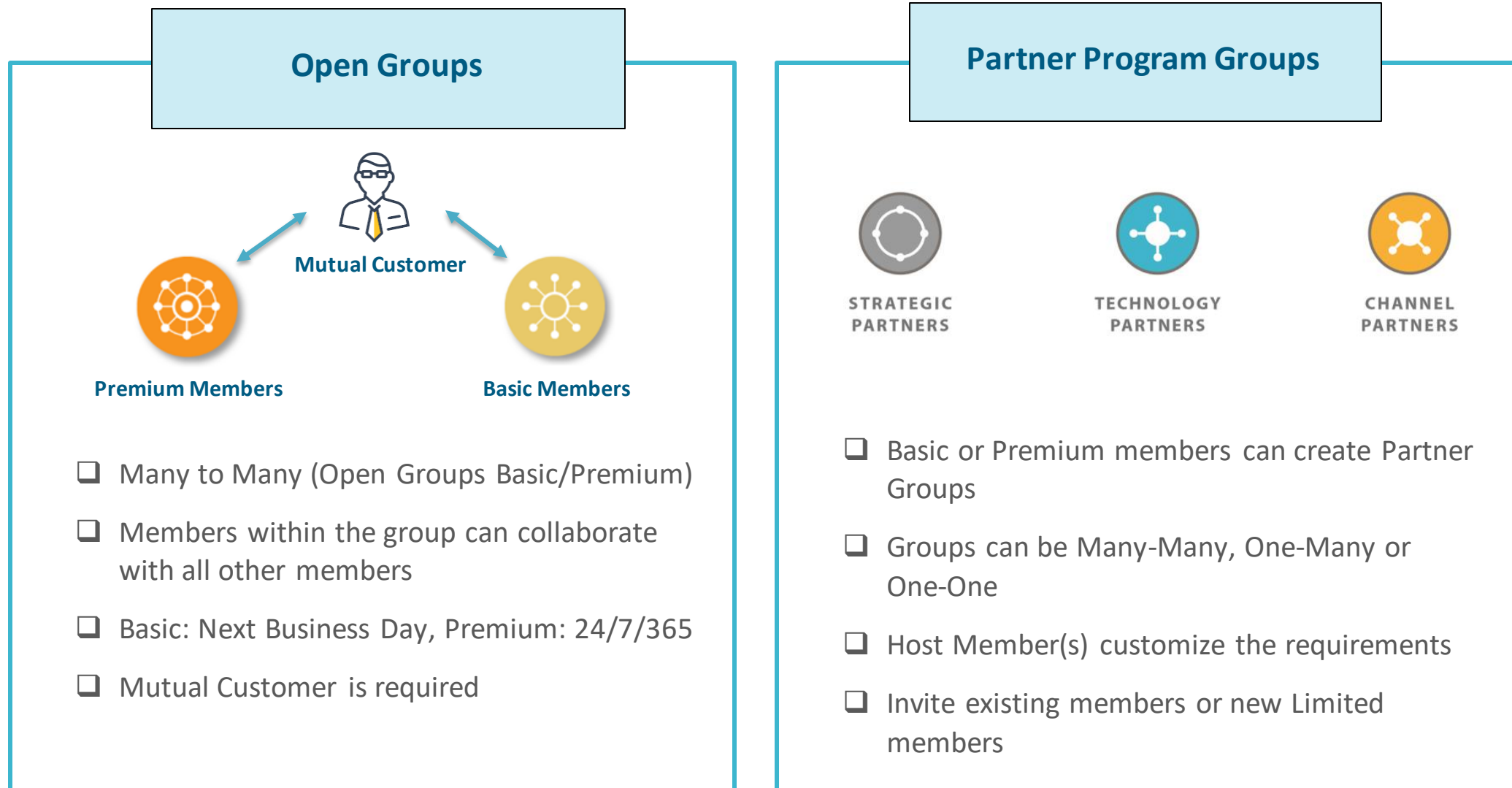


- 2 Your team uses TSANet Connect to directly engage and collaborate






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

Membership Relationship Structure



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

Solve Multi Vendor Problems Faster & Easier

Use TSANet's Legal and Operational Framework



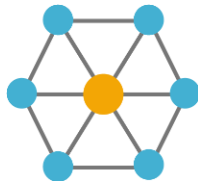
Legal Framework



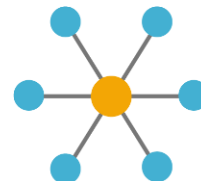
TSANet Connect



Integrate your Systems



Solution Support



Technology Partner Programs



Channel Support Partners

Industry Standard Legal Framework



Utilize a **standard legal framework** created by many of the industry's largest companies. Hundreds of companies have agreed to the framework from an industry organization founded over 25 years ago.

- ❑ All members agree to an industry standard Code of Conduct that is the foundation for member guidelines
- ❑ A pre-defined confidentiality statement, data protection and other standard legal clauses mean a relationship that will be accepted by your legal team
- ❑ Members utilize the standard legal framework to build custom support agreements focused on **your** needs



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.

- ❑ 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



TSANET – Integrate your Systems



API first architecture allows members to integrate their internal processes and systems.

- ☐ Use your systems native API to automatically create tickets
- ☐ Reference integrations are available for the most common systems (Salesforce, Zendesk and others...)
- ☐ Work with TSANet to create a custom integration



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

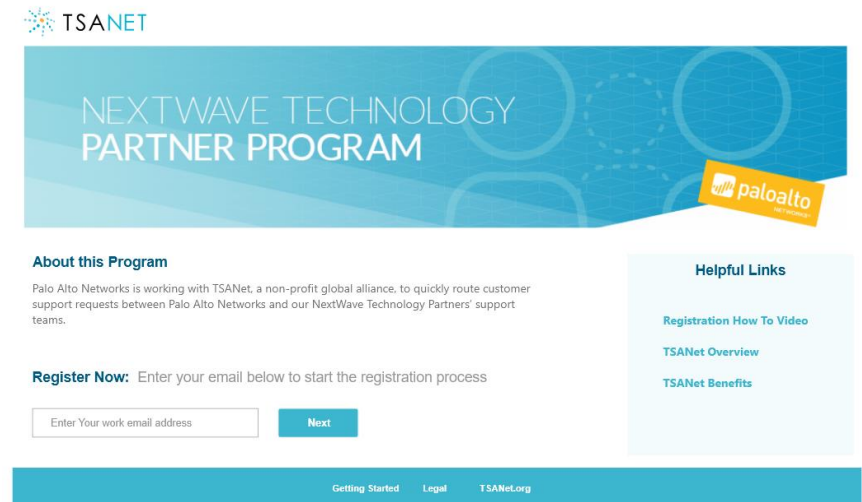


Extend to your Technology Partners

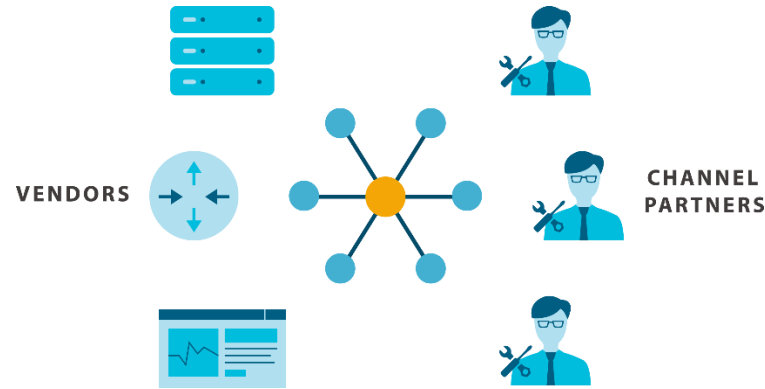


Easily establish a two-way collaborative mechanism with your partner network. Members may utilize TSANet to provide a hosted collaboration path with their partners.

- ❑ A co-branded registration page provides simple partner registration
- ❑ 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



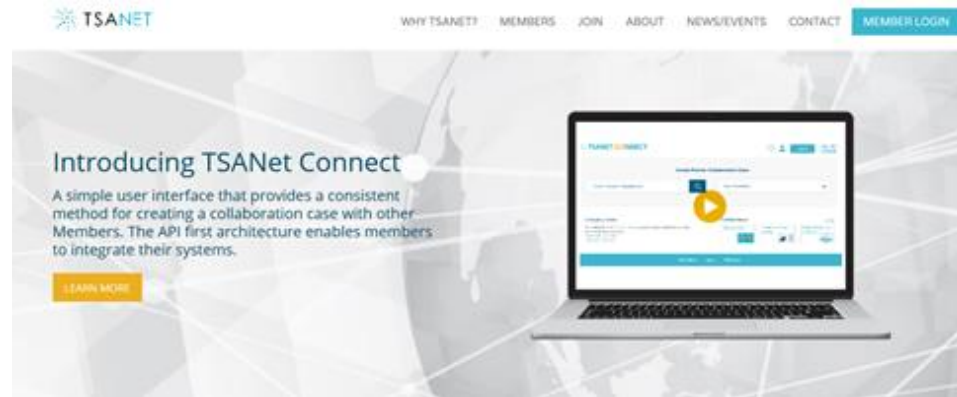
Extend to your Channel Support Partners



The world's leading multi vendor collaborative support network is available for your service providers, distributors, system integrators and value added resellers.

- ❑ Add Service Providers or System Integrators to your **Solution Support** groups
- ❑ Create a **Partner Program** for your Channel Support Partners
- ❑ Partner groups include a co-branded registration page and supporting marketing materials
- ❑ Channel Partners can also join as Limited, Basic or Premium Members

To Learn More...



TSANet.org



Membership@TSANet.org