TSANet Implementation for Limited Members

What is TSANet?

TSANet is a Not-For-Profit Alliance established in 1993 to serve the industry by providing a collaboration mechanism for its members to work multi vendor support issues. The organization is governed by an elected Board of Directors and supported by a small global staff and funded by annual member dues.

Your Host partner is utilizing TSANet to establish a collaborative ecosystem so you can address customers' multi vendor problems.

How does TSANet Connect work?

TSANet Connect is a form-based collaboration platform. Members use TSANet Connect to submit and acknowledge support requests. **Once collaboration is established between members, each member will track and close the case within their individual incident tracking systems.** TSANet records and retains information regarding the members involved and their respective incident tracking numbers. TSANet does not retain any customer information.

Members have their own login page tied to their company's domain e.g. **member.connect.tsanet.org.** Individual engineers can access the system via a simple request for a link or via individual logins.

Test Case Request

Once activated, all members are highly encouraged to submit and/or receive a test case. Simply email **membership@tsanet.org** and TSANet staff will contact you with details regarding a test.

Submitting a Support Request

To submit a support request, go to your company's login page, select the Member from the Directory, and fill out the process form to submit the request.
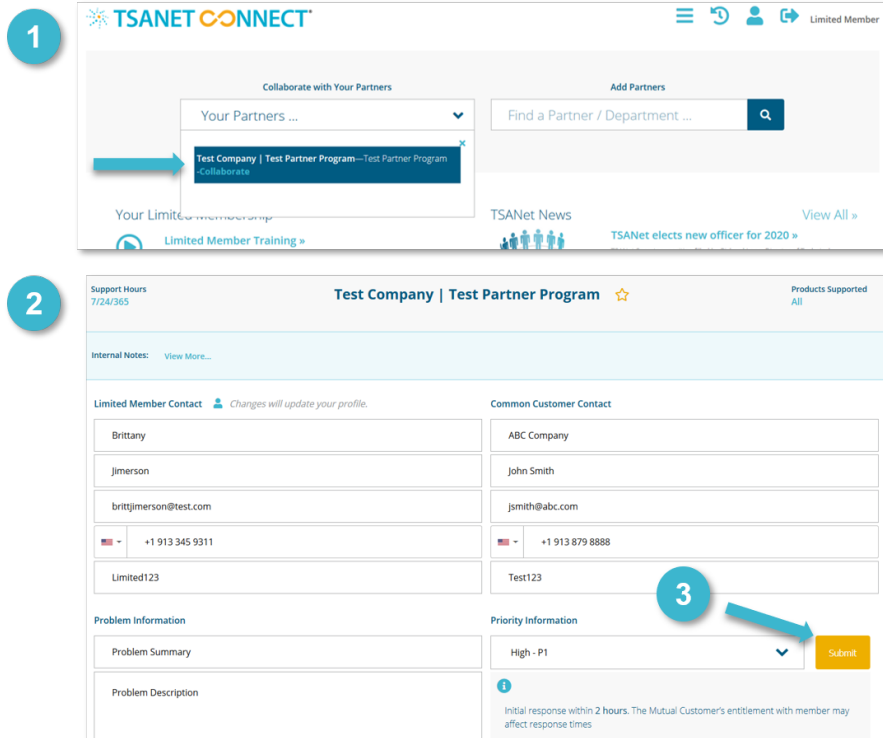
Receiving a Support Request

Inbound requests are received via an email from **connect@tsanet.org**. The formatted email will contain case details and a button (**Respond to XXXX**) to acknowledge the request. Clicking the Respond to button will pull up the acknowledgement form where the receiver inputs information on how they wish to collaborate (email, phone, engineer assigned etc.). **Once the support request is acknowledged, the TSANet Connect system no longer plays a role in the collaboration.**
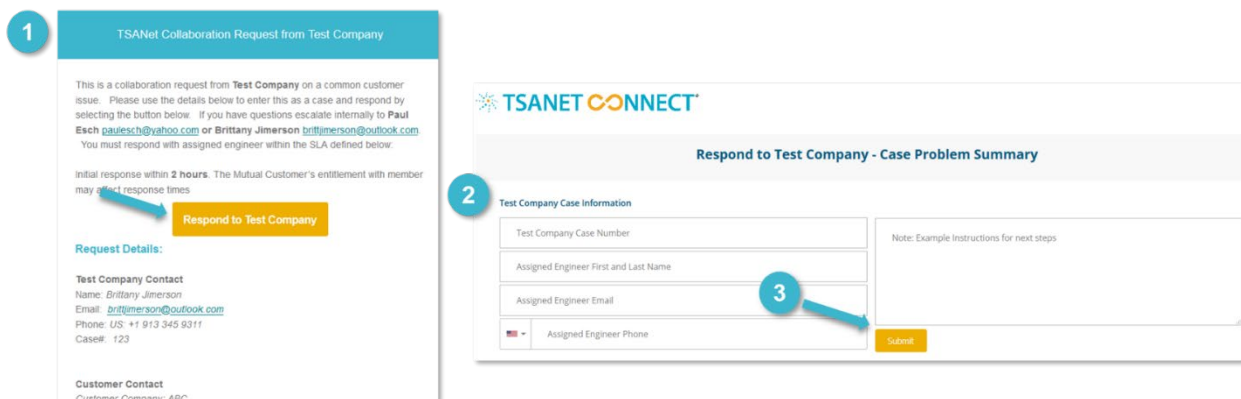
Escalation

Each TSANet relationship has defined SLA response times. The **Sender** selects the priority of the issue upon submission. If the **Receiver** does not acknowledge the case within the SLA, a separate email will be sent to the designated escalation manager(s). **TSANet monitors and will attempt to contact the member(s) if a case is not acknowledged.**

Administration and Metrics

All members have identified TSANet Managers with access to reporting. Reporting contains metrics on inbound and outbound calls for a time period and additional information regarding response times, etc. Changes or edits should be requested to **membership@tsanet.org**.

Click here **for additional information and training.**