TSANET CONNECT®

May 2020 Update

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
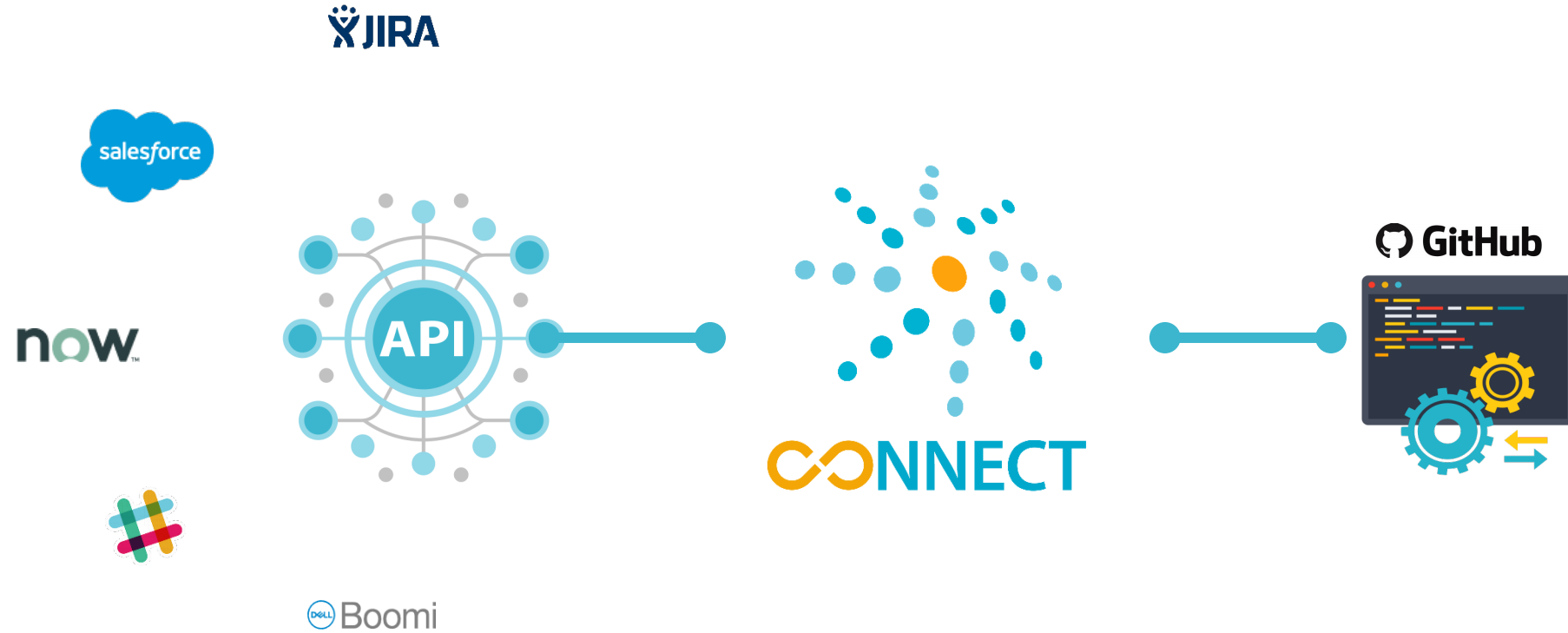- API first architecture allows members to integrate their systems

Overview of TSANet Connect Process
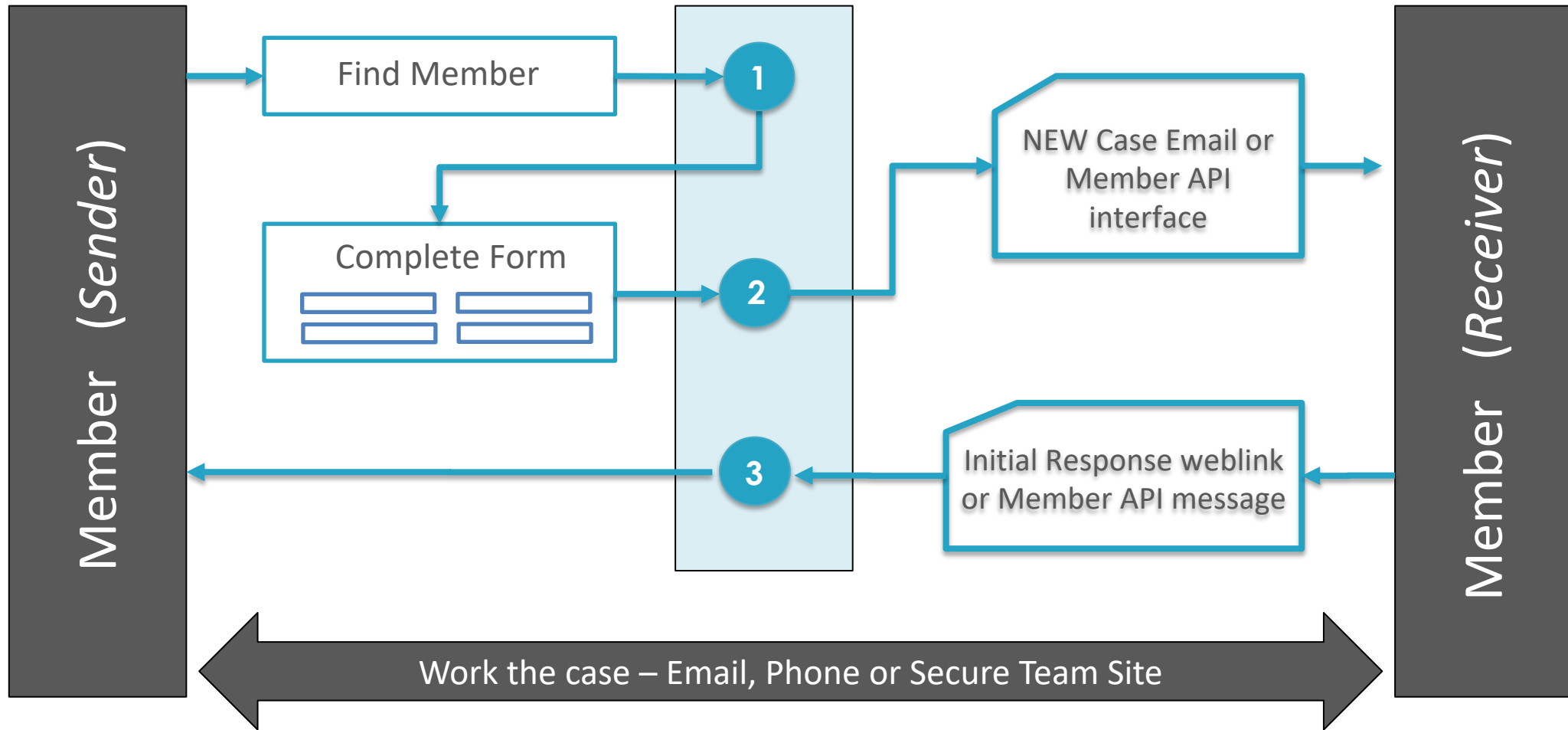
Integrate your systems…

TSANet Connect Timeline

2018

2019

2020

Develop the system

Deploy the system

Improve Member Adoption

Working with a Member driven Technology Committee, TSANet Connect was created

The new system was deployed in phases. System improvements made based on feedback

Work with Members to improve system adoption. System improvements made based on feedback

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Member Migration Completed!

1. Old Member Web was shut down on Feb 5th

2. Majority of Members on new TSANet Connect Process but a few **large members** remain on static process documents. We are working with the top 3 to create custom forms to work with their systems

   - **Cisco** – Custom process in Beta with one group.   Will expand to other groups soon

   - **IBM** – Custom process in testing now. Expect go-live before end of April

   - **Microsoft** – Will start development of a special process in April and expect to go-live before end of May
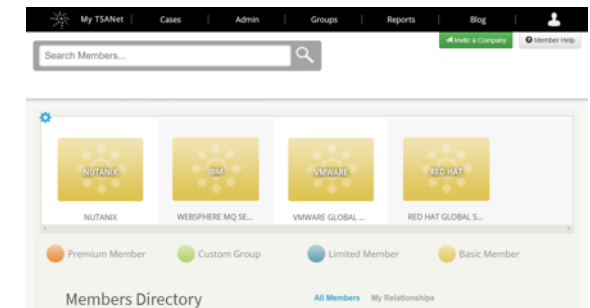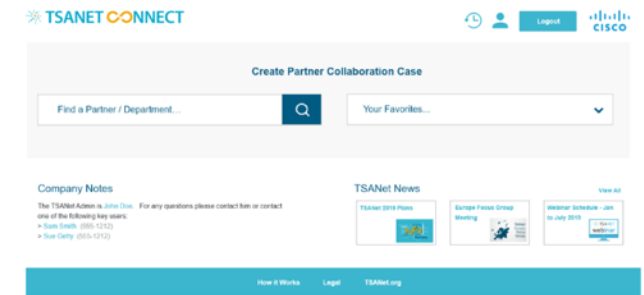
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TSANet Connect Usage
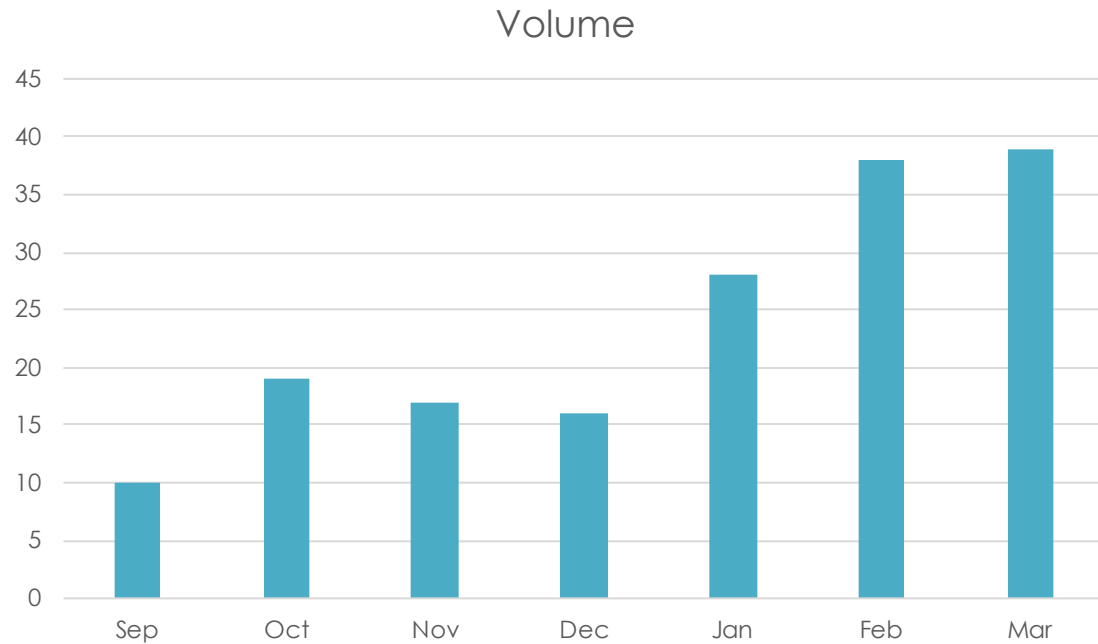
Volume

1. Low but growing volume month over month
2. Old site was shut down in Jan
3. Some Members remain on static documents (Not able to track usage for those members)

Top Outbound Users	Top Inbound Users
Dell EMC	VMware
Red Hat	NetApp
NetApp	Red Hat
Nutanix	Veeam
Cisco	Citrix Systems
Datrium	Juniper Networks
Datacore	Dell
Veritas	Nvidia
Cloudbees	IBM
Microsoft	Nutanix

Limited Member	Host Partner
CIMCON Lighting	Cisco
Cloudbase	Red Hat
Crunchy Data Solutions	Red Hat
Datadobi	Dell EMC
Dynatrace	Red hat
Hillstone Networks	Vmware
HP	VMware
Jfrog	Red Hat
Mellanox	Red Hat
OPSWAT	Nutanix
Cortado	Vmware
Diamanti	Red Hat

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What have we learned

With **Visibility** TSANet can **Help**

❑ TSANet Staff are monitoring collaboration requests and getting involved as needed

❑ This has allowed us to better understand Members processes and improve the system

Positive feedback from **Users**

❑ Surveys back from users are mostly positive

❑ *Keep it simple* and *don't change how I work* is the key to success

Top task is to **improve adoption**

❑ Other ways of working are in place and will take time to change

❑ Members - message to your support engineers

❑ TSANet - take other actions to improve adoption (See next slide)

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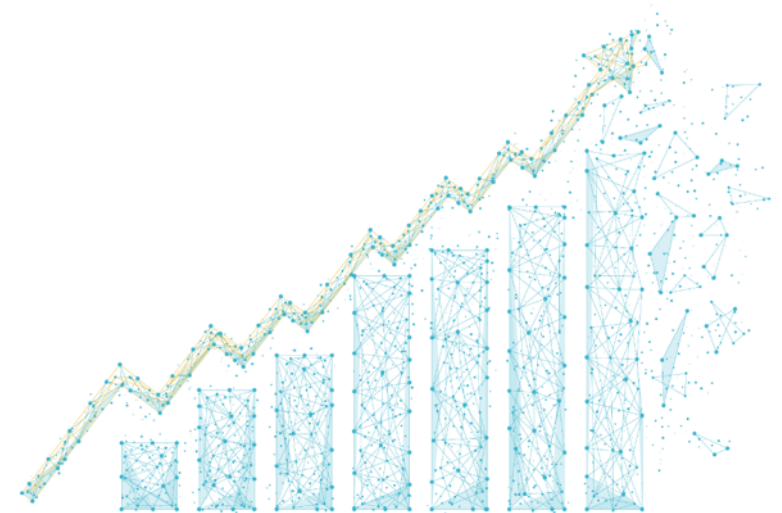# Increase TSANet Connect Adoption…

TSANet Connect is Easy to Use

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

When searching… I find my Partner

1. Add more Members and Partner Programs (2020-2021)

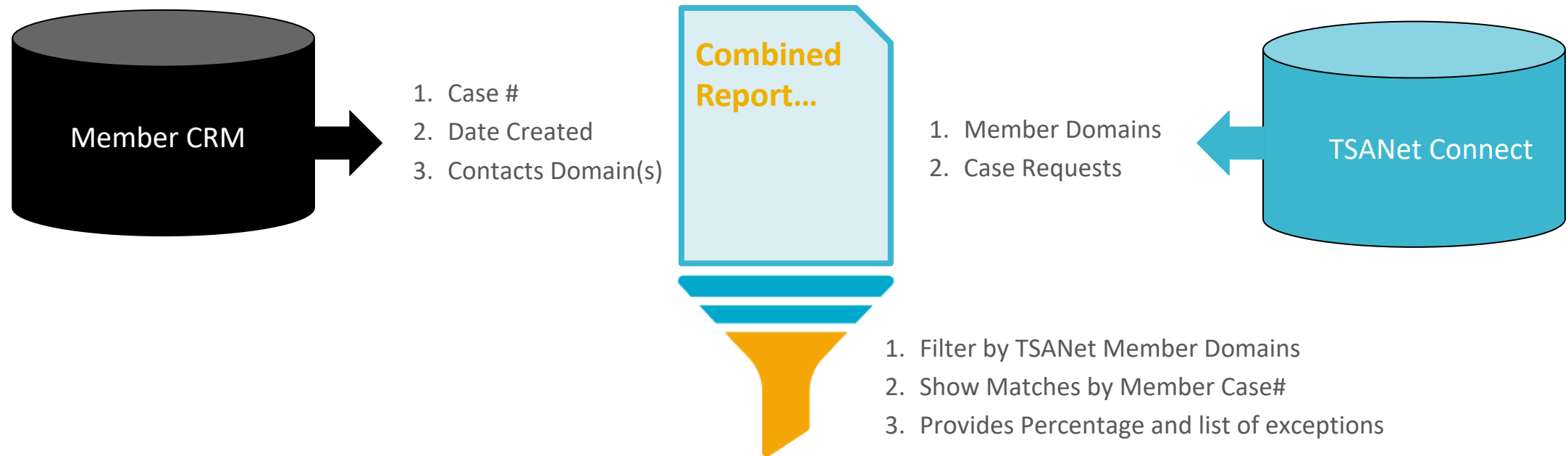**When I submit a request… I get a response**

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

Success drives usage

Start to use data to identify issues (See next slide)

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Example analysis (Actual/opportunity usage)

Member CRM

1. Case #
2. Date Created
3. Contacts Domain(s)

Combined Report...

1. Member Domains
2. Case Requests

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1. Filter by TSANet Member Domains
2. Show Matches by Member Case#
3. Provides Percentage and list of exceptions

Rank exceptions by Partner and understand why...

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TSANet Connect – April Release

1. **Single Sign-on is now available** (Support for SAML 2.0)
2. Support for IBM custom process
3. Support for Cisco custom process
4. Shut down the legacy Member Web (All Members now migrated to TSANet Connect)
5. Improvements to Partner Sign-up process
6. Added ability for Member Admins to export user lists to excel
7. Improvements to user in-line helper text
8. Bug fixes

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SAML 2.0 – Single Sign-on example

VMware Pilot

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

Results

1. Simple for users…. Increase in new users (39 new users since go live)

2. Improved security and reduced impact of user management on the TSANet member admin
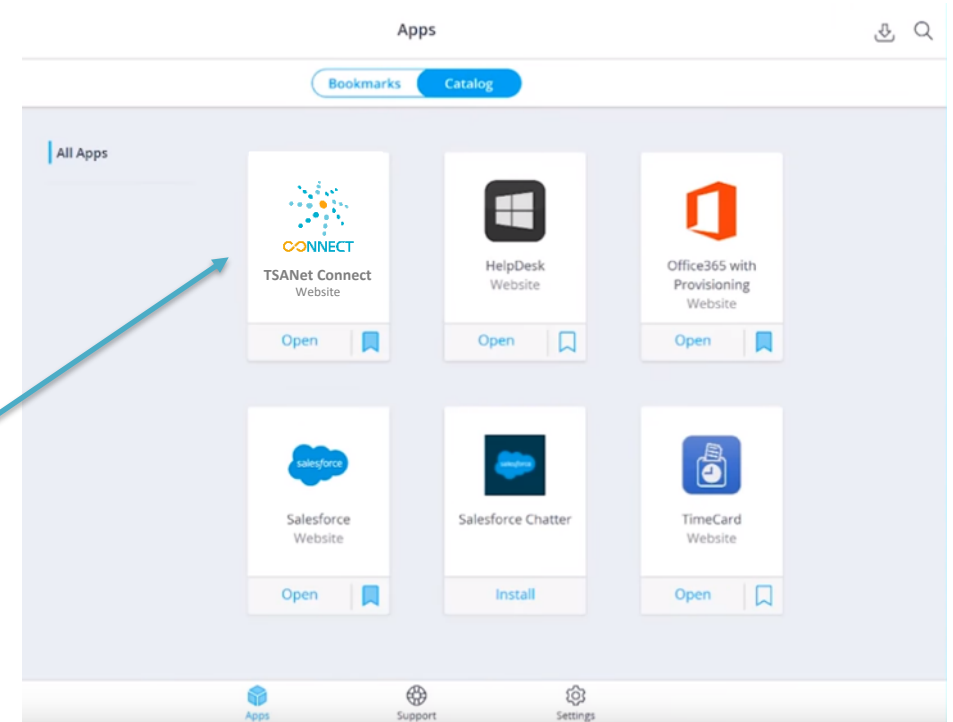
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TSANet Connect – July Release

1. Add Process form Note. (Ability for Members to add a note for users on top of their form)

2. Support for Microsoft Custom Process

3. Reference implementation for Single Sign-on for Members that use Microsoft Azure Active Directory

4. Penetration Testing – Verify and improve security of the system

5. Develop standard method for members to configure auto-response in their CRM systems (Design for Salesforce but method can be used for other systems)

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Next Steps

1. Transition from static process to TSANet Connect method for top 3 members (Cisco, IBM, Microsoft)

2. Work with selected Members to better understand the details of utilization and actions to improve.   Then share these with other members as best practices

3. Continue to monitor usage and work escalations

4. Continue to improve the system based on user feedback

5. Understand Limited Member dynamic – Part of Membership Study and improvement project

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