Introduction to TSANet

What is TSANet...

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

700+ MEMBERS

TSANET
Your Technology is Connected. Are you?

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
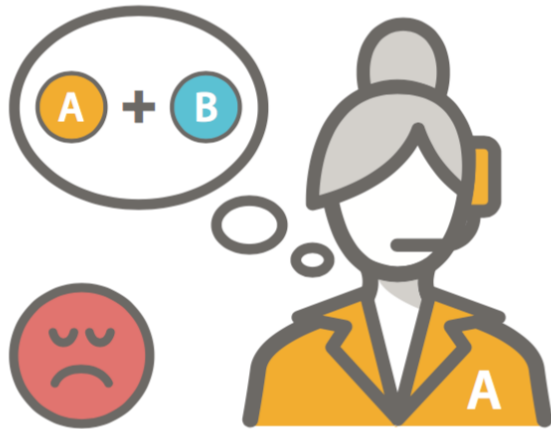**IBM Corp**

STRATEGIC PARTNERS
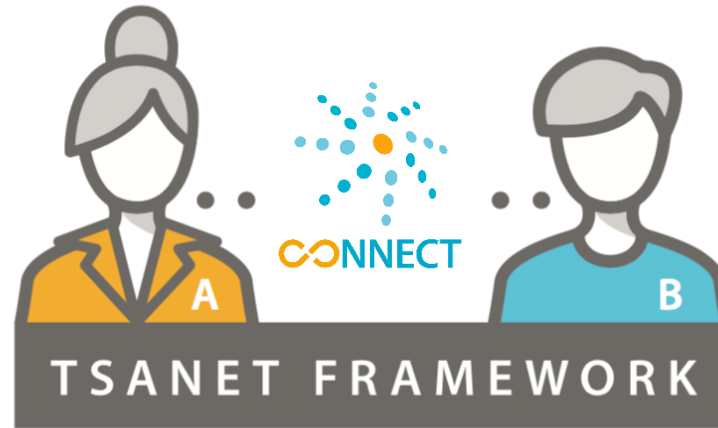
TECHNOLOGY PARTNERS

CHANNEL PARTNERS

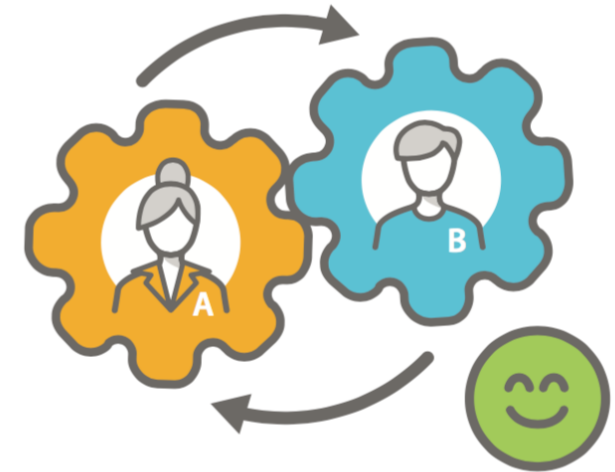SOLVE MULTI VENDOR PROBLEMS **FASTER** & **EASIER** WITH TSANET

How does it work...

1 Your team is working a customer issue that requires assistance from another Member
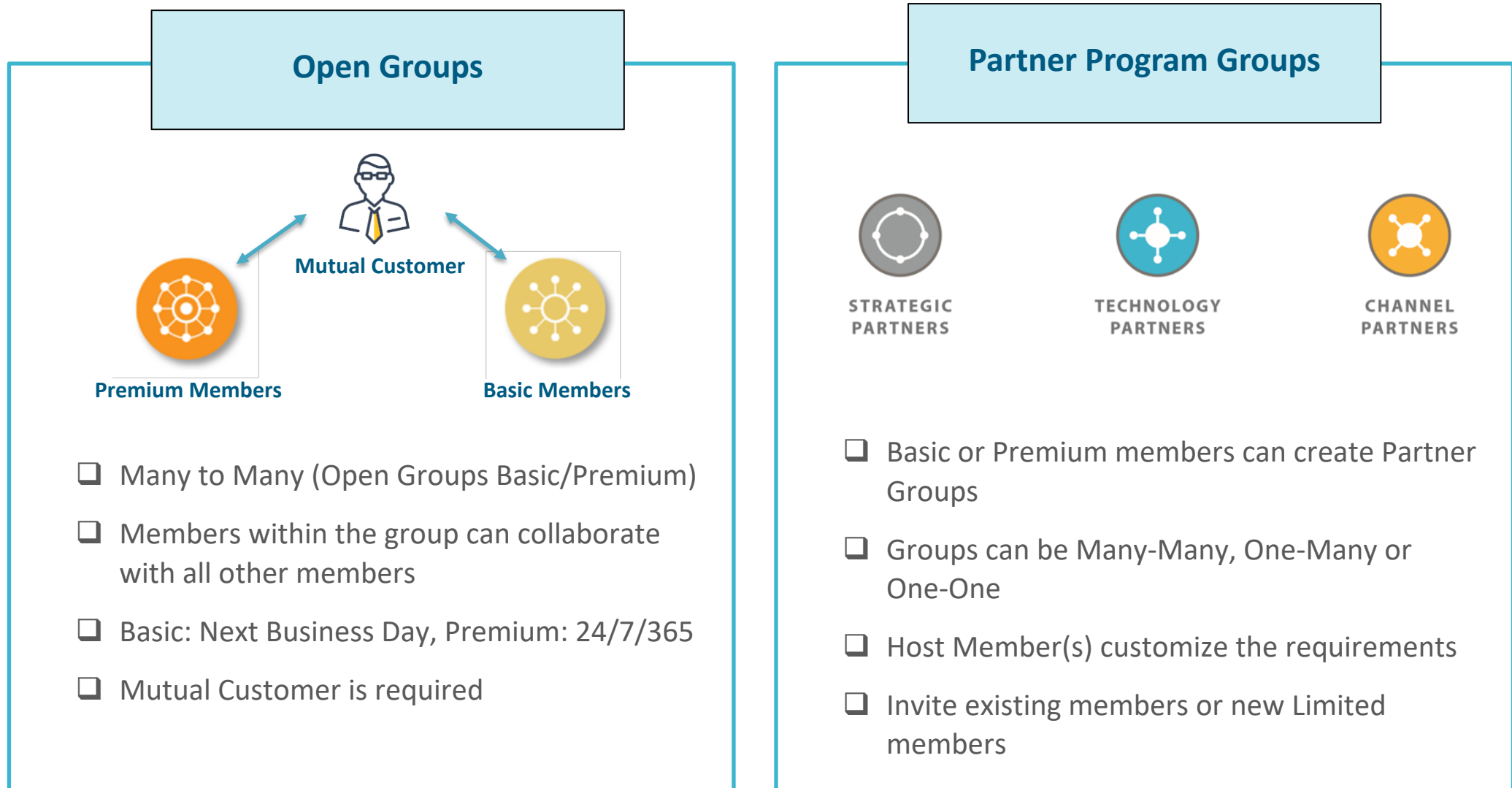
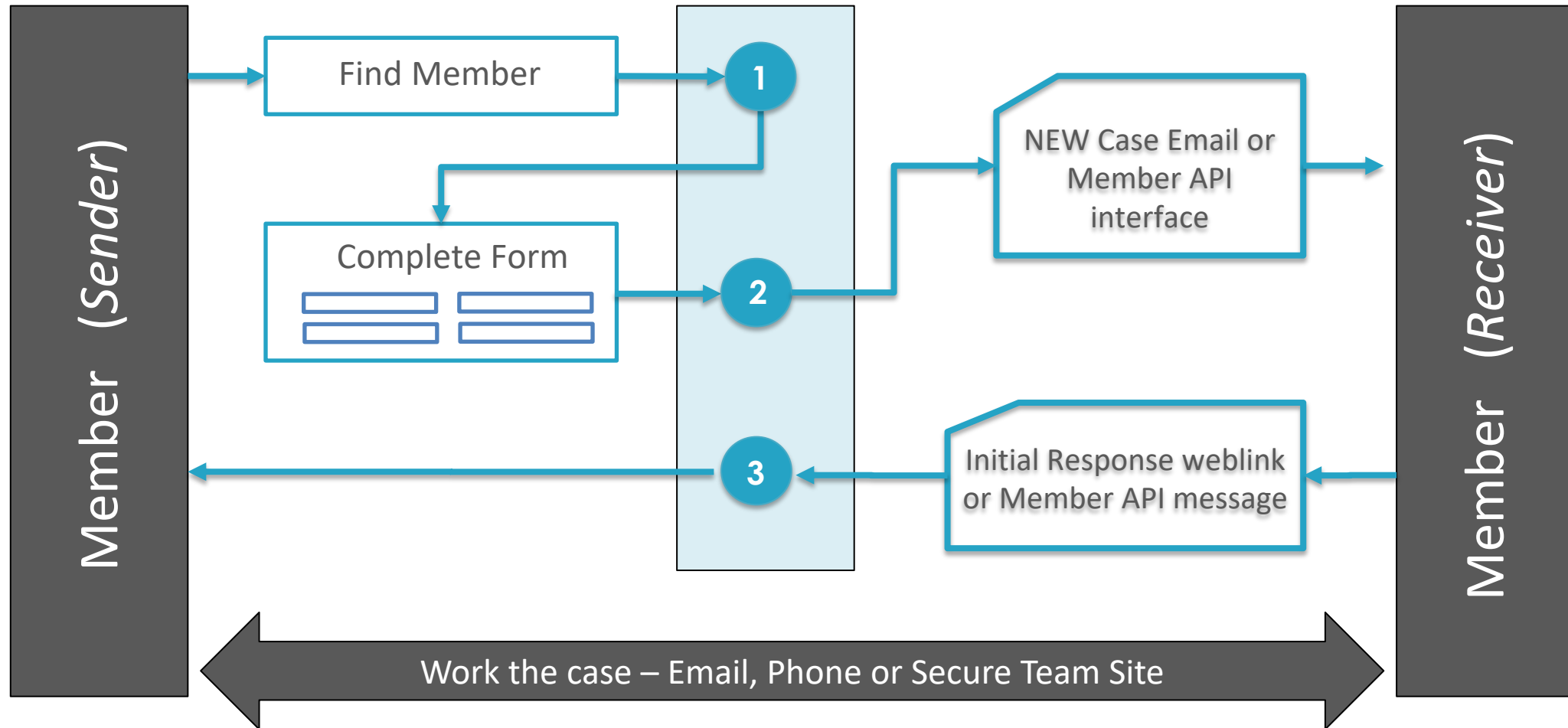**2** **Your team uses TSANet Connect to directly engage and collaborate**

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

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Membership Relationship Structure

Open Groups

Mutual Customer

Premium Members   **Basic Members**

- ❑ Many to Many (Open Groups Basic/Premium)
- ❑ Members within the group can collaborate with all other members
- ❑ Basic: Next Business Day, Premium: 24/7/365
- ❑ Mutual Customer is required

Partner Program Groups

STRATEGIC PARTNERS

TECHNOLOGY PARTNERS

CHANNEL PARTNERS

- ❑ Basic or Premium members can create Partner Groups
- ❑ Groups can be Many-Many, One-Many or One-One
- ❑ Host Member(s) customize the requirements
- ❑ Invite existing members or new Limited members

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Overview of TSANet Connect Process

Member (Sender)

Find Member

1

Complete Form

2

NEW Case Email or Member API interface

Initial Response weblink or Member API message

3

Work the case – Email, Phone or Secure Team Site

Member (Receiver)

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

TSANET CONNECT

Logout

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

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Sender Experience Create a Collaboration Case...

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: *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*

Have questions or want to change these emails? Contact TSANet

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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)

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

PARTNER GROUPS

Technology / Channel   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.
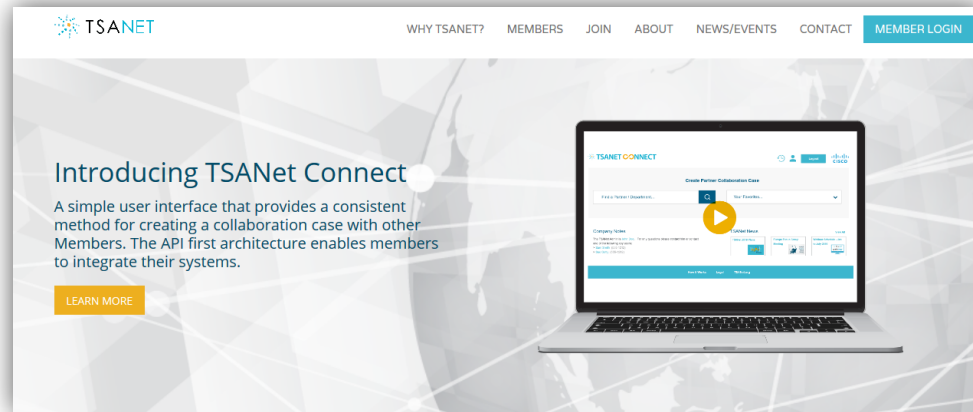
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Regional Focus Groups

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Europe
Focus
Group

TSANet
Japan
Focus
Group

TSANet
North America
Focus Group

TSANet
India
Focus
Group

TSANet
Australia
Focus
Group

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

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To Learn More...

TSANet.org

Membership@TSANet.org

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