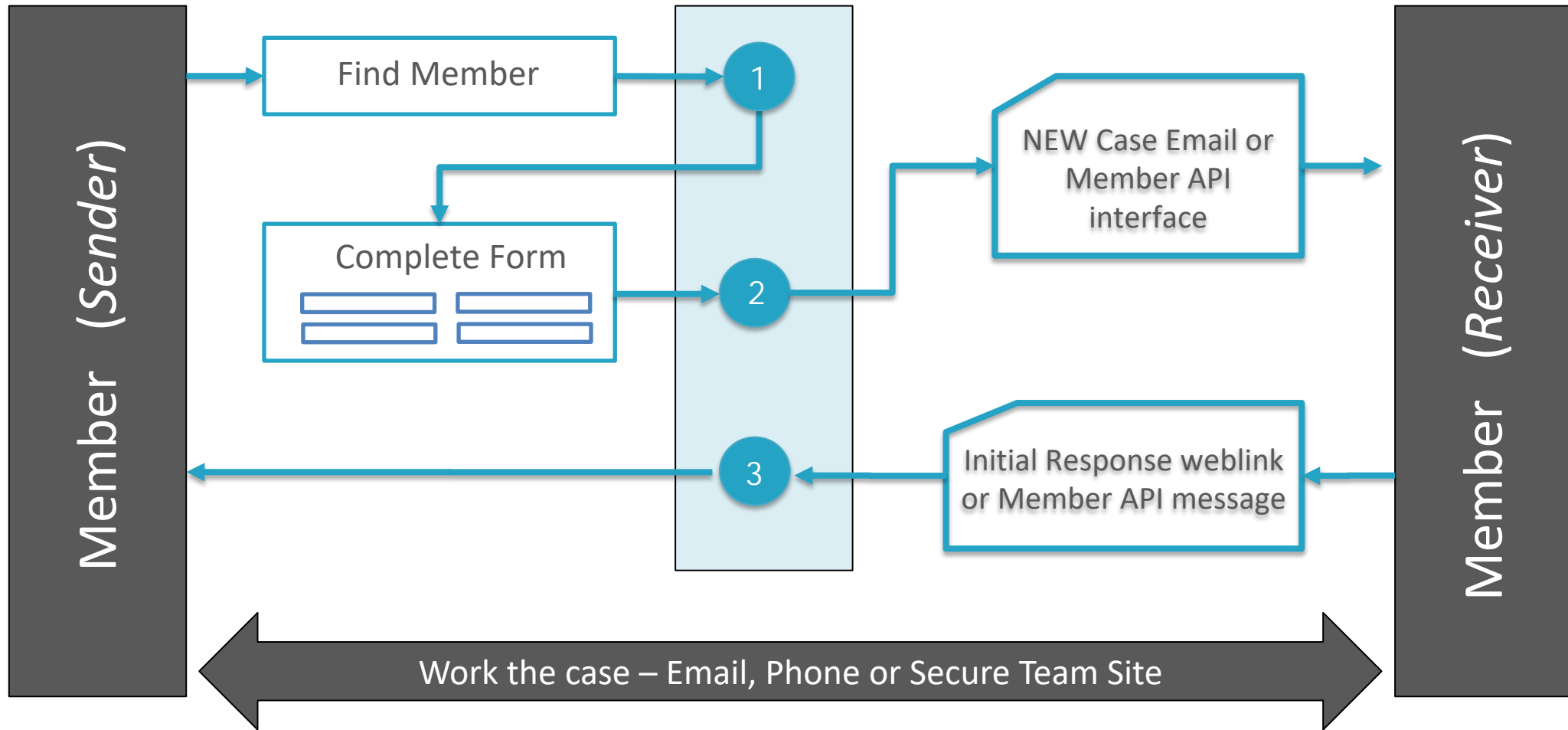




July 2020 Update

Overview of TSANet Connect Process



TSANet Connect Timeline

2018

Develop the system

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

2019

Deploy the system

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

2020

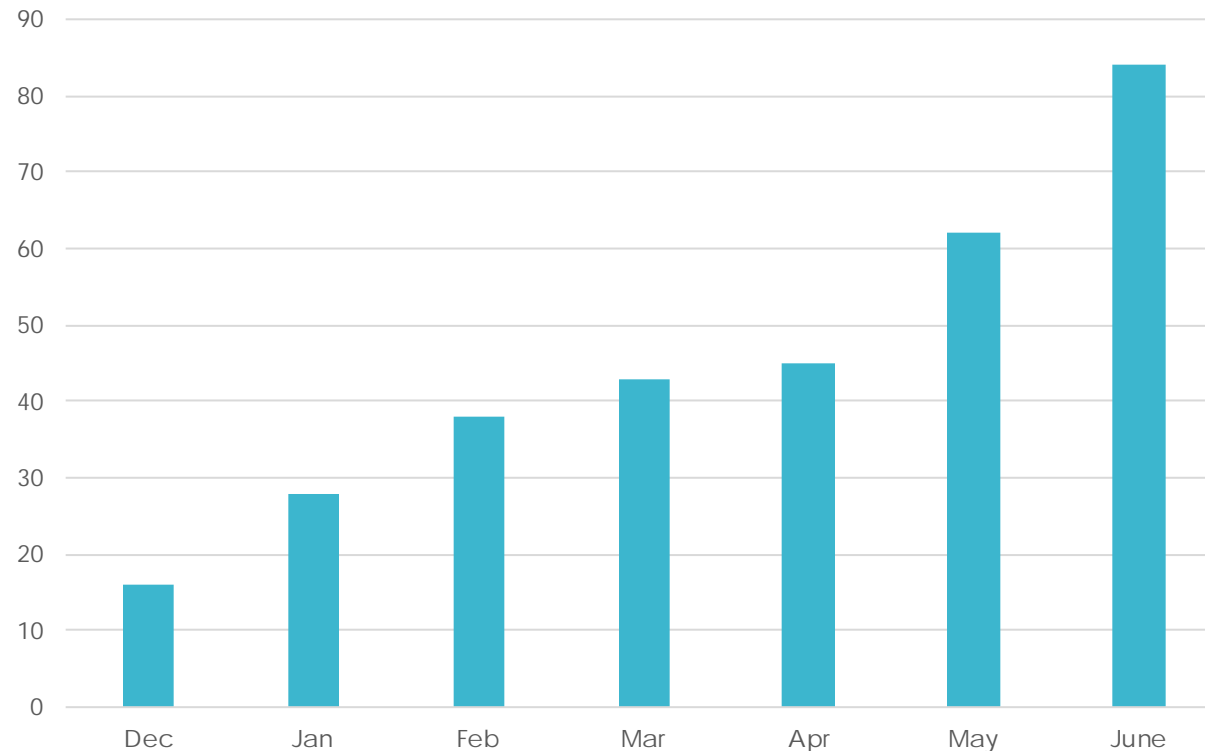
Improve Member Adoption

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



1H2020 Status

TSANet Connect Usage



- Low volume but steady growth
- This is only TSANet Connect transactions. Excludes Members still on static documents

Top Open Group Users

Top Outbound Users	# of Calls	Top Inbound Users	# of Calls
Red Hat	66	Vmware	202
Dell EMC	65	Red Hat	26
NetApp	49	NetApp	22
Cisco	27	IBM	17
Nutanix	24	Veeam	13
Datrium	15	Citrix Systems	12
Microsoft	12	HPE	10
HPE	11	Dell	9
Pure Storage	10	Dell EMC	7
Rubrik	10	Cisco	7
Datacore	9	Apple	6
Dell	9	Commvault	6
Exagrid	8	Veritas	5
Veritas	6	Nvidia	5
Lenovo	5	Juniper Networks	4
Vmware	4	Amazon	4
IBM	4	Nutanix	4
Veeam	4	F5 Networks	3

TSANet Connect – April Release

1. **Single Sign-on is now available** for all Premium Members (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



TSANet Connect – July Release

1. Add Process form Note. (Ability for Members to add a note for users on top of their form)
2. Parent / Child process forms (Used for IBM use case)
3. Support for Custom inbound email templates (Several now in use)
4. Support for Microsoft Custom Process
5. Improvements to Partner sign-up process
6. Improvements to TSANet Admin interface
7. Improvements to Single Sign-on
8. Penetration Testing – Verify and improve security of the system



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 – work with Members to analyze usage (See next slide)



For Support Engineers, Success drives adoption...

TSANet Connect is Easy to Use

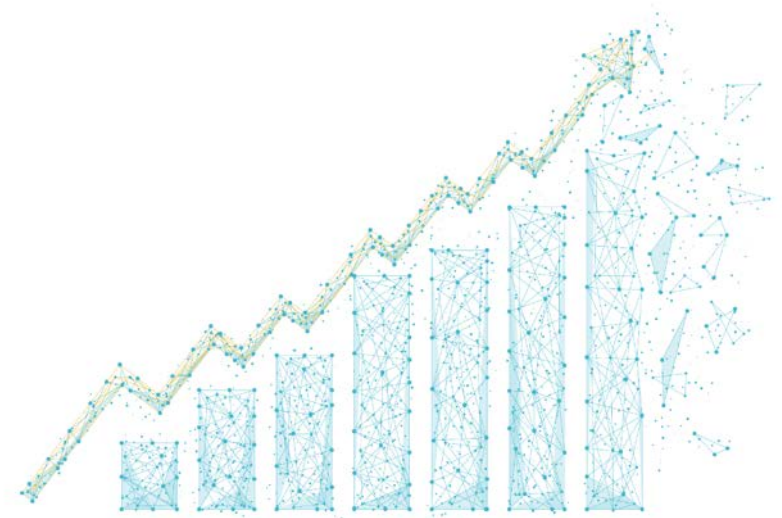
1. System Integrations, Features and improvements (2020-2021)

When searching... I find my Partner

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

When I submit a request... I get a response

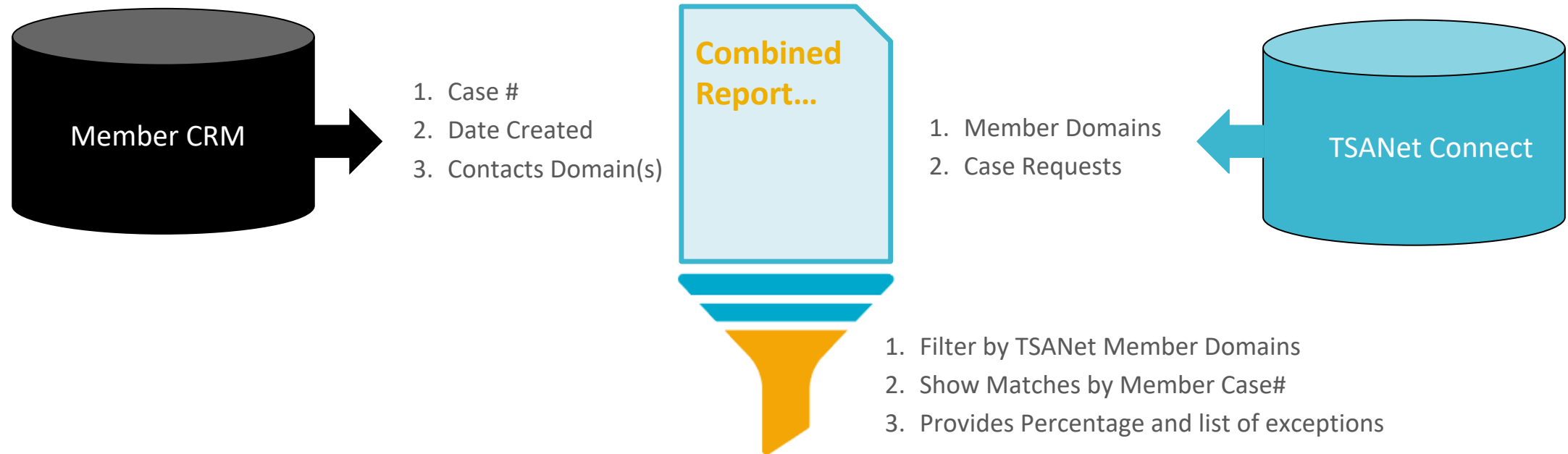
1. Work on Members with static process documents (2020)
2. TSANet operations to manage SLA exceptions (2020)



Success drives Adoption

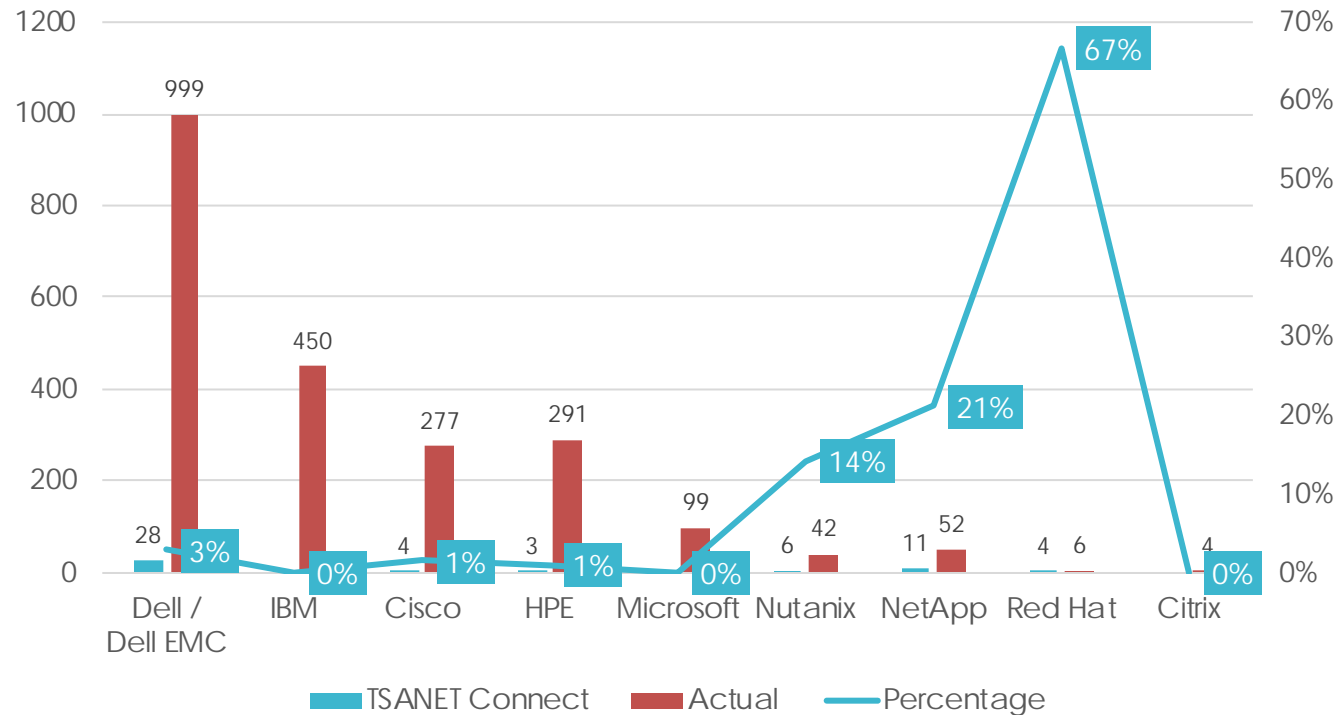
Start to use data to identify issues (See next slide)

Example analysis (Actual/opportunity usage)



Rank exceptions by Partner and understand why...

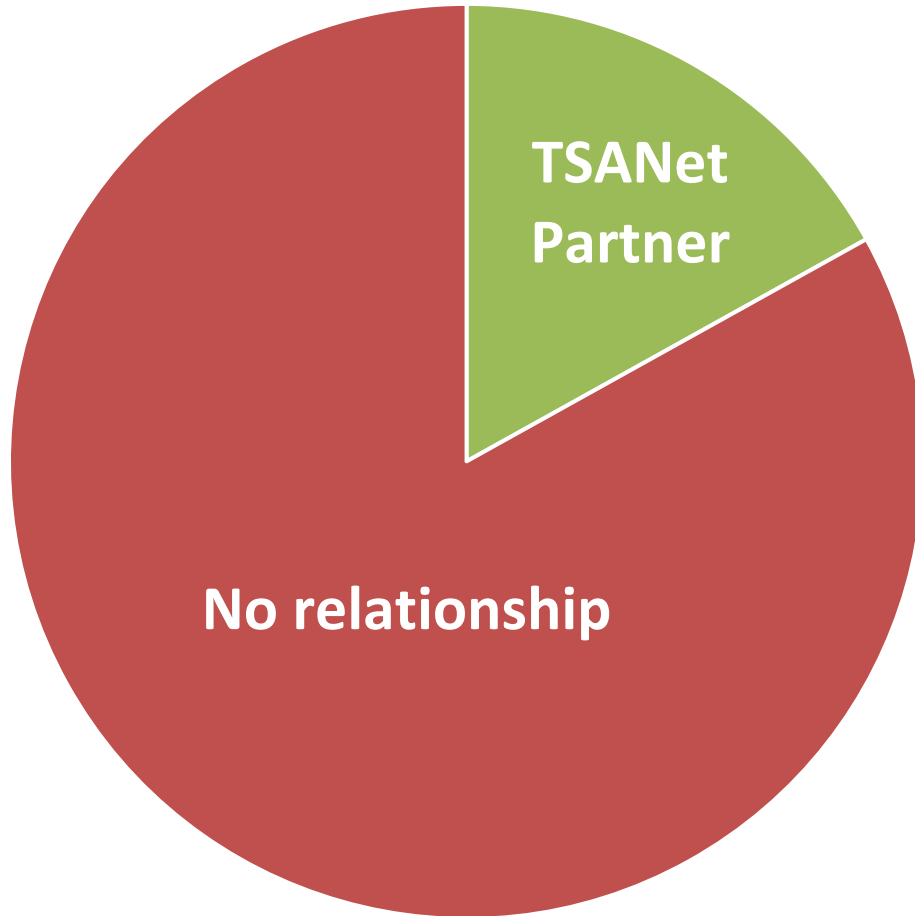
Collaborations with Board Member Companies



- Use case 1: Engineer has direct entitlement (solution support model). Future use case model for TSANet?
- Use case 2: Customer made the connection (End customer contacted both Vendors. Several possible reasons for this and will require further study)

Collaborations with Limited Members

LIMITED MEMBER COLLABORATIONS



- ❑ High percentage of collaborations with Limited Members that work with this Member ***do not have a TSANet relationship with them***. One of the main success variables with TSANet Connect is ***“I was able to find the Partner I needed to collaborate with”***
- ❑ This Member is the best-case situation as they have a relationship with the most Limited Members (300+)!
- ❑ Key Action to establish TSANet relationships with these companies



2H2020 Plans

TSANet Connect – September Release

1. Escalation enhancement – Show instructions and process owner on process form
2. Escalation enhancement – require phone number for Limited Members
3. Improvements to phone country selector
4. Custom process – Red Hat
5. Custom process – Microsoft
6. Improvements to user registration
7. Improvements to TSANet Admin interface



TSANet Connect – December Release

1. Add second hosting site in Europe
2. Regional Focus Groups MS Team site integrated to TSANet Connect
3. Improvements to reporting
4. Custom Process – TBD
5. Custom Process – TBD
6. Standard method for automated initial response
7. Pilot Japan support process



Reduce static process documents

1. 19 Members remain on Static Process Documents. End of year goal is less than 5 Members on Static Process Documents
2. Top Members we are working with to migrate to Process Forms based on volume
 - **Microsoft** – Developing Custom process
 - **Cisco** – Custom process in Beta now. Plan to expand in second half
 - **Palo Alto Networks** – Discussion started
 - **Broadcom (CA)** – Discussions started
 - **Google** – Will be part of standardized auto-response feature

The screenshot shows a web form with the following sections:

- Test Company Contact**: Fields for Name (Paul), Email (Esch, test@test), Phone (+1 225 555 1212), and Internal Case #.
- Common Customer Contact**: Fields for Customer Company, Name, Email, Phone (including country code), Red Hat Account Number, and Red Hat Case # (optional).
- Problem Information**: Fields for Problem Summary and a detailed description of the problem.
- Priority Information**: A dropdown menu for 'Select Priority' and a 'Submit' button.

The 'Before you call' page includes the following content:

- Required**:
 1. The common customer has created a case with Microsoft AND the TSANet member has this case number.
 2. Mutual customer must provide (in writing) approval for both partners to collaborate on their behalf (include what data can and cannot be shared).
 3. For O365 issues, Mutual Customer must provide Tenant ID to Microsoft.
- Contact**: A 'Place a Call' button.
- Legal disclaimers**:
 - Microsoft reserves the right to decline a support request and limit the time and resources it invests on a TSANet issue for which mutual customer entitlement has not been confirmed/invoked.
 - During the collaboration with the TSANet member, if it is determined the cause of the issue is on the Microsoft boundary, Microsoft will take ownership of the issue and work directly with the customer based on the customer's support entitlement with Microsoft.
- Place a Call**:
 1. United States: 1-800-936-3100 or 1-425-454-7946
 2. United Kingdom: 0344 800 8338
 3. Singapore: 8001866007
 4. Japan: 0120-07-0196
 5. Brazil: 800-881-7090
- Provide this information to Microsoft Support:**

The TSANet Member Contact:

Next Steps for driving adoption

1. Work with key Members to transition from Static documents to Process forms
2. Continue to drive Partner programs and new Limited connections *“when searching, I find my Partner”*
3. Work with selected Members to implement single sign-on
4. Continue to monitor usage and work escalations
5. Continue to improve the system based on user feedback

