

# Introduction to TSA Net

# 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**

**CITRIX** **Microsoft** **vmware** **DATACORE** **NetApp** **ORACLE**

**VERITAS** **CISCO** **Red Hat** **Hewlett Packard Enterprise** **IBM** **ACTIAN**

**Symantec** **FUJITSU** **ca technologies** **datalink** **NUTANIX** **f5** **DELL** **DELL EMC**

# 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**



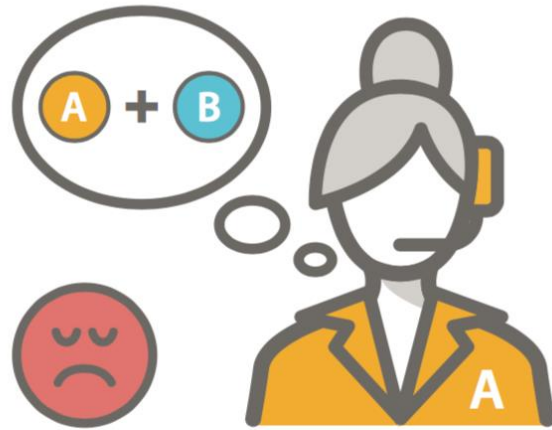
**TECHNOLOGY  
PARTNERS**



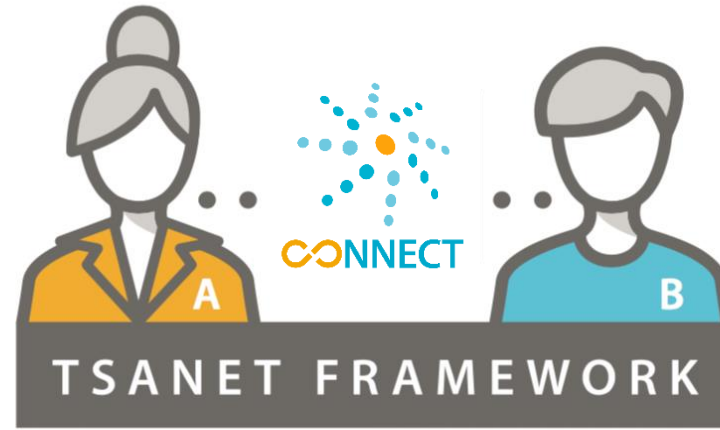
**CHANNEL  
PARTNERS**

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

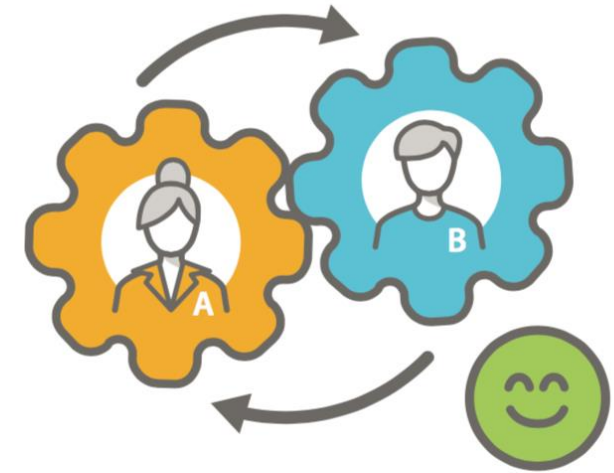
# How does it work...



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

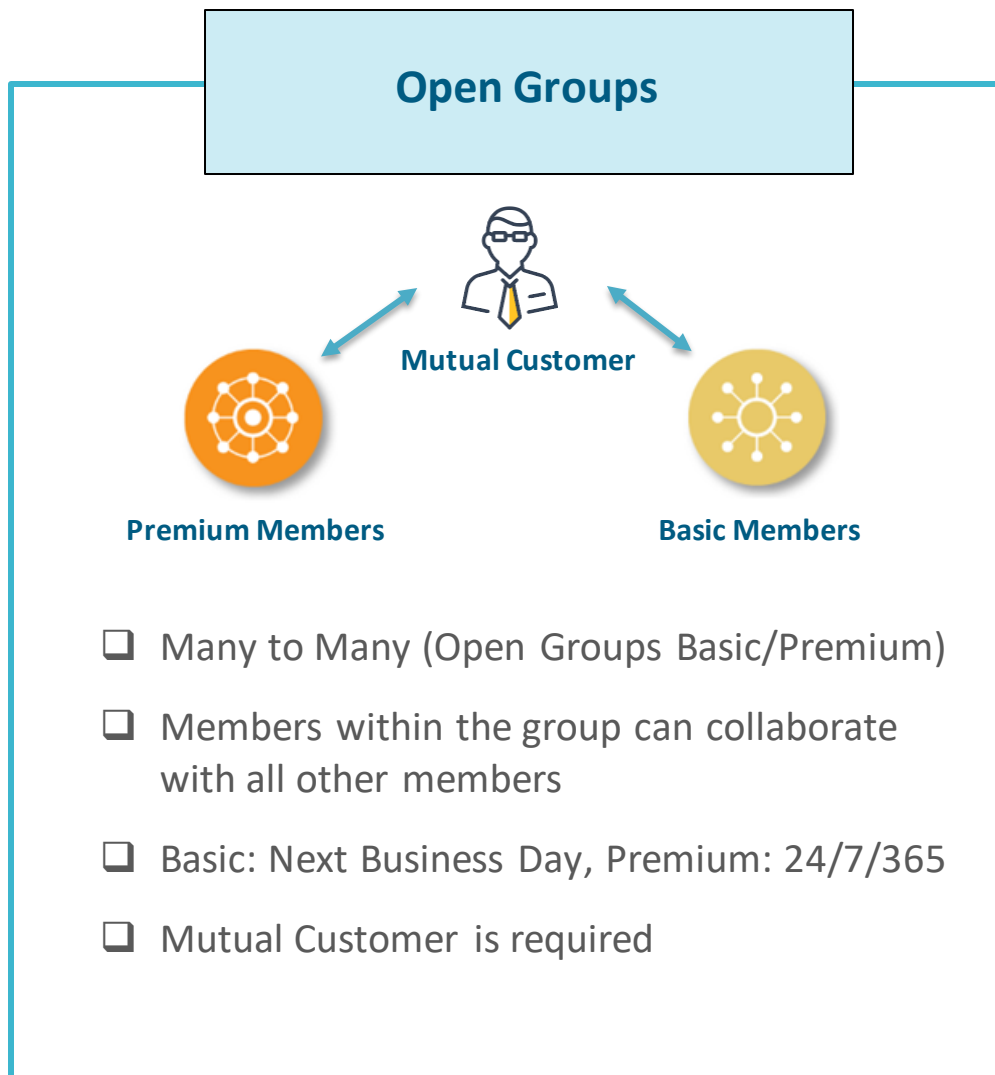


- 2 Your team uses TSANet Connect to directly engage and collaborate

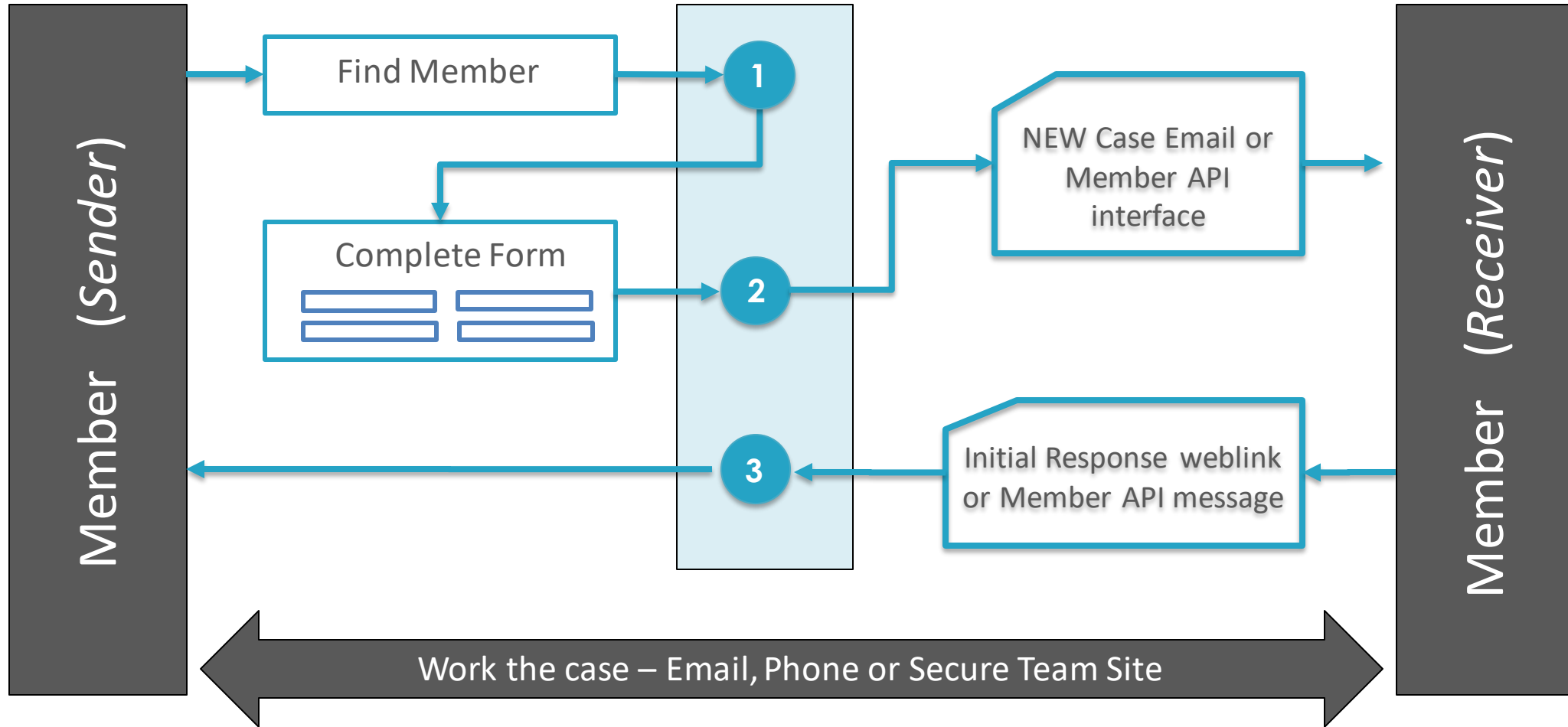


- 3 Members work together to resolve the issue resulting in a great customer experience

# Membership Relationship Structure



# Overview of TSANet Connect Process



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

## 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

# Sender Experience Create a Collaboration Case...

The screenshot shows the TSANET CONNECT web application interface. At the top left is the logo, and at the top right are a notification bell, a user profile icon, and a 'Logout' button. Below the header, there are three main sections: 'Support Hours: 7/24/365', 'Test - Default Template' with a star icon, and 'Products Supported: All'. A horizontal bar contains 'Internal Notes' and 'Group Documents' sections, each with a 'View More...' link. The main content area is split into two columns. The left column has a 'Test Contact' section with five input fields: 'Enter Your First Name', 'Enter Your Last Name', 'Enter Your Email', 'Enter Your Phone', and 'Enter your Test internal Case#'. Below this is a 'Problem Information' section with a small summary field and a larger description field. The right column has a 'Common Customer Contact' section with five input fields: 'Enter Customer Company', 'Enter Customer First and Last Name', 'Enter Customer Email', 'Enter Customer Phone', and 'Enter Customers Case# with Test (Optional)'. At the bottom of the right column is a 'Select Priority' dropdown menu and a yellow 'Submit' button. A yellow information icon is next to a note: 'Display information based on Priority selected (Example Response time or special instructions)'. A teal footer bar contains links for 'Getting Started', 'Legal', and 'TSANet.org'.

**TSANET CONNECT**

Support Hours: 7/24/365

Test - Default Template ★

Products Supported: All

Internal Notes: Internal Notes are displayed here. [View More...](#)

Group Documents: Document name example [View More...](#)

**Test Contact**

Enter Your First Name

Enter Your Last Name

Enter Your Email

Enter Your Phone

Enter your Test internal Case#

**Common Customer Contact**

Enter Customer Company

Enter Customer First and Last Name

Enter Customer Email

Enter Customer Phone

Enter Customers Case# with Test (Optional)

**Problem Information**

Enter Problem summary

Enter Description of problem and include troubleshooting steps or error messages

Select Priority

**Submit**

! Display information based on Priority selected (Example Response time or special instructions)

[Getting Started](#) [Legal](#) [TSANet.org](#)



# 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:

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**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

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**Request Details:**

**Test Company Contact**  
Name: *Brittany Simone*  
Email: [brittijmerson@gmail.com](mailto:brittijmerson@gmail.com)  
Phone: 7855507818  
Case#: 785996

**Customer Contact**  
*Customer Company: ABC Computers*  
*Customer Name: John Smith*  
*Customer Email: [j.smith@abccomputers.com](mailto: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](#)

# 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** [brittjimson@gmail.com](mailto:brittjimson@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: [brittjimson@gmail.com](mailto:brittjimson@gmail.com)  
Phone: *7855507818*  
Case#: *785996*

**Customer Contact**  
*Customer Company: ABC Computers*  
*Customer Name: John Smith*  
*Customer Email: [j.smith@abccomputers.com](mailto: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)

☰↶👤Logout➡

### Respond to Test Company - Case Problem Summary

Hortonworks Case Information

Hortonworks Case Number
Assigned Engineer First and Last Name
Assigned Engineer Email
 Assigned Engineer Phone

Note: Example Instructions for next steps

Submit

**Note!** After Submitting your response contact the Test Company Assigned Engineer to work the case.

**Case Information:**

Test Company Case#: 785996  
Assigned Engineer: Brittany Simone  
Email: [brittjimerson@gmail.com](mailto:brittjimerson@gmail.com)  
Phone: 7855507818

**Customer Info:**




Customer Company: ABC Computers  
Customer Name: John Smith  
Customer Email: [j.smith@abccomputers.com](mailto:j.smith@abccomputers.com)  
Customer Phone Including Country Code: +1 913 345 9311  
Customer Case # with Hortonworks: 896412

**Issue with product**

Issue with product



# Membership Options

Feature	 <b>Premium</b> Starting at \$6,000	 <b>Basic</b> Starting at \$3,000	 <b>Limited</b> \$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



Technology / Channel

### PARTNER GROUPS



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.

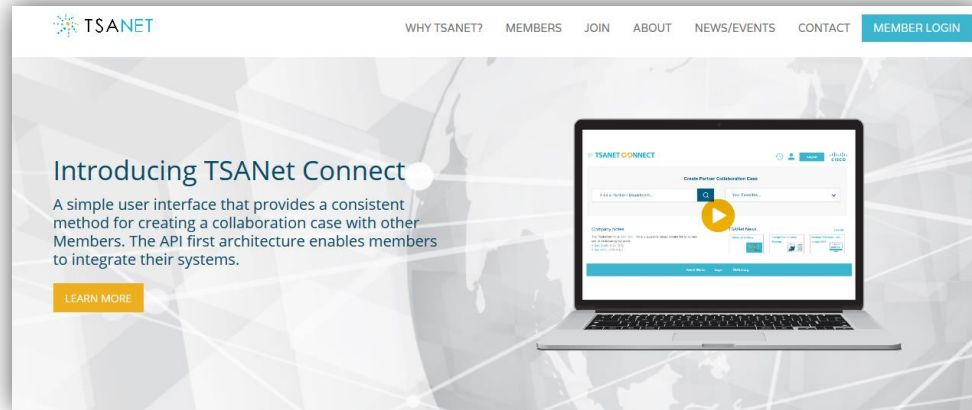
[VIEW NOW](#)

# Regional Focus Groups



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

# To Learn More...



[TSANet.org](https://TSANet.org)



[Membership@TSANet.org](mailto:Membership@TSANet.org)