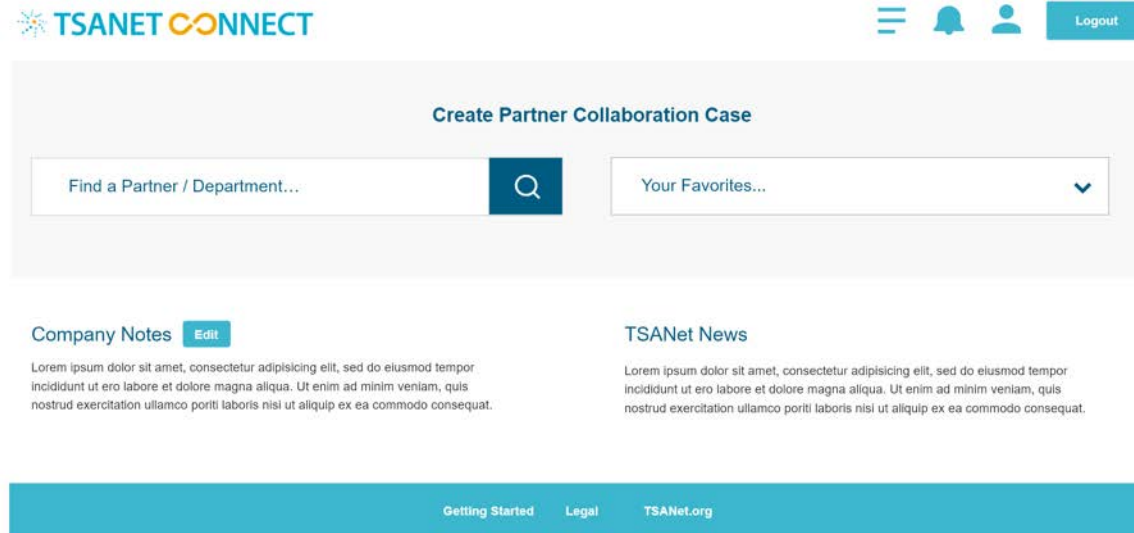




Oct 2020 Update

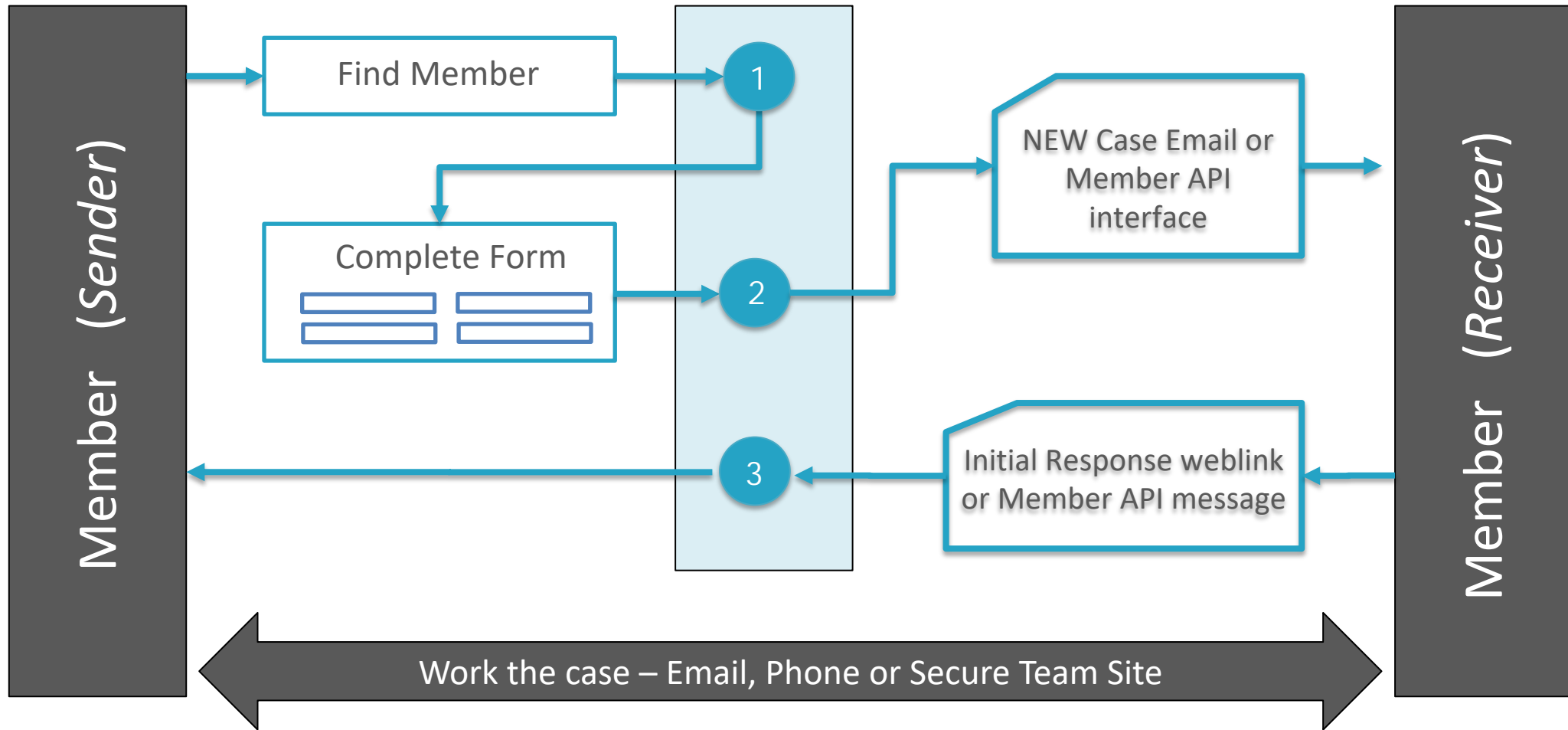


A neutral site allowing all partners a single portal to create a collaboration case with other Members. Included as part of your Membership

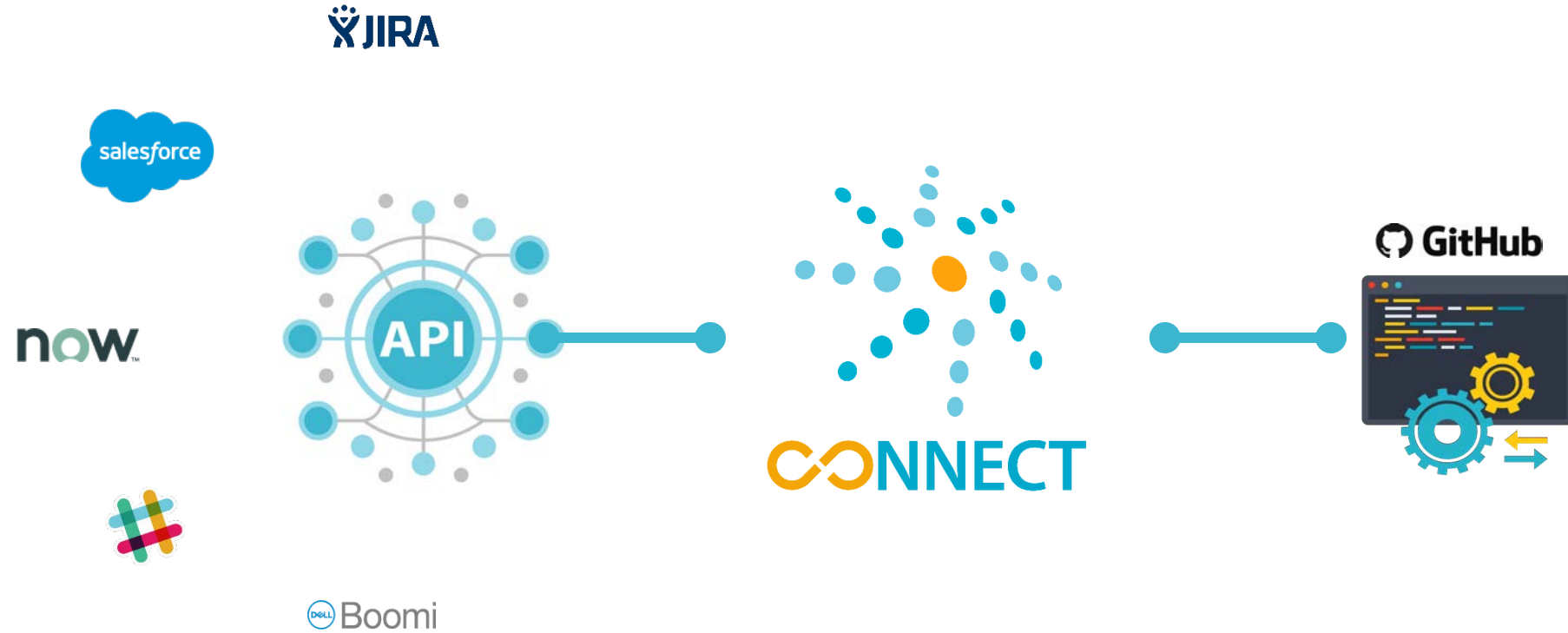
- ❑ Simple user interface provides consistent method for creating a collaboration case with other Members
- ❑ Process includes integrated escalation management
- ❑ API first architecture allows members to integrate their systems



Overview of TSANet Connect Process



Integrate your systems...



TSANet Connect Timeline

2018

Develop the system

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

2019

Deploy the system

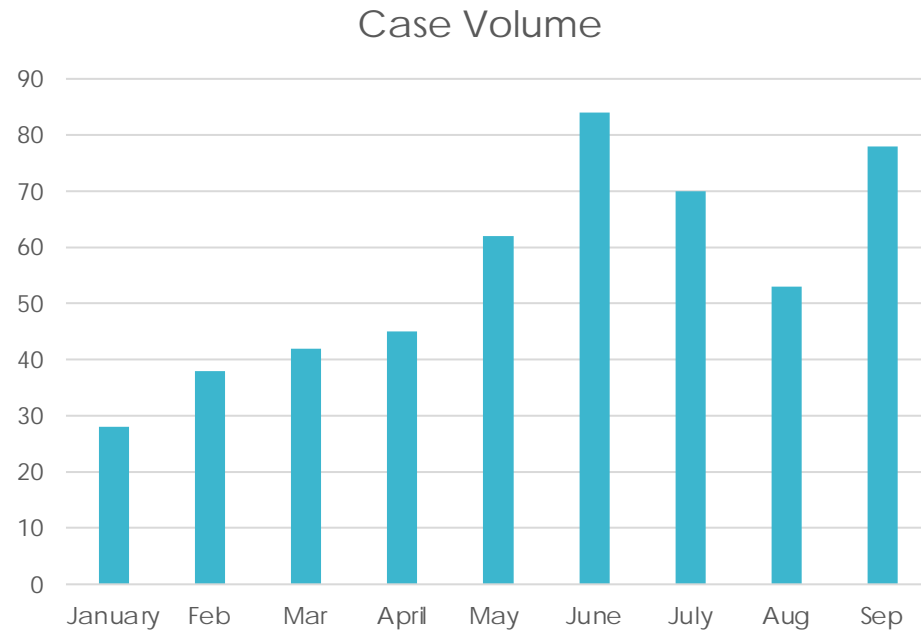
The new system was deployed in phases. System improvements made based on feedback

2020

Improve Member Adoption

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

TSANet Connect Usage



- ❑ Volume dipped in summer but trending back up
- ❑ 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	92	Vmware	310
Dell EMC	91	Red Hat	42
NetApp	73	NetApp	27
Cisco	48	IBM	24
Nutanix	37	Veeam	20
Datrium	25	Citrix Systems	13
Pure Storage	22	HPE	15
Microsoft	17	Dell EMC	15
Datacore	13	Dell	9
Dell	18	Nvidia	9
HPE	13	Apple	9
Lenovo	14	Commvault	8
Rubrik	10	Cisco	10
Veritas	11	Amazon	6
Exagrid	8	Veritas	5
Veeam	9	Juniper Networks	6
Vmware	7	Nutanix	4
IBM	5	Cloudera	3
Cloudera	4	Pure Storage	3
Palo Alto Networks	4	F5 Networks	5
Citrix	4	Broadcom	3
Cloudbees	3	Intel	3

Static process documents (Top Members)

Total 11 Members still on Static Documents (Down from 16)

1. **Microsoft** – Working with Azure team as first BU
2. **Cisco** – Custom process in Beta now. Need to complete internal messaging before expanding
3. **Palo Alto Networks** – Discussion started
4. **Google** – Was waiting for penetration testing results and fixes (now moving forward)
5. A few others (Delphix, Confluent, Carbonite, Pulse Secure, Thales)
6. We expect a few will NOT move this year (Example Oracle, Lenovo)

TSANet Connect – September Release Live

1. Security fixes identified during penetration testing. **TSANet Connect has now passed both network and application penetration testing by Security Dynamics**
2. Improved email deliverability and security with DMARC setup
3. Encryption of data at rest added to meet security requirements
4. Fixes to custom SLA setting in Partner Groups
5. Improvements to how accounts are disabled
6. Show escalation process and process owner information for Admin view
7. Update to the phone widget used to define country / country code
8. Improvements to Partner sign-up process for Member Partner Programs
9. Customization to process forms and email templates for certain Members
10. Improvements to TSANet reporting and system management features
11. Fixes to caller profile



TSANet Connect – December Release Scope

- 1. Integrate to Microsoft Service Desk API. Azure Use Case**
- 2. Improvements to Single Sign-on**
3. Improve Limited Members Admin Capabilities (Manage Users)
4. Standard method for system generated auto-response to inbound request
5. Improvements to TSANet Admin
6. Enhanced usage reports (Login, searches, page views)
7. Fixes to Member Admin reporting
8. Improvements to Partner onboarding process (Improve data capture for escalation process)



Increase TSANet Connect Adoption...

TSANet Connect is Easy to Use

1. System Integrations, Features and improvements

When searching... I find my Partner

1. Add more Members and Partner Programs (750+ Members)

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

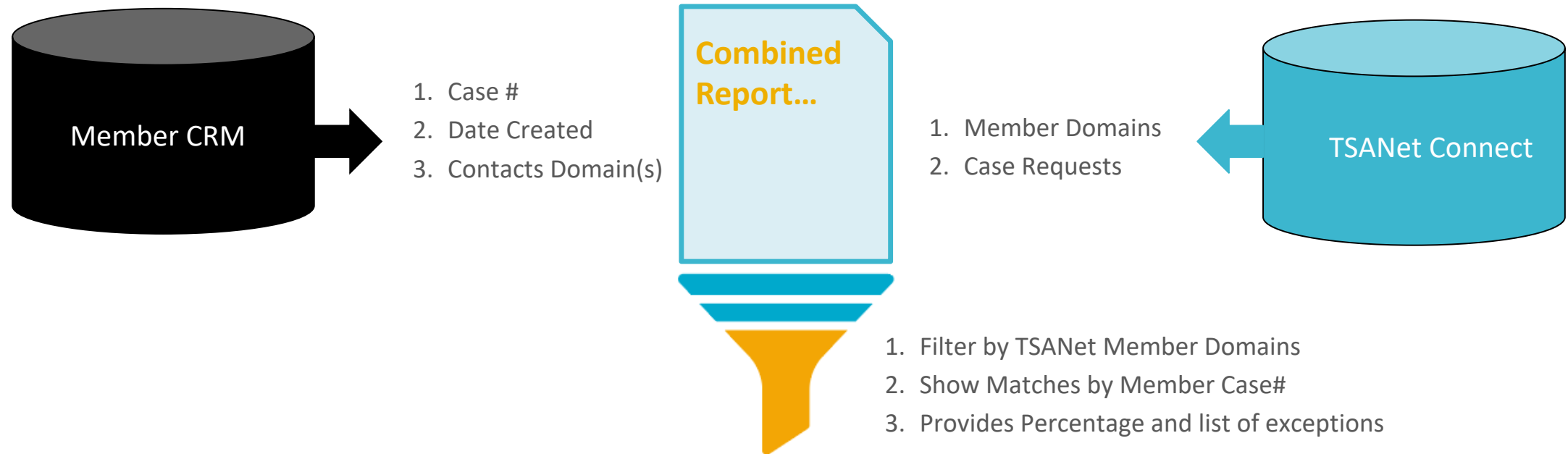
1. Work on Members with static process documents (2020)
2. TSANet operations to manage SLA exceptions (2020)



Success drives usage

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

Example analysis (Actual/opportunity usage)



Rank exceptions by Partner and understand why...

Actual usage is low compared to opportunity...

1. **Understand where existing legacy processes could be replaced by TSANet Connect**
2. Make it “easy’ for engineers to get access and use (Single Sign-on)
3. Many leverage customer for collaboration. Fix with engineer training and awareness.
4. Legacy thinking on how TSANet worked before TSANet Connect. Get engineers to give it a try
5. Design multi vendor collaboration as part of problem resolution process (Example check if collaboration needed as part of backlog review)



Next Steps...

1. Move remaining Members from Static to TSANet Connect process
2. Work with key Members to understand usage and actions to improve
3. Continue to improve system with focus on features that drive usage
4. Continue to work escalations - TSANet staff involvement with issues
5. Set 2021 priorities...

