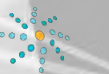


Introduction to TSA Net



What is TSANet...

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



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**



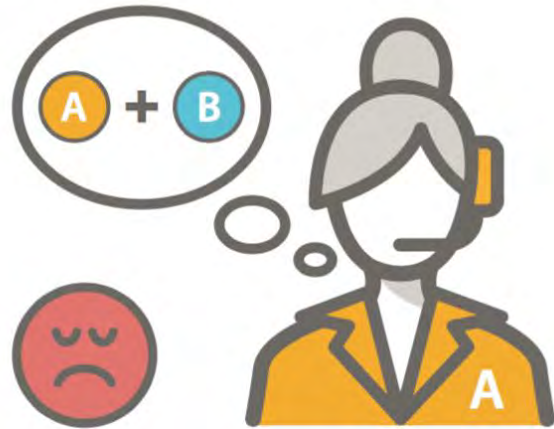
**TECHNOLOGY
PARTNERS**



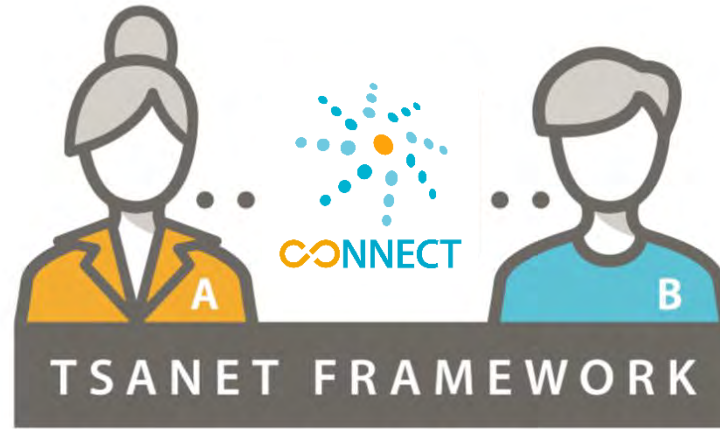
**CHANNEL
PARTNERS**

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

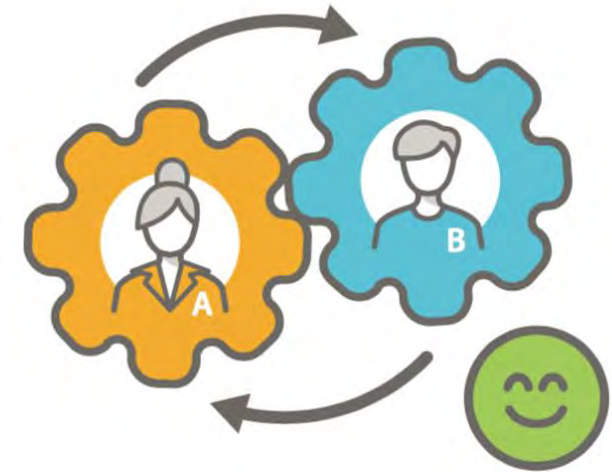
How does it work...



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



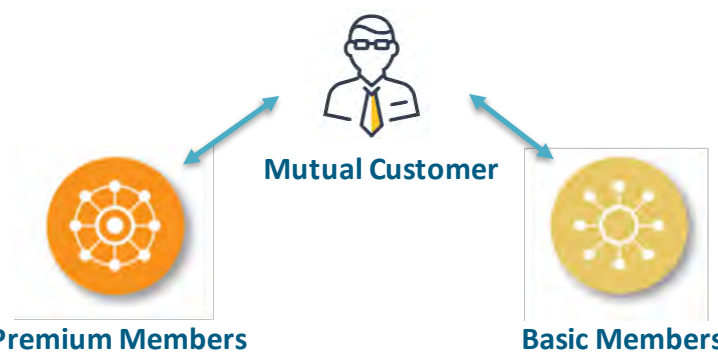
2 Your team uses **TSANet Connect** to **directly engage and collaborate**



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

Membership Relationship Structure

Open Groups



The diagram shows a central icon of a person labeled "Mutual Customer". Two arrows point from this icon to two circular icons representing "Premium Members" (orange) and "Basic Members" (yellow). Both member icons have a network-like pattern of nodes and lines.

- 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

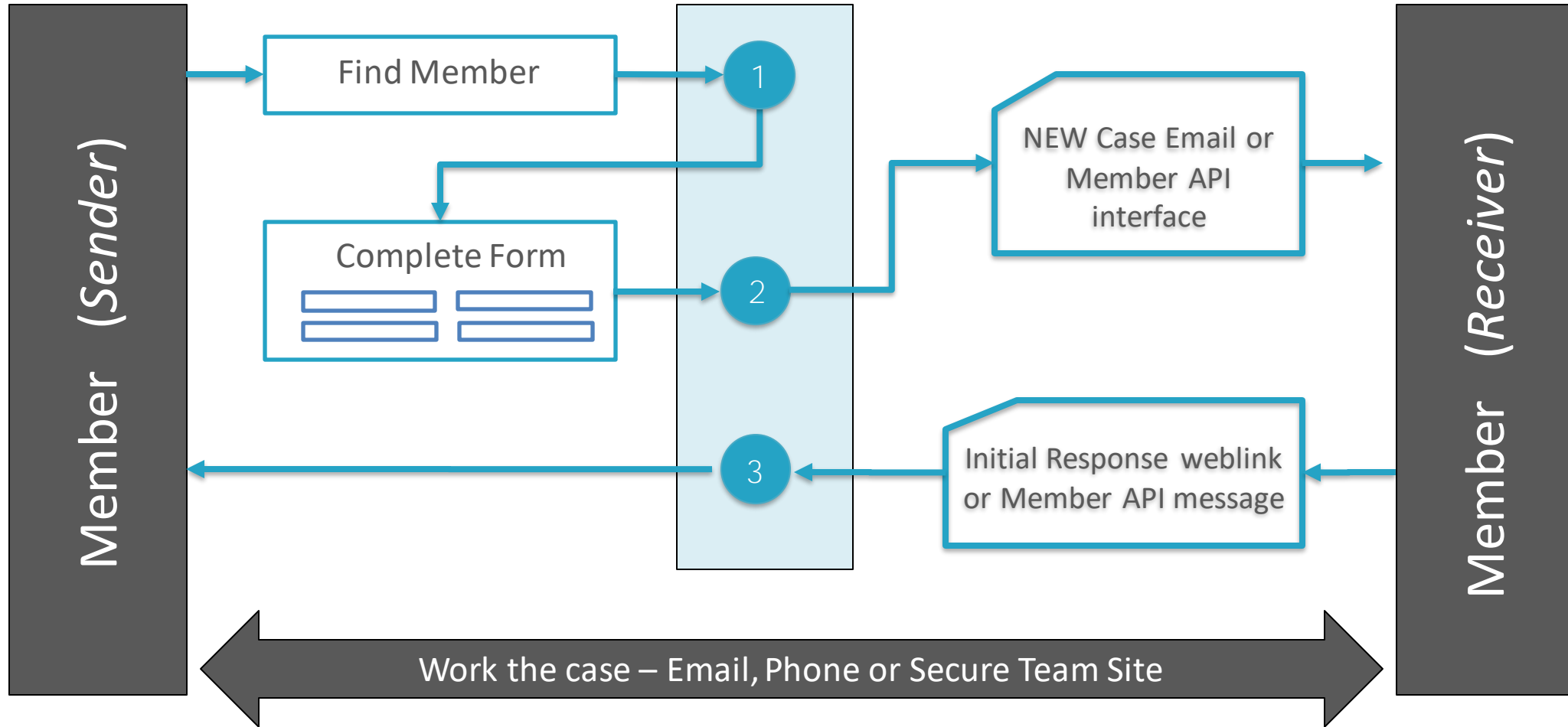


The diagram shows three circular icons representing different partner types: "STRATEGIC PARTNERS" (grey), "TECHNOLOGY PARTNERS" (blue), and "CHANNEL PARTNERS" (orange). Each icon has a network-like pattern of nodes and lines.

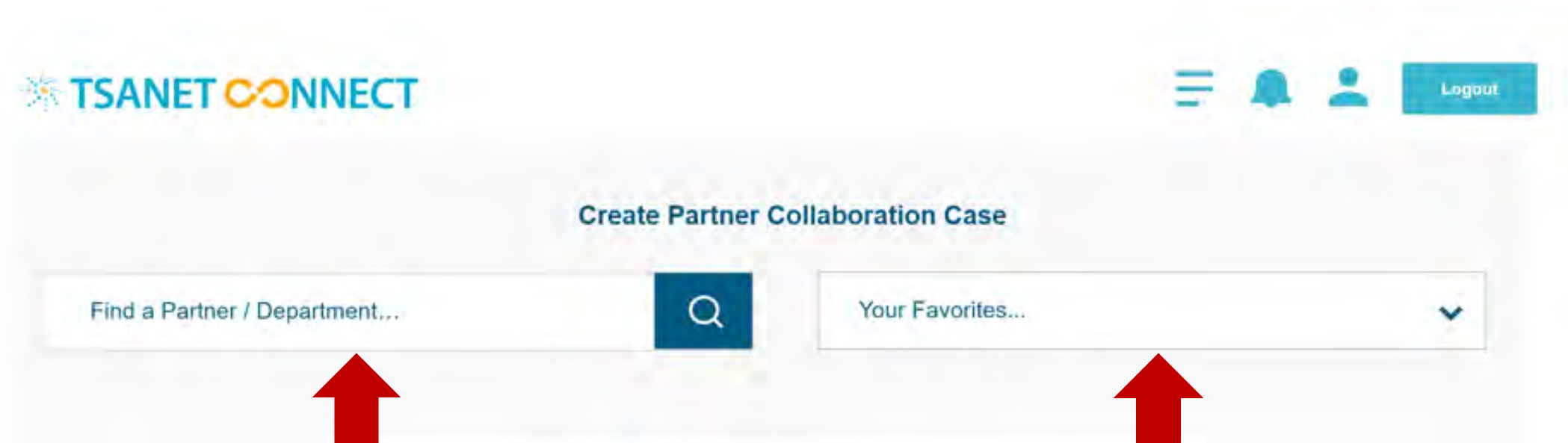
- Basic or Premium members can create Partner Groups
- Groups can be Many-Many, One-Many or One-One
- Host Member(s) customize the requirements
- Invite existing members or new Limited members



Overview of TSANet Connect Process



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



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 interface for creating a collaboration case. The header includes the TSANET CONNECT logo, a notification bell, a user profile icon, and a Logout button. The main content area is titled "Test - Default Template" with a star icon. It displays "Support Hours: 7/24/365" and "Products Supported: All". Below this, there are sections for "Internal Notes" and "Group Documents", both with "View More..." links. The form is divided into two columns: "Test Contact" and "Common Customer Contact". The "Test Contact" section has five input fields: "Enter Your First Name", "Enter Your Last Name", "Enter Your Email", "Enter Your Phone", and "Enter your Test Internal Case#". The "Common Customer Contact" section has 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)". Below these 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)". At the bottom, there is a "Problem Information" section with two text areas: "Enter Problem summary" and "Enter Description of problem and include troubleshooting steps or error messages". The footer contains links for "Getting Started", "Legal", and "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:

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](#)

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** brittijimerson@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: brittijimerson@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)

☰ ⌂ 👤 Logout ↩ TSANET

Respond to Test Company - Case Problem Summary

Hortonworks Case Information

Hortonworks Case Number	Note: Example Instructions for next steps
Assigned Engineer First and Last Name	
Assigned Engineer Email	
 Assigned Engineer Phone	

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
Phone: 7855507818

Customer Info:

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

Issue with product

Issue with product

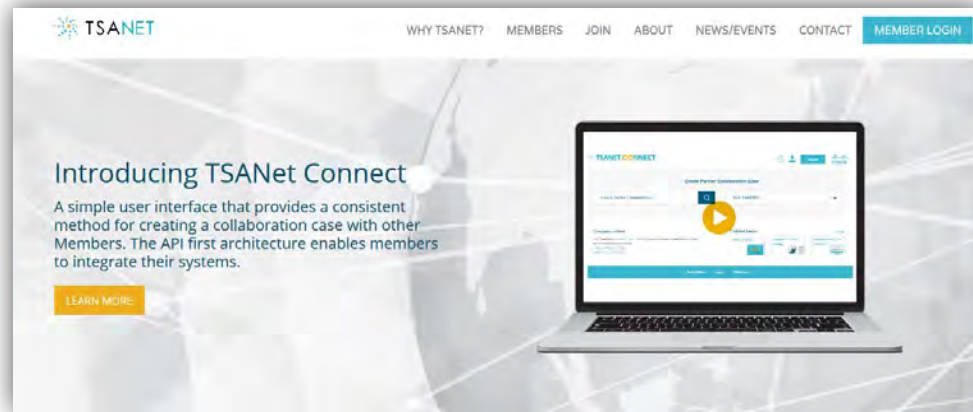


Regional Focus Groups



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

To Learn More...



TSANet.org



Membership@TSANet.org