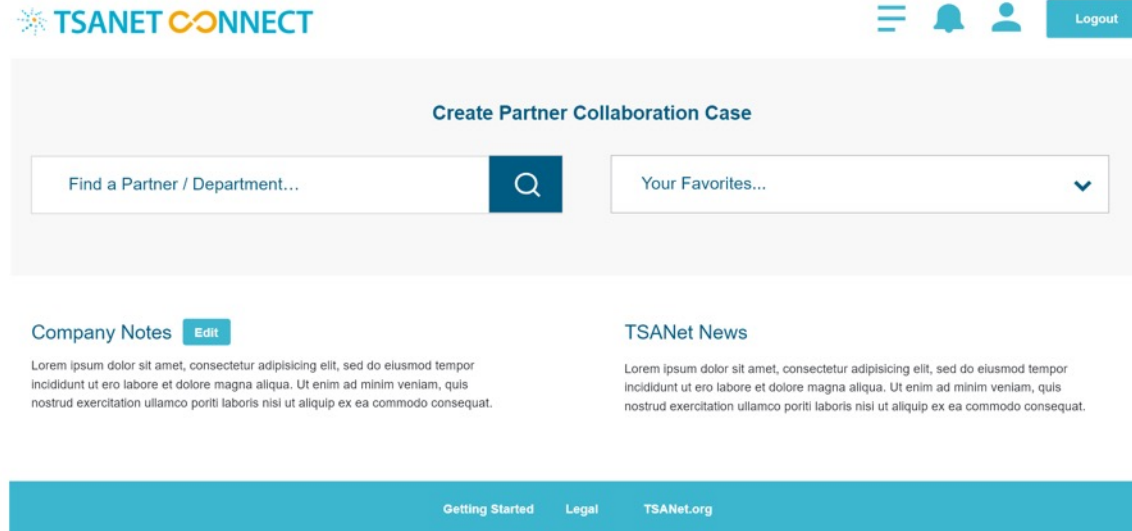




March 2021 Update

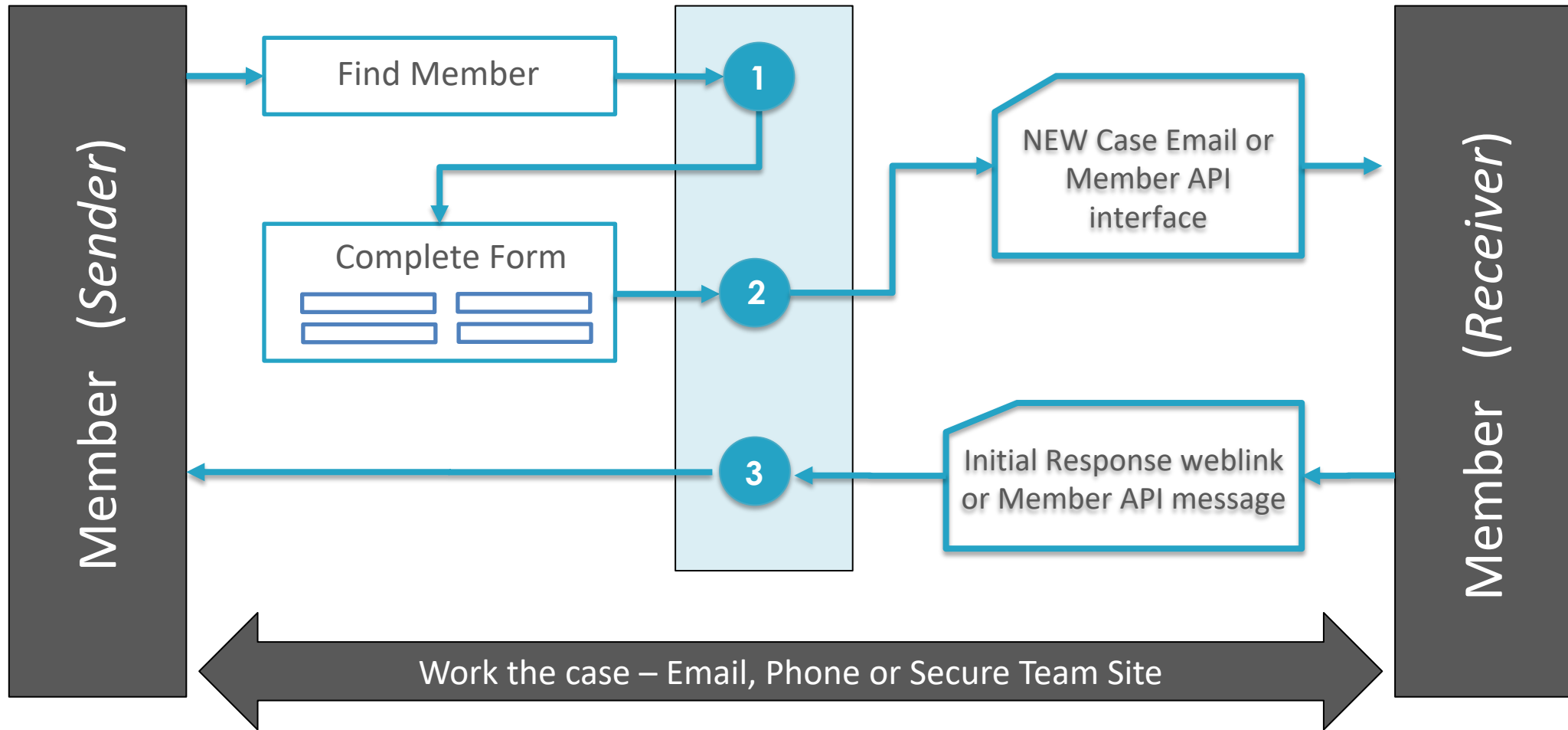


A neutral site allowing all partners a single portal to create a collaboration case with other Members. Included as part of your Membership

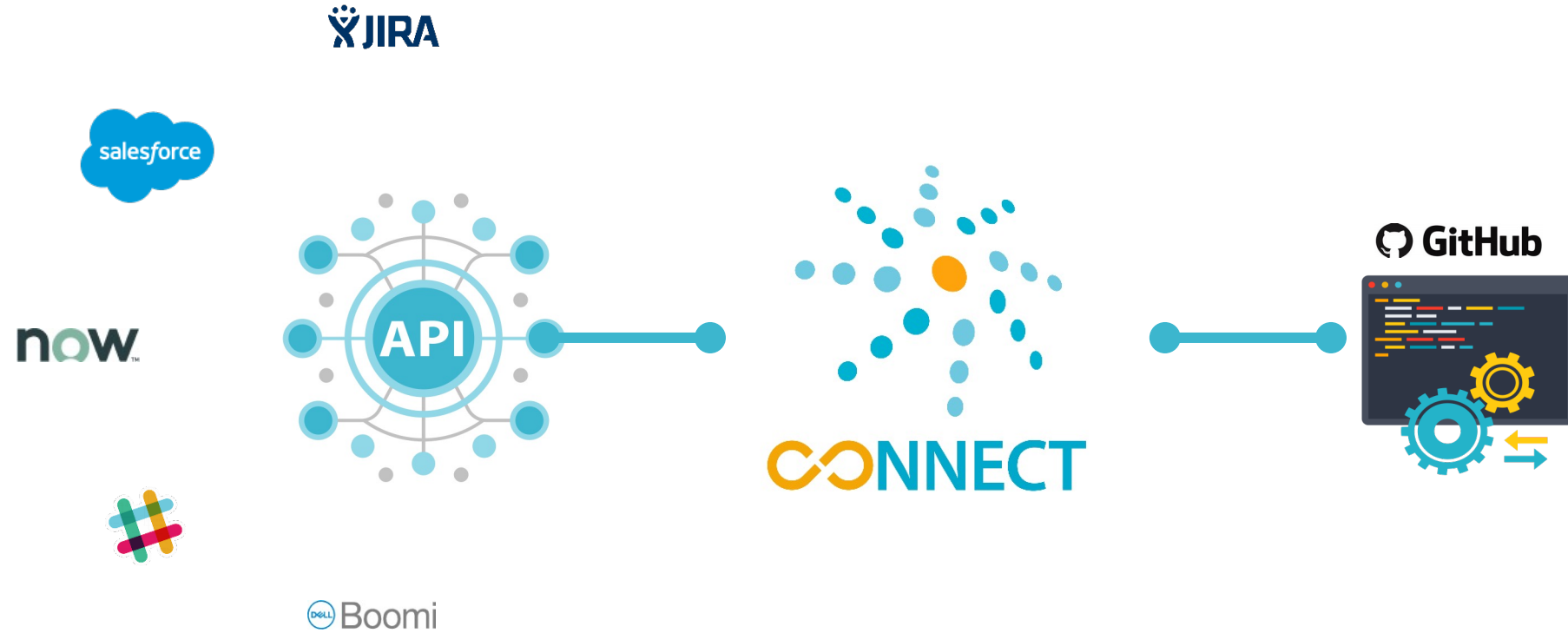
- ❑ Simple user interface provides consistent method for creating a collaboration case with other Members
- ❑ Process includes integrated escalation management
- ❑ API first architecture allows members to integrate their systems



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

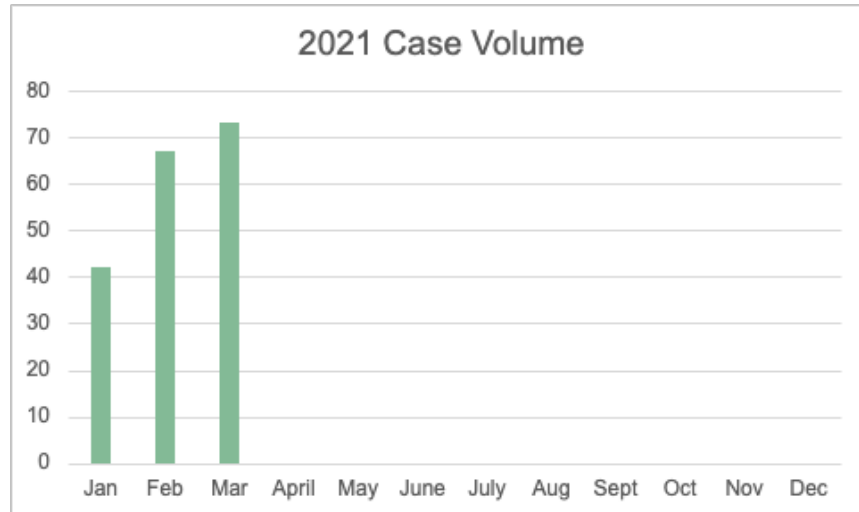
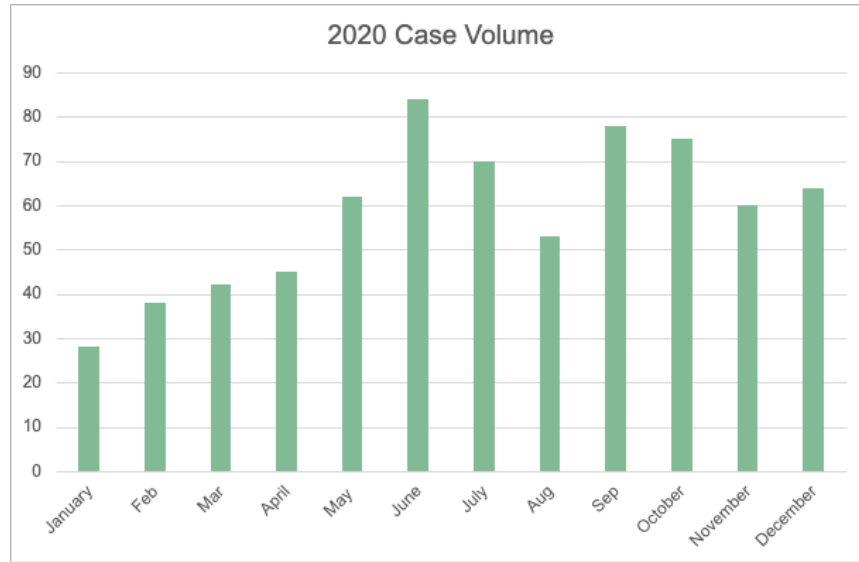
The new system was deployed in phases. System improvements made based on feedback

2020/2021

Improve Member Adoption

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

TSANet Connect Usage



- ❑ Volume dipped early 2021 but trending back up. Expect March to be highest month since start (Goal to hit 100/month)
- ❑ Moving last remaining Members on static documents will help
- ❑ Top Members have several things in common (Partner Programs on TSANet, Good awareness with engineers, High focus on customer experience)

Top Open Group Users

| Top Outbound Users | # of Calls | Top Inbound Users | # of Calls |
|-------------------------|------------|-------------------|------------|
| Dell EMC | 141 | Vmware | 443 |
| Red Hat | 117 | Red Hat | 66 |
| NetApp | 115 | NetApp | 40 |
| Cisco | 60 | IBM | 33 |
| Nutanix | 51 | Dell EMC | 24 |
| Dell | 37 | Cisco | 22 |
| Pure Storage | 36 | HPE | 21 |
| HPE | 31 | Veeam | 20 |
| Datrium | 25 | Dell | 16 |
| Microsoft | 24 | Citrix Systems | 16 |
| IBM | 21 | Nvidia | 14 |
| Lenovo | 20 | Commvault | 12 |
| Rubrik | 18 | Apple | 12 |
| Veeam | 17 | Nutanix | 9 |
| Datacore | 16 | SUSE | 8 |
| Veritas | 13 | Amazon | 8 |
| Vmware | 12 | Intel | 8 |
| Citrix | 6 | F5 Networks | 7 |
| Cloudera | 5 | Broadcom | 7 |
| Exagrid | 5 | Juniper Networks | 6 |
| CommVault Systems, Inc. | 5 | Veritas | 6 |
| Palo Alto Networks | 4 | Cloudera | 6 |
| Google | 4 | Pure Storage | 4 |
| Intel | 3 | Hitachi Ltd. | 3 |
| Nvidia | 3 | CyberArk | 3 |

TSANet Connect – March Release Live

1. Resolved formatting issues with when using MAC Safari browser.
2. Fixed issue with timeout of login page or selection of the TSANet Connect icon would take the user to an invalid page.
3. Added helper text to the description field and included that in the list of data to delete as part of GDPR improvements.
4. Made improvements to Partner signup process to now include test case to validate inbound process.
5. Improvements to Member Admin user search functionality to include search by email address.
6. Improvement to TSANet admin interface to improve testing of Members process forms.
7. Improved inline Member help and noted that all timestamps are in UTC time zone on the interface.
8. Resolved an issue where a caller was not able to see other collaboration requests for the company.



New Resources for Admins

<https://tsanet.org/member-resources/>

[TSANet Connect Admin Training – 30 minute Video](#)

[TSANet Connect Partner Groups – 30 minute Video](#)

[TSANet Connect Security](#)

[TSANet Connect Support Process](#)

[TSANet Connect Business Continuity Plan](#)

[Setup Single Sign-on to TSANet Connect \(SAML 2.0\)](#)

[Inbound Process Best Practices. \(NEW\)](#)

[TSANet Partner Program Playbook. \(NEW\)](#)

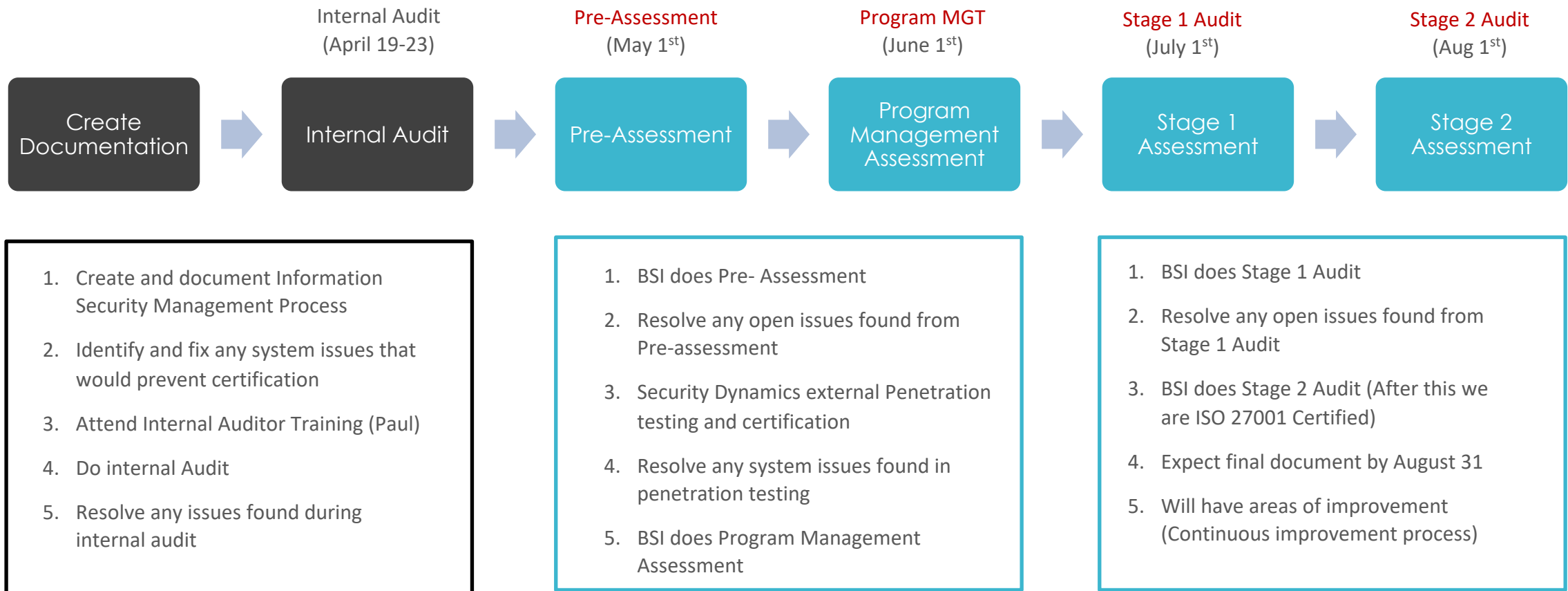


TSANet Connect – July Release Scope

1. Update software stack
2. Improvements to Security (Cloud Firewall, Failed login,)
3. Integration with Regional focus groups (MS Teams)
4. Enhance search with TAGs
5. Move email delivery to MS Exchange (Improved security and deliverability)
6. Yearly Penetration testing
7. Improvements to system administration and monitoring
8. Other changes identified in ISO 27001 project



ISO27001 Project Timeline



Increase TSANet Connect Adoption...

TSANet Connect is Easy to Use

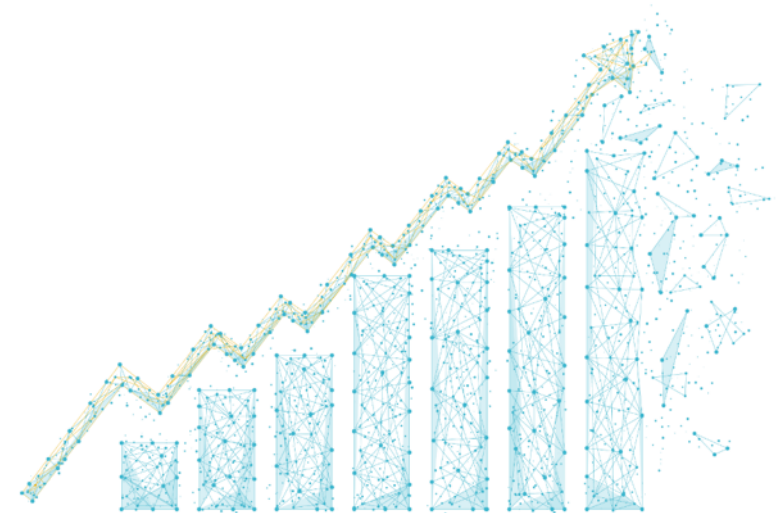
1. System Integrations, Features and improvements
2. **Gather feedback from Engineers (2021)**

When searching... I find my Partner

1. Add more Members and Partner Programs (800+ Members)
2. **Do search Analytics to show missing Companies and search improvements (2021)**

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

1. **Work on Members with static process documents (2020/2021)**
2. TSANet operations to manage SLA exceptions (2020)



Success drives usage

+Do Training for Support Engineers

TSANet Support Engineer Training

Japan Completed 4 sessions

Australia (2 sessions) (10:00am Sydney time)

March 31, April 20

India (3 Sessions). 4:30pm India time

May 5th , May 11th, May 20th

Europe (3 sessions). Noon UTC

April 20th , April 28th , May 6th

North America (3 sessions) - 11am CST

May 5th , May 12th, May 19th



- ❑ 30 Minute Training
- ❑ For Support Engineers
- ❑ Includes Demo and Test Case

Will be communicated through Regional Focus Group Meetings

Next Steps...

1. Get ISO 27001 Certification
2. Move remaining Members from Static to TSANet Connect process (4 remain)
3. Hold Regional Training Sessions for Support Engineers
4. Continue to improve system with focus on features that drive usage
5. Continue to work escalations - TSANet staff involvement with issues
6. Gather input for next Major version (Strategy 2022/2023)...

