

# Introduction to TSANet



TSANET

# 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**



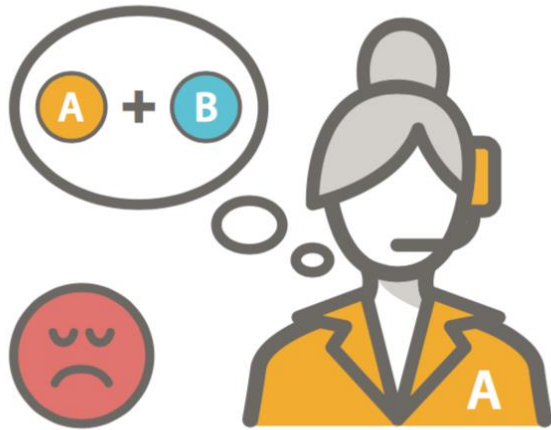
**TECHNOLOGY  
PARTNERS**



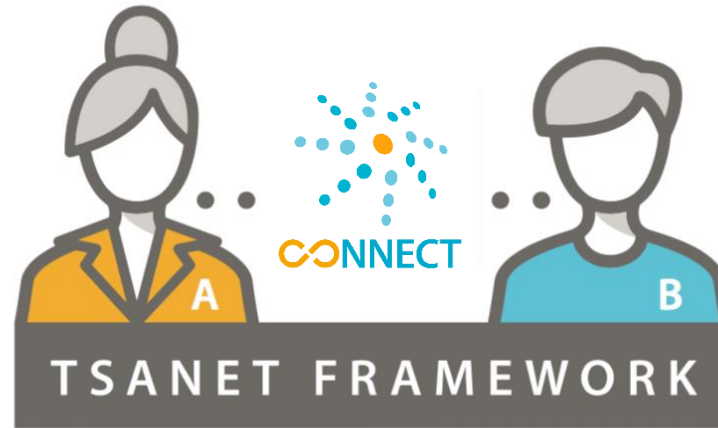
**CHANNEL  
PARTNERS**

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

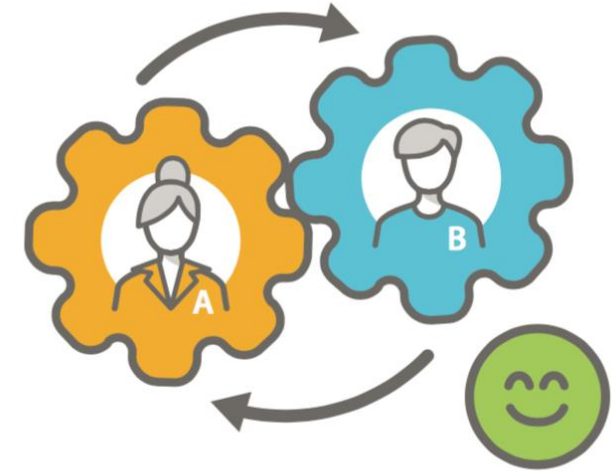
# How does it work...



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

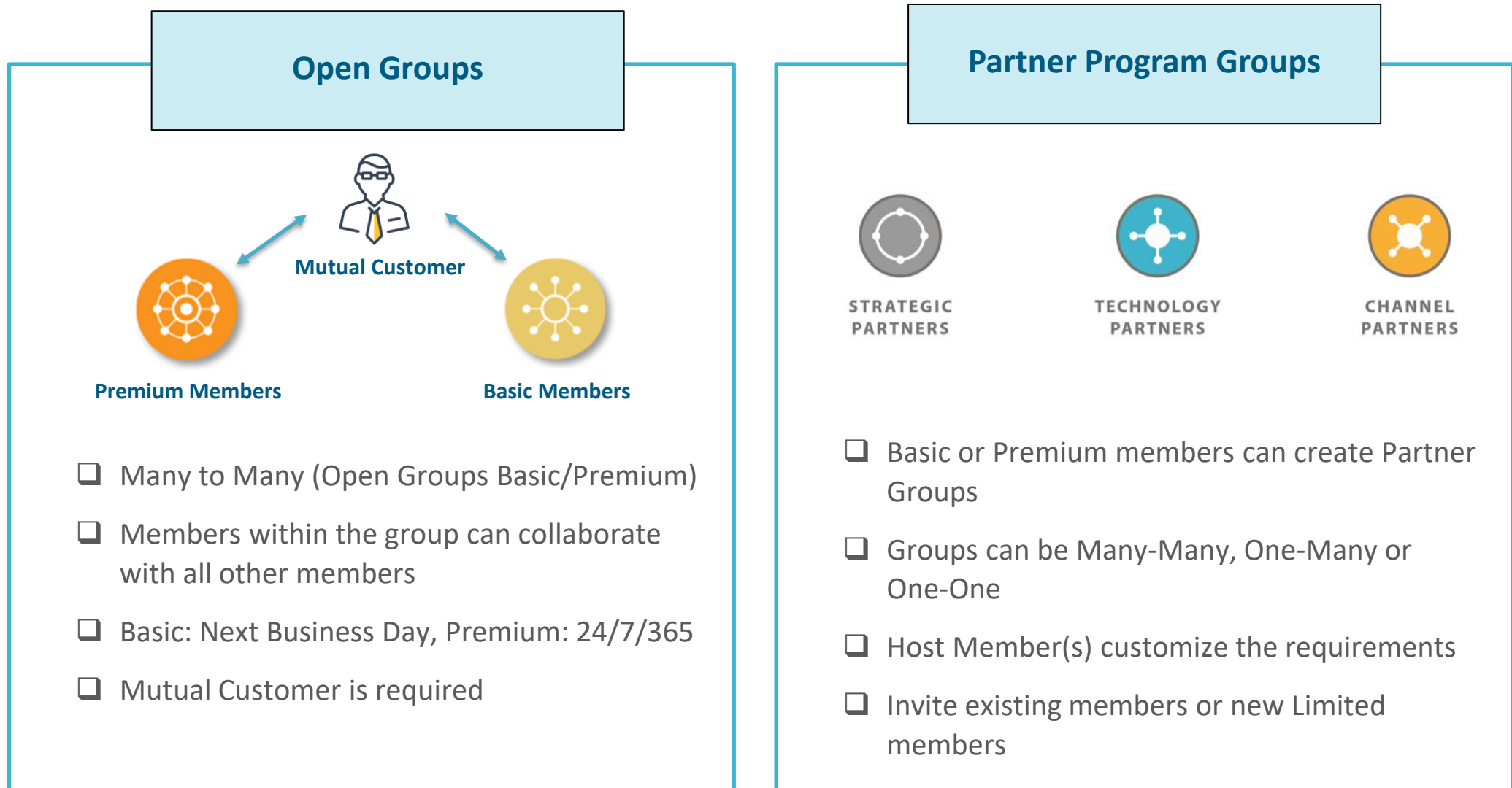


- 2 Your team uses TSANet Connect to directly engage and collaborate



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

# Membership Relationship Structure



# TSANet is now ISO27001 Certified!

## What is ISO 27001

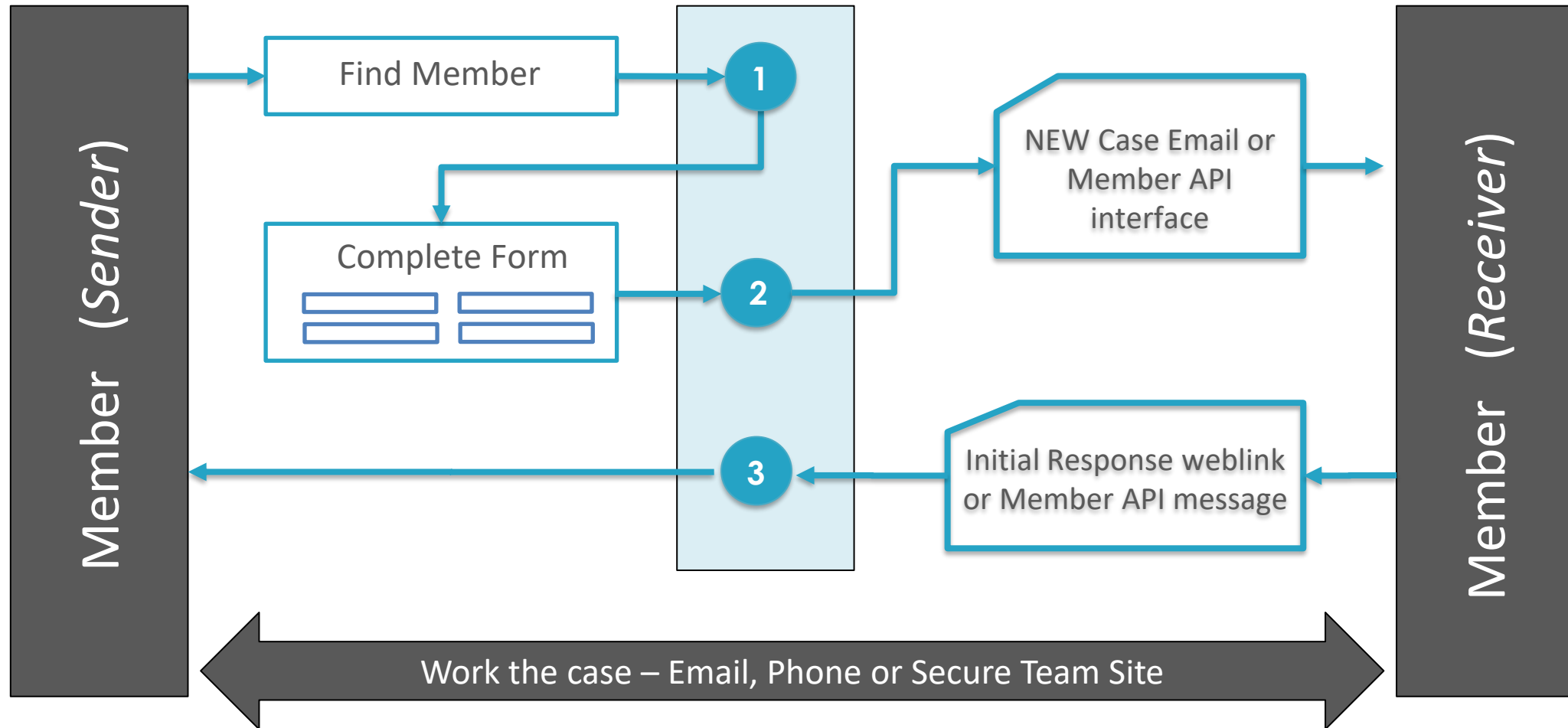
- ❑ Globally recognized standard for information security management
- ❑ Mandates processes and controls for the establishment, maintenance and certification of an information security management system (ISMS)
- ❑ Requires both internal and external audits every year to maintain certification

## Importance for TSANet Connect

- ❑ Data Security is a top priority for our Members - ISO 27001 certification ensures that TSANet Connect, and related processes are secure
- ❑ ISO 27001 is the standard for Information Security management and includes development, operations and ongoing management of TSANet Connect – 143 controls in place to ensure a secure environment



# Overview of TSANet Connect Process



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



Logout

## 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...





Logout


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:

---

**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](mailto:brittjimerson@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** [brittjimerson@gmail.com](mailto:brittjimerson@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: [brittjimerson@gmail.com](mailto:brittjimerson@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

Issue with product

Issue with product

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



T S A N E T

Your Technology is Connected. Are you?

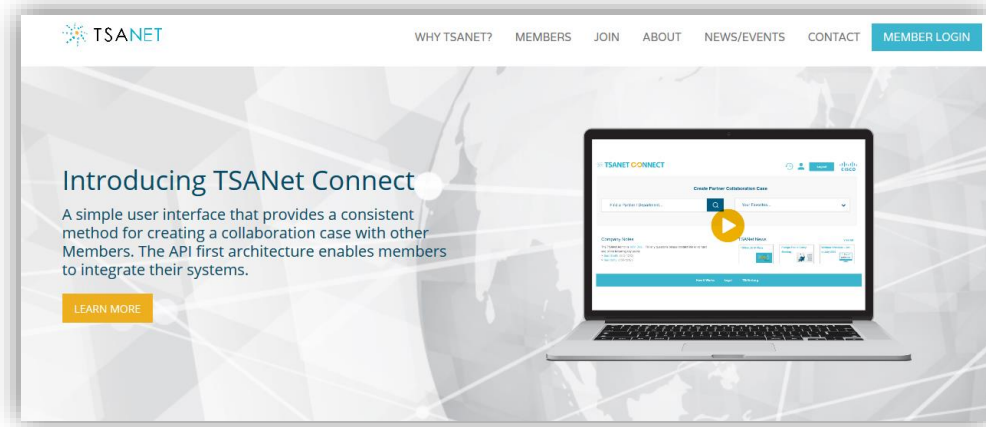


# Regional Focus Groups



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)