



# TSANET

## Member Meeting

2021



2022

# Annual TSANet Business Meeting

**Section 4.01:** Per the By-Laws TSANet holds an annual Business Meeting for all Members. This is an opportunity for Members to learn about the 2021 activities and plans for 2022. Members may address any other business topics and ask questions through the Chat feature. Members can also contact any of the board of directors to share feedback.

- ☐ Review 2021 Activities
- ☐ Share New 2023 Strategy
- ☐ AOB and Questions

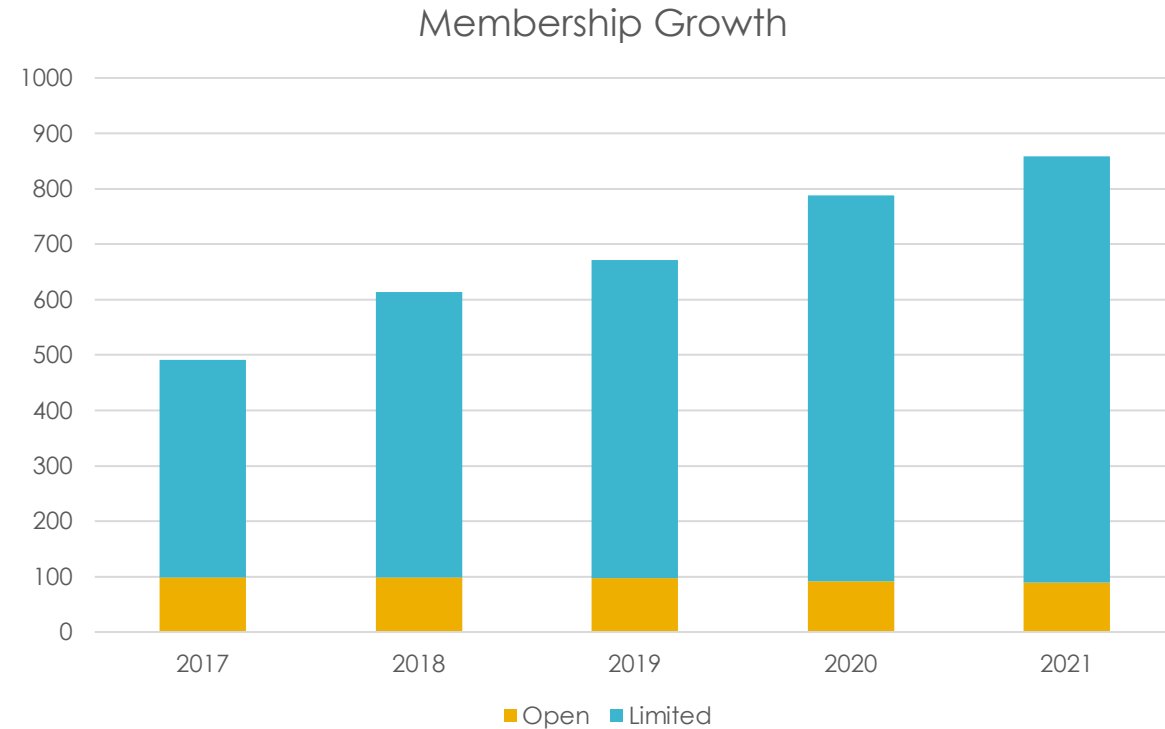
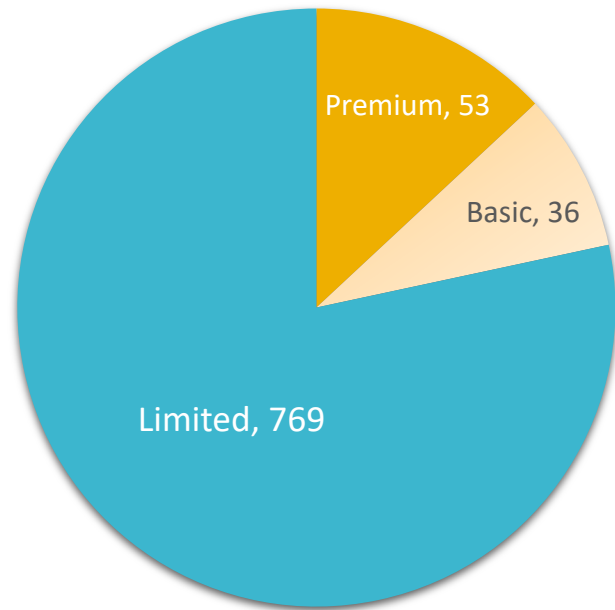


T S A N E T



2021

# Membership – Over 850 Members!



- ❑ Open group at 89 with higher percentage of Premium Members (decreasing)
- ❑ Limited Member growing with many Limited Members with multiple relationships (increasing)
- ❑ New Partner groups continue to drive more Limited Members

# 2021 End of Year Finance

## 2021 Expenses \$929K

- ❑ Slightly above (Mostly due to ISO 27001)

## 2021 Revenue \$975K

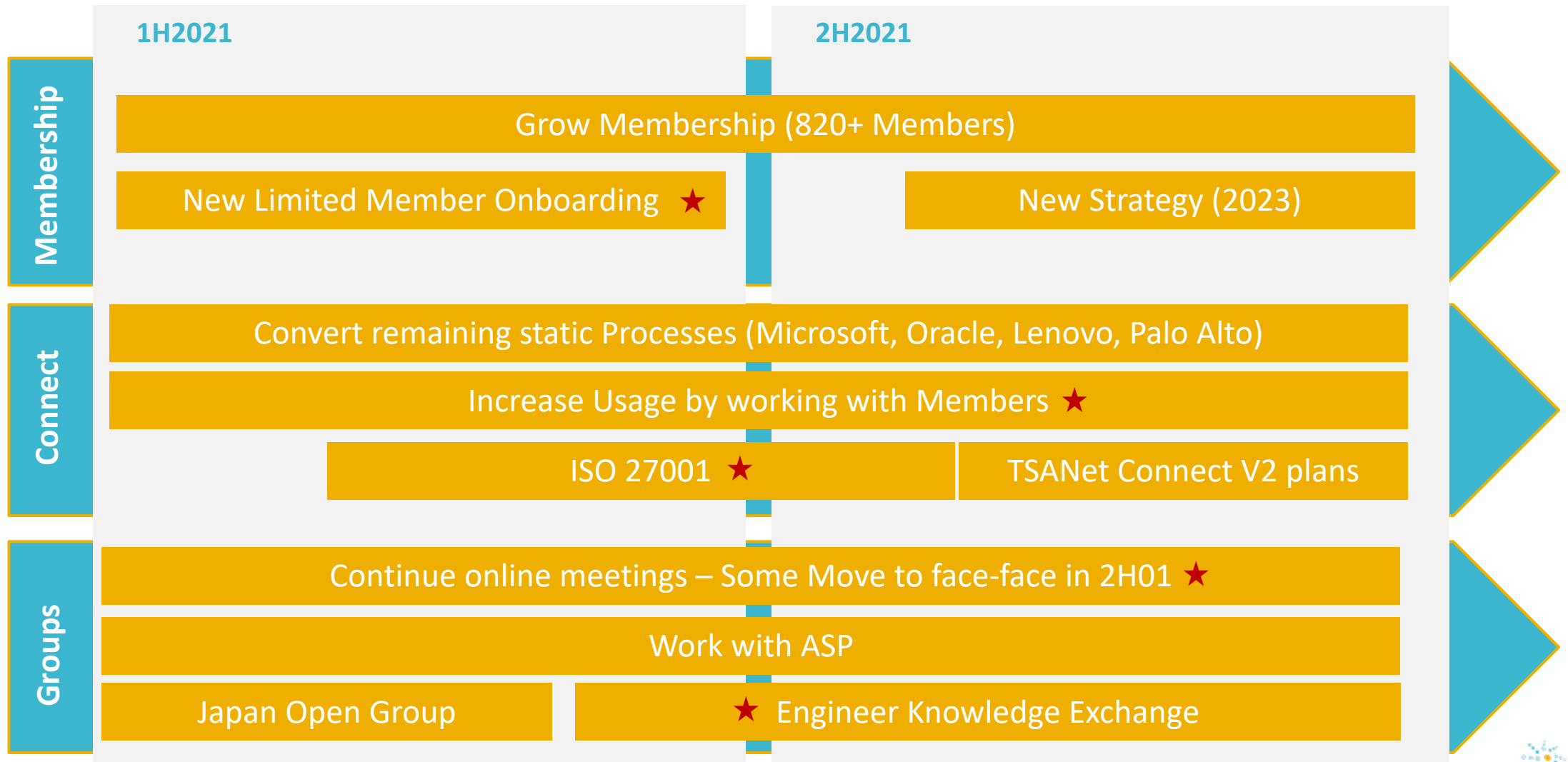
- ❑ Expect to end the year above target.

## 2022 budget

- ❑ Increase salaries, Capital and Travel
- ❑ Expect Members dues will increase (Member growth)
- ❑ Maintain reserve of ~800k



# 2021 Plan



# Limited Member Onboarding

## Improve Limited Member Onboarding

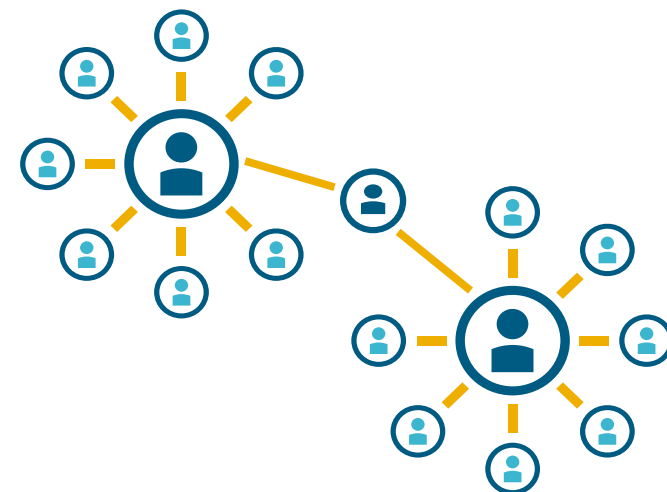
1. Onboarding now includes testing of the Members inbound process
2. Improved communications including opportunity for help with process

## Expand Limited Member Relationships

1. All Premium Global Members have a default Partner Program (easy for Limited Members to join)
2. Search analysis shows missing relationships and Members. Using this insight to reach out to Members to verify need and form new relationships

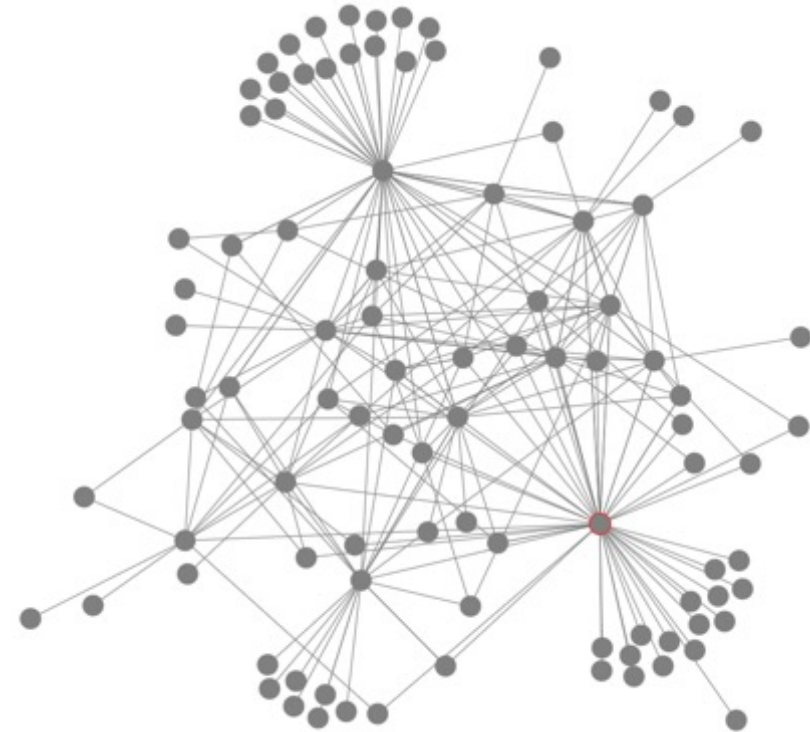
## Partner Program Playbook

1. Covers details and best practices for starting and managing a Partner program
2. Find it at <https://tsanet.org/member-resources>



# TSANet Connect Top Users

Top Outbound Users	# of Calls	Top Inbound Users	# of Calls
Dell EMC	253	Vmware	727
Red Hat	233	Red Hat	108
NetApp	232	Cisco	105
Dell	96	IBM	71
Cisco	95	HPE	61
Nutanix	95	NetApp	58
Pure Storage	65	Dell EMC	56
HPE	55	Dell	33
Veritas	32	Veeam	32
Veeam	31	Nvidia	27
IBM	31	Citrix Systems	26
Microsoft	28	Apple	21
Rubrik	28	Intel	20
Lenovo	26	Nutanix	20
Vmware	25	Commvault	18
Datrium	25	Cloudera	14
Datacore	18	Amazon	13
CommVault Systems, Inc.	11	F5 Networks	13
Citrix	10	Pure Storage	13
Nvidia	7	Veritas	13
Palo Alto Networks	7	Juniper Networks	11
Exagrid	7	Google	11
Google	7	Broadcom	10
Cloudera	6	SUSE	10
Intel	6	CyberArk	7
Bacula Systems SA	5	Tableau Software, LLC	7



Top Members have several things in common:  
 (1) Partner Programs on TSANet. (2) Awareness with engineers. (3) Focus on customer experience



# Improve Usage

## Training Support Engineers

- ☐ <https://tsanet.org/tsanet-connect-user-training/>
- ☐ Sessions for all regions in Jan 2022

## Adding Partners

- ☐ Add more Members / Partner Programs (850+ Members)

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

- ☐ TSANet operations manages SLA exceptions
- ☐ Work with Members who have legacy static process (4 remain)



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

# 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



# TSANet Connect – 2021 Releases



1. Added test case to Partner sign-up process
2. Several bug fixes
3. Several improvements to the Member and TSANet admin interface
4. Improved inline Member help and noted that all timestamps are in UTC



1. Upgraded core software packages (Linux, Database, Laravel)
2. Changed email to use Microsoft o365 exchange as the mail service.
3. Several bug fixes
4. Several changes to implement best practices defined by ISO 27001



1. Added Hot Standby site in Germany
2. Several bug fixes
3. Setup Single Sign-on through Microsoft Active directory
4. Several enhancements to site security



1. Upgraded to new version of Vue.js
2. Updated phone field widget
3. Several bug fixes
4. Setup Single Sign-on with first Member with One Login
5. Implemented account lockout after 5 failed attempts

# Regional Focus Groups

## Online meetings

- ❑ Regional Focus Groups met online through 2021
- ❑ Most teams met 3 times for 3-hour sessions
- ❑ Shared best practices

## Contribution to 2023 Strategy

- ❑ Team contributed to creating the 2023 Strategy through SWOT workshops
- ❑ Provided feedback on draft version of the strategy

## Pilot for Knowledge Exchange

- ❑ India Focus group provided the start for knowledge exchange. Red Hat and VMware hosted the first 2 pilot sessions
- ❑ Europe focus group holding the last pilot for 2021 (Nutanix hosting)



To join India or Europe contact at [rainer@tsanet.org](mailto:rainer@tsanet.org)

To Join Australia, North America or Japan contact [paul@tsanet.org](mailto:paul@tsanet.org)

# Engineer Knowledge Exchange

## What is Engineer Knowledge Exchange

- ❑ 30-minute technical sessions on a specific topic (See pilot examples)
- ❑ Not Training – Similar to internal brown bag sessions
- ❑ Members define what topics are needed

## 2021 Pilots

- ❑ India – Red Hat (*Debug Kernel issues with kdump*)
- ❑ India – VMware (*Debug with skyline health Diagnostics*)
- ❑ Europe – Nutanix (*Benchmarking storage solutions*)





# TSANet 2023 Strategy

# TSANet 2023 Strategy Streams

TSANet Connect 2.0

New Membership Model

Expand Regional Focus Groups

TSANet Partners



# TSANet Connect 2.0

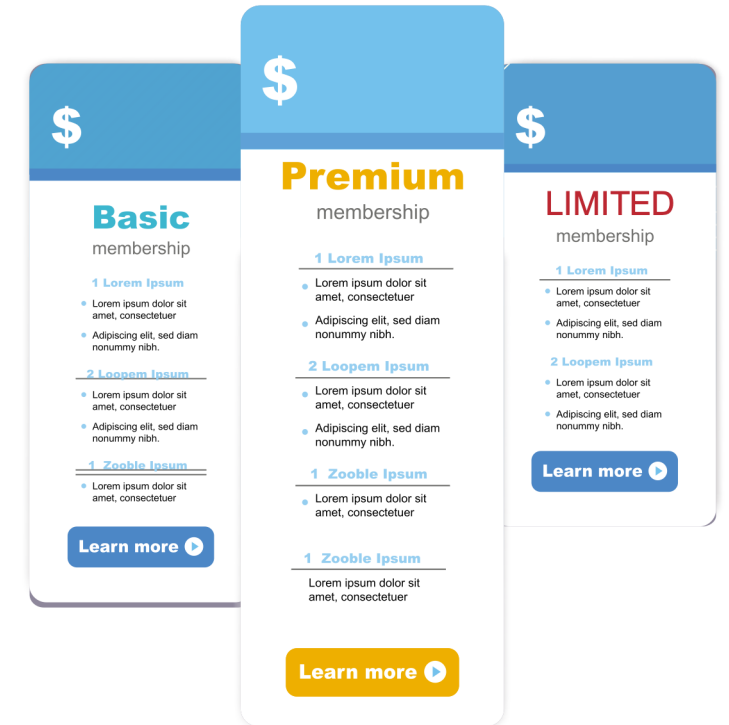
1. Optimize XaaS Collaboration (Azure, AWS, Google)
2. Improved system integrations
3. Post Collaboration messaging “*option*”
4. Improve existing Collaboration request by expanding response options
5. Expand Use Cases (Support <-> Engineering, Technical questions)
6. Changes to support new Membership Model





# New Membership Model

1. Maximize ability for collaboration between Members
2. More Value to Limited Members (or move some to a different level)
3. Simplify how Premium Members add Partners
4. New pricing model with more flexibility at the Premium level



# Expand Regional focus Groups

## Regional Focus Groups

1. Start back up face-face meetings in 2022
2. Continue online meetings as needed based on regional requirements
3. Work with Partners / Consultants to bring best practices content to Members (Webinars / Events)

## Engineer Knowledge Exchange

1. Expand to global offering. Sessions available to all
2. Pilot linkage to “Technical Questions” as phase 2 of knowledge exchange



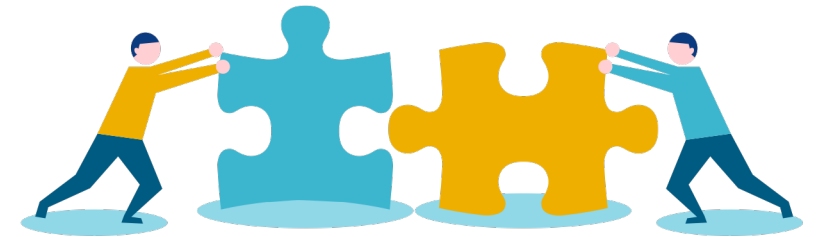
# TSANet Partners

## TSANet Connect Technology Partners

- ☐ Review models that allow for others to contribute
- ☐ Leverage 3<sup>rd</sup> Party technology solutions for advanced features

## Support Process Partners

- ☐ Create a Partner Framework that allows Partners to provide content and services to Members
- ☐ Leverage industry thought leaders to help drive process improvements and future features



**THANK YOU!**

