

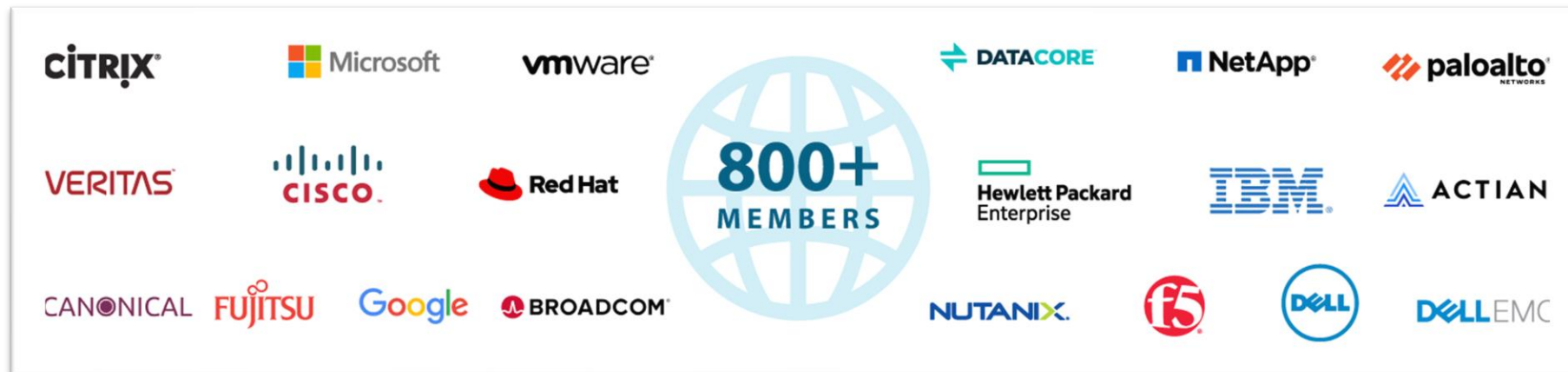


T S A N E T

Extending TSANet to your Partners

What is TSANet...

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



- ☐ Hardware and Software Vendors
- ☐ System Integrators and Service Providers
- ☐ Distributors and Value Added Resellers

Why use TSANet for Partner Support?

- ❑ A Not-For-Profit Vendor Neutral Organization focused on Multi Vendor Support
- ❑ Quickly establish and maintain a collaboration path between you and your partners
- ❑ Save time onboarding and managing your partners

“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

Solve Multi Vendor Problems Faster & Easier

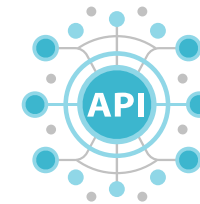
Use TSANet's Legal and Operational Framework



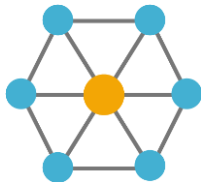
Legal Framework



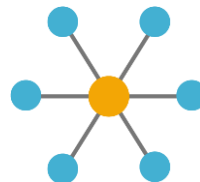
TSANet Connect



Integrate your Systems



Solution Support



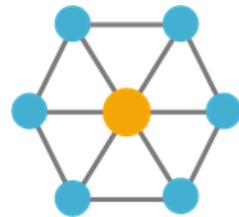
Technology Partner Programs



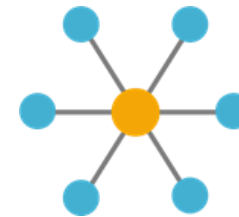
Regional Focus Groups

Partner Groups and Limited Members

- ❑ Allows members to utilize an existing framework to quickly establish relationships
- ❑ Creates customized relationship(s) with specific terms that duplicates individual Cooperative Support Agreements but under an accepted vendor-neutral platform negating legal hold-ups
- ❑ A neutral site allowing all partners a single portal to view and update collaboration and escalation information.
- ❑ Two types: **Solution Support** and **Partner Programs**
- ❑ Premium Members also have a **Default** program that can be used to add Partners



Many – Many or One – One
Supporting Solutions with Strategic Partners
Basic and Premium Members



One to Many
Supporting Technology or Channel Partner Programs
Basic, Premium and Limited Members

Extend for Solution Support



Fast track partner collaboration through TSANet's integrated Solution Support framework. Use our Cross-Vendor Platform for easy collaboration between partners.

- ❑ An online portal provides tools for collaboration, document sharing and unique features specific to your Partner Group
- ❑ Use TSANet Connect to collaborate from within your existing systems
- ❑ FlexPod Solution Support is a best practice case study for multi vendor support

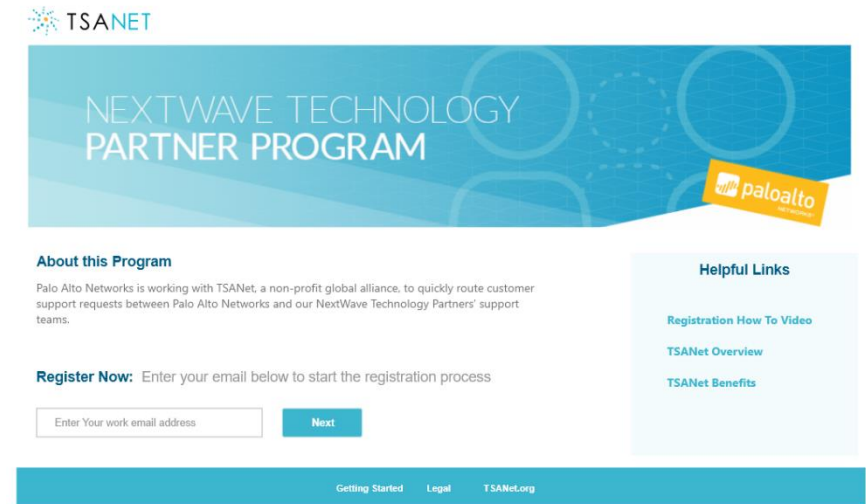


Extend to Technology or Channel Support Partners




Easily establish a two-way collaborative mechanism with your partner network. Members may utilize TSANet to provide a hosted collaboration path with their partners.

- ❑ A co-branded registration page provides simple Partner registration and onboarding to your group
- ❑ An online portal provides tools for collaboration, document sharing and unique features specific to your requirements
- ❑ Use TSANet Connect to collaborate from within your existing systems




Marketing Your Custom Group

Co-Branded Registration Site



NEXTWAVE TECHNOLOGY PARTNER PROGRAM



About this Program

Palo Alto Networks is working with TSANet, a non-profit global alliance, to quickly route customer support requests between Palo Alto Networks and our NextWave Technology Partners' support teams.

Register Now: Enter your email below to start the registration process

Next

Getting Started

Legal

TSANet.org

Helpful Links

- Registration How To Video
- TSANet Overview
- TSANet Benefits

Co-Branded Benefits Brief

vmware® and TSANet


The Power of Partnership

Welcome

Market Leading Virtualization and Cloud Computing Solutions, TSANet Platform, Unparalleled Customer Support

At VMware, we value our partners and their relationship with our mutual customers. This is why we utilize an industry standard organization to create and maintain a support relationship with our partners. Technical Support Alliance Network (TSANet) established in 1993 is an industry Not-For-Profit organization dedicated to ensuring our mutual customers are never put into a finger-pointing situation.

VMware has partnered with TSANet to provide a custom Microsite that will enable our technical support organizations to work together on common customer issues. As one of our valued partners you will have access to the benefits of TSANet membership.



Benefits of TSANet

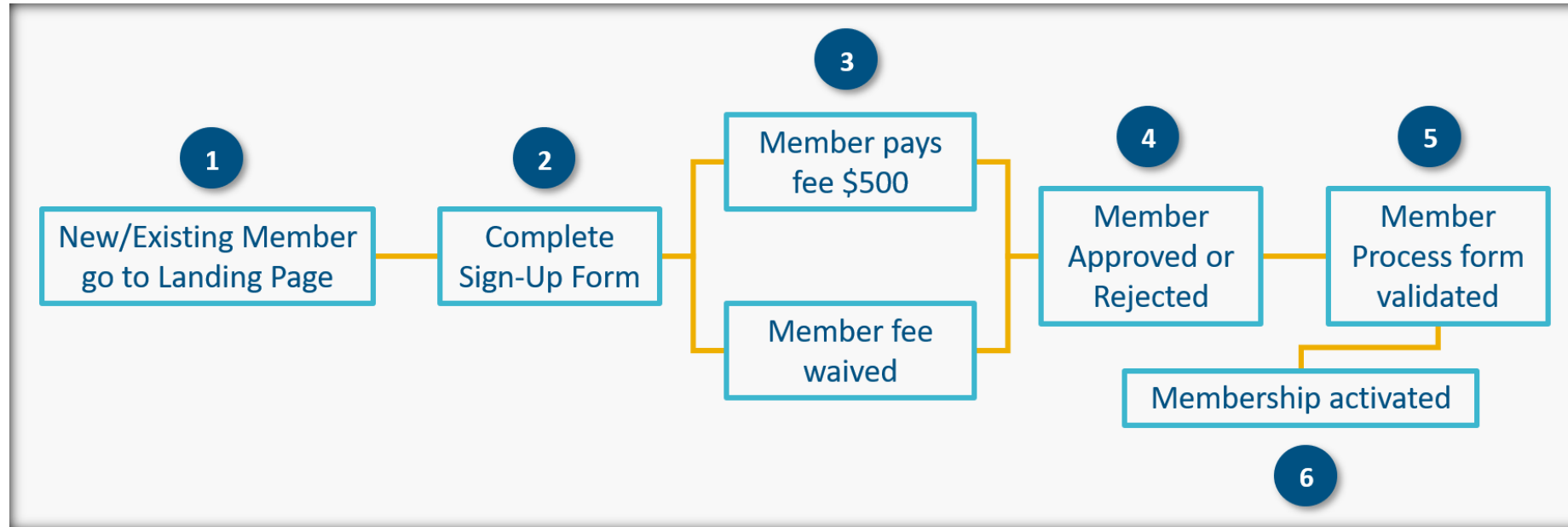
Common Legal Framework: TSANet provides an industry standard framework for solving customer issues in multi vendor support environments. TSANet members abide by a legal framework that includes a code of conduct established by legal teams.

VMware Microsite: The VMware Microsite provides a customized portal for enhanced multi vendor support with our partners. In addition to partner support escalation instructions the portal provides Technical Support Knowledge and Training information.

Path to Full Membership: VMware has partnered with TSANet to provide our valued partners a Limited membership with VMware. As a TSANet member you can easily expand and use your TSANet membership to meet your multi vendor support relationship needs.

<https://tsanet.org/join-a-partner-program/>

Partner Onboarding Overview



- ☐ Steps 1-3 are completed by the Partner through the registration page
- ☐ TSANet and Host Member agree in advance on Partners or obtain approvals as needed
- ☐ TSANet work with the Partner to validate their inbound process before taking them live

NEXTWAVE TECHNOLOGY PARTNER PROGRAM



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[Next](#)

Helpful Links

[Registration How To Video](#)[TSANet Overview](#)[TSANet Benefits](#)[Getting Started](#)[Legal](#)[TSANet.org](#)

Streamlined onboarding for Existing Members



Logout

You are a Premium Member 

Accept Partner Addendum 

No Action Required

This group uses your existing Basic / Premium Addendum

Select Support Process 

Select Existing Process or Request a New One



Confirm User Access 

Select User Access Method (Open to All or Restricted)



Submit

Save and Finish Later

Getting Started

Legal

TSANet.org



T S A N E T


Your Technology is Connected. Are you?

New Limited Member – Contact Details



Logout

Company Information

Company	<input type="text" value="Enter your Company Name"/>
Address	<input type="text" value="Company Address"/>
City	<input type="text" value="Enter City"/>
State / Province	<input type="text" value="Enter State"/>
Postal Code	<input type="text" value="Enter Postal Code"/>
Country	<input type="text" value="Select Country"/> 

Your Information

First Name	<input type="text" value="Your First Name"/>
Last Name	<input type="text" value="Your Last Name"/>
Email	<input type="text" value="Your Email"/>
Phone	<input type="text" value="Your Phone"/>
Password	<input type="text" value="Create a password"/>
Confirm Password	<input type="text" value="Confirm password"/>



Next

Save and Finish Later

New Limited Member – Agree and Pay



Logout

Accept Legal Agreements

- ☐ Code of Conduct - Baseline agreement for all TSANet Members
- ☐ Database License - For use of the TSANet Connect system
- ☐ Partner Program Addendum - Details for working with this Member

Payment

No Payment Required

VMware is paying for your Limited Membership.
This is a savings of \$500 per year for your company!



Next

Save and Finish Later

New Limited Member – Create Process

Your Inbound Process — When completed an email will be sent to the support manager.

Support Hours:

Enter Support Hours

Products Supported:

Enter Products Supported

Support Email Alias

Enter Support Email Alias

Support Manager First Name

Enter Support Manager First Name

Support Manager Last Name

Enter Support Manager Last Name

Support Manager's Email

Enter Support Manager's Email

Enter your support phone number

Enter Your Phone Number

View Sample Form

Submit

Save and Finish Later

Contact Details

Accept Agreement

Process

TSANet Connect - Limited Interface...



Logout

Collaborate with Your Partners

Your Partners...



Add Partners

Find a Partner / Department...



Your Limited Membership



Limited Member Training »

View the limited Member training video



Limited Membership Details »

Details about your Limited Membership



TSANet Membership Options »

View TSANet Membership options

TSANet News

[View All »](#)



TSANet elects new officer for 2019 »

TSANet Vice Chairperson position filled by Deepak Chawla, Vice President of Worldwide Support, Nutanix OVERLAND PARK, Kan., Oct. 21, 2019 — TSANet (Technical Support Alliance Network), the in...



Francoise Tourniaire from FT Works provides industry update on AI in Support »

Francoise Tourniaire from FT Works provided an industry update on AI in support during the North America focus group meeting. The presentation included uses case in various areas of support that b...



VMware hosts TSANet North America Focus Group meeting »

The TSANet North America focus group met on Oct 2nd, 2019 at the VMware facility in Palo Alto, CA. This was the largest focus group meeting with 40 participants representing NetApp, Pure Storage, R...

Manage your Groups...



Company
View membership details, define key roles and configure departments

Users
Configure how your users access the Member Web. Manage user access levels.

Inbound Process
Setup how other members contact your organization. Configure notification email.

Partner Groups
View Partner Groups you host or participate in. Create new Partner Groups.

Reports
View user activity. Partner requests and learn ways to improve usage.

Partner Groups - To create a new group or change existing

Contact TSAnet

Partner Groups



Name	Type	Host	User Access	Process
FlexPod	Solution Support	NetApp	Open	FlexPod Special
Tech Connect	Technology Partners	Dell EMC	Open	Main Inbound
Tech Connect	Technology Partners	NetApp	Open	Main Inbound
Top Secret	Solution Support	Cisco	Restricted	Cisco Special

Manage your Groups...



VMware Technology Alliance Partners (TAP) — To make changes

Contact TSANet

Partner Groups ▶ VMware Technology Alliance Partners (TAP)

Group Name: VMware Technology Alliance Partners (TAP)

Group Type: Partner Program

Partner Registration: <https://vmware-tap.connect.tsanet.org>

Partner Addendum: [13.05061947000000.pdf](#)

Inbound Process: [Global Support](#)

Internal User Access: All

SLA Details: Using default SLA details

Partners

Page 1 of 29 > >>

Name ↓	Collaboration Process	Type
10ZIG Technology 10ZIG Technology	Default	Department
AC & NC AC & NC Corporate Support	Default	Department
AD Consulting Spa	Basic Support	Company
AIC Default	VMware Customer Support Community (TAP)	Department
AISHU AISHU	Default	Department
AMAX Information Technologies AMAX Information Technologies	Default	Department
AMD AMD	Default	Department

Documents

Add Document/Link

Name ↓

Partner

No Data Available.

Add Group Documents...



Logout



Support Hours:
7/24/365

 **redhat - Flexpod Solution Support** ★

Products Supported:
Flexpod Product X

Internal Notes: Internal Notes are displayed here.

[View More...](#)

Group Documents: [FlexPod Compatability Guide](#)

[View More...](#)

Cisco Contact

Char Test

Chartest@cisco.com

555-1212

Enter your Test internal Case#

Problem Information

Enter Problem summary

Enter Description of problem and include troubleshooting steps or error messages

Common Customer Contact (Support Contract Required)

Enter Customer Company

Enter Customer First and Last Name

Enter Customer Email

Enter Customer Phone

Enter Customers Case# with Test (Optional)

Select Priority



Submit



Display response time information based on Priority selected

Shows first document and user can expand to show all

[Getting Started](#)

[Legal](#)

[TSANet.org](#)

Process to Create a Custom Group...

Contact us to setup a call (with your Partner Manager)

- ☐ Will set the scope of the group (Region, product...)
- ☐ Will review group options **Partner Program Playbook**
- ☐ Will provide a demo of registration process and Microsite

TSANet will then

- ☐ Work with you to create the co-branded marketing materials
- ☐ Setup your Custom Group including the registration page and Microsite
- ☐ Work with your Partner Manager to onboard your partners
- ☐ Work with your Partner Manager to establish ongoing management processes

Custom Group Pricing

Open Group Members Joining a Group

- ☐ Included in your membership (Can join any Custom Group)

Limited Members Joining a Group

- ☐ Limited members pay \$500 for each group they join

Or

- ☐ Host can pay for Limited members to join at a reduced rate (Contact TSANet for pricing)

Up to 25	\$200 per member
26 to 50	\$150 per member
51 to 100	\$100 per member
101 to 200	\$75 per member
201 to 400	\$50 per member
400+	Call TSANet

Top Partner Programs

Partner Program	Number of Partners
VMware TAP	248
Red Hat Connect	221
Palo Alto Networks - Nextwave	139
Nutanix - Technology Alliance	138
Cisco	52
Veritas Technology Ecosystem Program (VTE)	52
Dell EMC – Tech Connect	45

To Learn More...



TSANet.org



Membership@TSANet.org