New Membership Model

TSANet Strategy Streams

TSANet Connect 2.0

✔ New Membership Model

Expand Regional Focus Groups

TSANet Partners
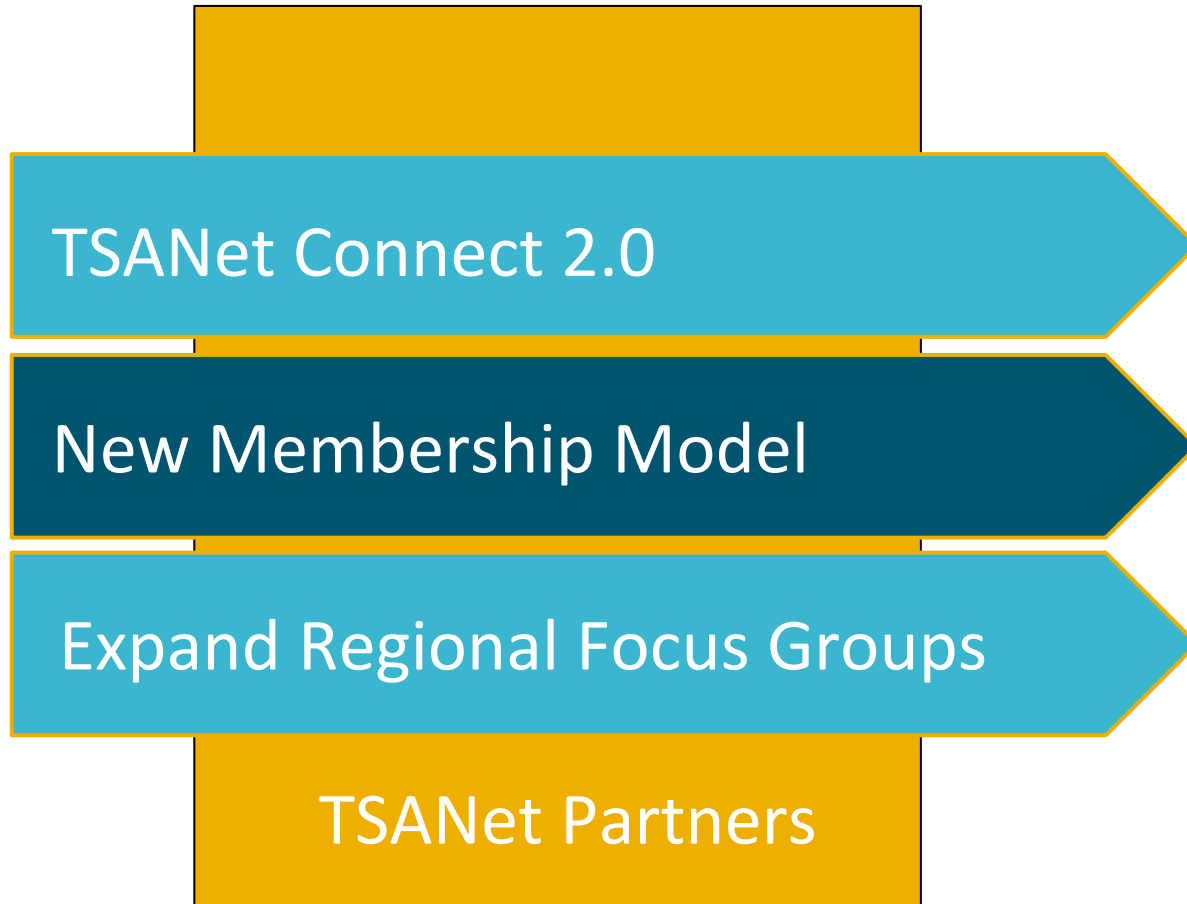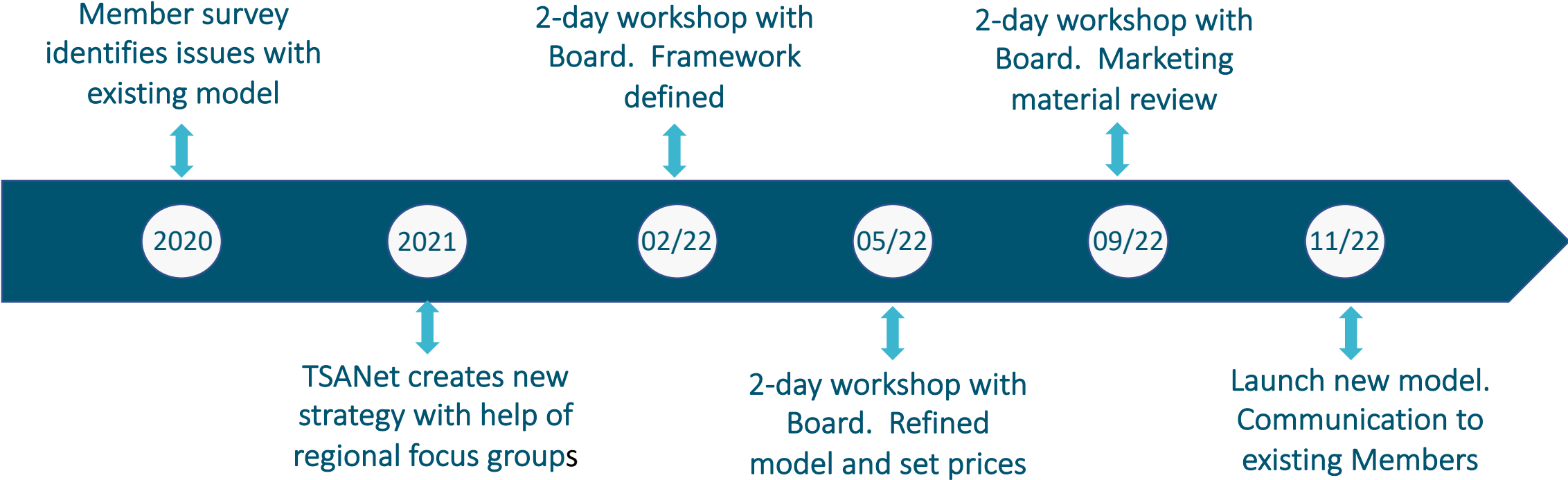
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New Membership Model Goals

1. More Value to ALL Open Group Members

2. More Value to Limited Members (or move some to a different level)

3. Maximize ability for collaboration between Members

4. Simplify Membership Levels

5. Simplify Member benefits and update marketing

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Timeline

Member survey identifies issues with existing model

2-day workshop with Board. Framework defined

2-day workshop with Board. Marketing material review

| 2020 | 2021 | 02/22 | 05/22 | 09/22 | 11/22 |

TSANet creates new strategy with help of regional focus groups

2-day workshop with Board. Refined model and set prices

Launch new model. Communication to existing Members

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New Membership Model

Membership Levels

Limited Members

STANDARD

Standard collaboration with 24-hour SLA

- Collaborate with Members during business hours/24-hour SLA response
- TSANet Connect Base Features
- Join Partner Programs and Invite existing Members
- Technical Knowledge Exchange
- Regional Focus Group Meetings
- Additional Member privileges

PREMIUM

24/7 and SLAs for enterprise support

⭐ **All the benefits of Standard plus:**

- Global collaboration 24/7
- Enterprise level SLAs
- TSANet Connect Single Sign-On
- Invite NEW members to join TSANet
- Access to Critical Escalation

ELITE

Expand multi vendor support needs

⭐ **All the benefits of Premium, plus:**

- Create Co-Branded Partner Programs
- Implement Solution Support Models
- TSANet Connect System Integration
- Access to Advanced Collaboration Methods
- Assigned Success Manager
- Co-Marketing Activities
- Network with other Elite Members and apply for Board Seat

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Existing Membership Level Mapping

OLD Level	New Level	Notes
Limited	Limited	New features such as Technical Knowledge exchange
Basic Single Region	Standard	Now global and new features
Basic Global	Premium	Now 7*24 and new features
Premium Single Region	Premium	Now global and new features
Premium Global	Elite	Many New features
Legacy 2 Region Basic	Premium *	Now 7*24 and new features
Legacy 2 Region Premium	Elite *	Now global and new features

No Price Change in 2023.   Al existing Members benefit from new model at existing price

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Limited Membership – $500/Relationship

Relationships
Limited Members have a relationship with one or more Members.

TSANet Connect Access
TSANet Connect allows collaboration requests between Members

Partner Programs
Limited Members join Partner programs hosted by Elite Members.

Technical Knowledge Exchange
Attend technical sessions from other Members on products, technologies and troubleshooting methods

Best Practice Webinars
Access to Best Practice webinars on multi vendor support and other topics.

Onboarding Process
Account setup and validation of the members inbound collaboration process.

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Standard Membership – $3,000

Standard Collaboration

Collaborate with all other Members during normal business hours with a 24-hour response SLA

TSANet Connect

Access to the TSANet Connect base features such as managing departments, users and process forms.

Connect to Partners

Join hosted Partner Programs free of charge. Request relationships with existing TSANet Limited Members.

Technical Knowledge Exchange

Attend technical sessions from other Members on products, technologies and troubleshooting methods

Regional Focus Groups

Network and share best practices with your peers by attending Regional Focus Group meetings

Membership Privileges

Participate in the strategy and direction of the TSANet Organization. Vote on Board of Directors

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Premium Membership - $9,000

⭐ All the features of **Standard**, plus:

Global 7/24 Collaboration

Global collaboration with Premium and Elite Members on a 24/7 basis.

Enterprise SLAs

Enterprise SLAs with other Premium or Elite Members (P1 = 2 hours, P2 = 4 hours, P3 = 24 hours).

Single Sign-on

Members use SAML 2.0 identity management system to control access to the TSANet Connect system.

Connect to Partners

Join hosted Partner Programs free of charge. Request relationships with existing TSANet Limited Members.

Invite New Members

Send invitations for companies to join TSANet who are not Members

Critical Escalation

Provides a direct path to members' peers for a critical customer situation.

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Elite Membership - $18,000

⭐ All the features of **Standard** and **Premium** plus:

Connect Advanced Features

Integrate your systems to TSANet Connect. Access to advanced collaboration methods.

Co-branded Partner Programs

Create your own partner group and easily establish a collaborative path with your partner network.

Connect to Partners

Implement solution support models that are specific to your product solutions and solution support offerings.

TSANet Success Manager

Work with your assigned TSANet Success Manager to implement best practices for multi vendor support.

Co-Marketing Activities

Your logo on the TSANet homepage and co-branded partner and customer materials.

Eligible for Board Seat

Attend networking events with other Elite Members. Apply for the Board of Directors.

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TSANet Features

Technical Knowledge Exchange NEW

- ❑ Access to technical sessions on products, technologies, and troubleshooting from Members

- ❑ Sessions are 1 hour long and cover technical topics from top Members.   Sessions are recorded for viewing by all Members

- ❑ Regional Focus Groups select topics based on Member feedback. Sessions are done in each region and available globally

- ❑ English and Japanese sessions are available
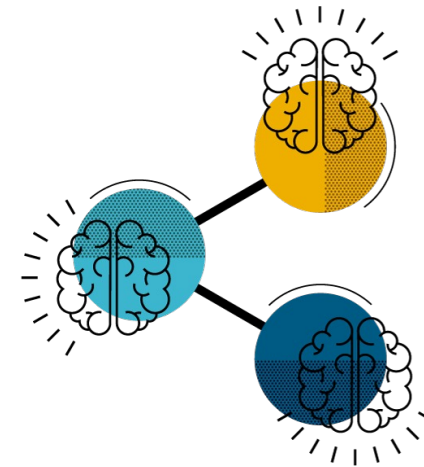
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EXPERIENCES

TSANet Connect

❑ User interface provides a streamlined method for creating a collaboration case with other Members

❑ Process includes integrated escalation management

❑ API architecture enables Members to integrate their systems

❑ After the initial connection Engineers work with their own systems/process

Regional Focus Groups

TSANet North America Focus Group

TSANet Europe Focus Group

TSANet India Focus Group

TSANet Japan Focus Group

TSANet Australia Focus Group

❑ The objective of these groups is to define common challenges for technical support organizations and work together on possible solutions.

❑ The group also provides input on reviewing and influencing TSANet's strategy.

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Single Sign-on

❑ Premium and Elite Members can use their own identity management systems to control access to TSANet Connect

❑ Unlimited users' policy allows for the Member to define of what employees can have access

❑ Support for SAML 2.0

❑ Supports just in time user provisioning

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Critical Escalations NEW

❑ Provides members a direct path to members' peers where traditional escalation processes do not support a **critical customer situation**.

❑ Optional for Premium and Elite Members of TSANet.

❑ The feature is limited to select users at the company and can be integrated to each member's outbound and inbound critical escalation process.
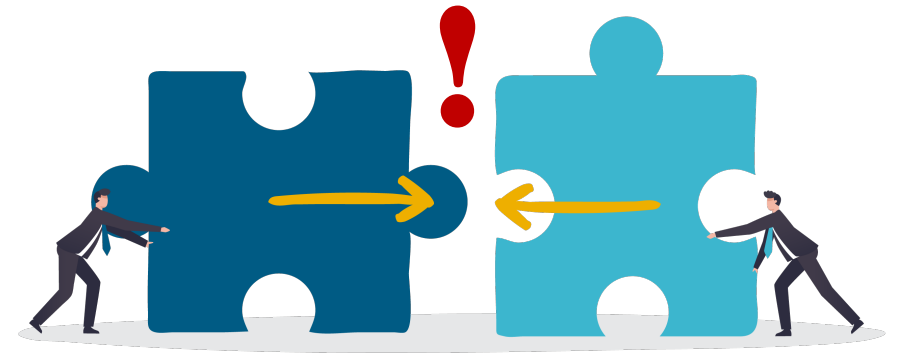
Create Partner Programs

❑ Establish a two-way collaborative mechanism with your partner network.

❑ Onboarding is done through an automated co-branded registration page. This process enables your partners to quickly join TSANet and connect with you.

❑ Create inbound processes unique to your Partners

❑ Select "Host Pay" or "Partner Pay" models

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Create Solution Support Models

❑ Use the proven TSANet Legal framework to define service agreements with your Partners

❑ Create processes with your Partners that support your defined Support Models

❑ Unique Process forms collect data needed for the inbound process of each Member supporting the solution

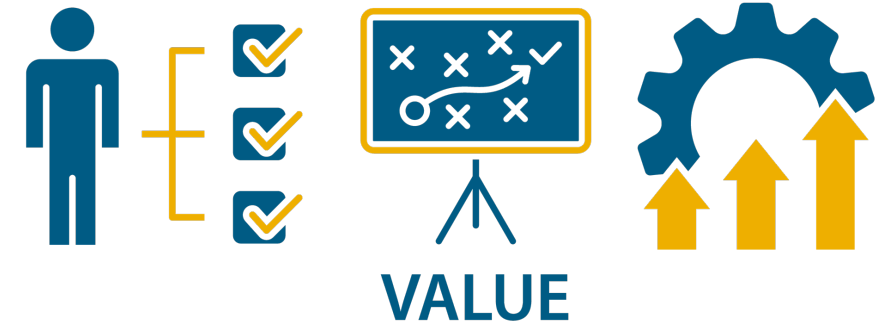❑ Collaborate with confidence using the ISO 27001/27701 certified TSANet Connect System

STORAGE VENDOR

SOFTWARE VENDOR

HARDWARE VENDOR

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LEGAL & OPERATIONAL FRAMEWORK

NETWORK VENDOR

CHANNEL PARTNERS

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TSANet Connect - Integrations 🏅NEW

❑ Flexible integration methods for inbound, outbound and ongoing collaboration

❑ Designed to be part of the Support Engineer workflow

❑ Sharing of best practices between Elite Members

❑ Priority input to the TSANet Connect Roadmap for new features

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Success Manager NEW

❑ Acts as the primary point of contact, ensuring a member's success on the TSANet platform

❑ Provides data-driven best practices

❑ Create Partner Programs & Solution Support Models

❑ Works with you to improve usage with training and awareness activities

❑ Networking with peers by encouraging participation in Regional Focus Groups

VALUE

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