

# Introduction to TSANet

## Limited Members

# What is TSANet

TSANet is a **not-for-profit** global collaborative alliance consisting of **800+** companies working together to improve their shared customers' support experiences.

CITRIX®

Microsoft

vmware®

Red Hat

NUTANIX.

NetApp®

DELL EMC

CISCO.

IBM®

Hewlett Packard  
Enterprise

ACTIAN™

UiPath™

paloalto®  
NETWORKS

VERITAS™

CANONICAL

DELL

Google

MICRO  
FOCUS®

rubrik

BROADCOM®

Lenovo

ORACLE®

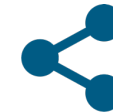
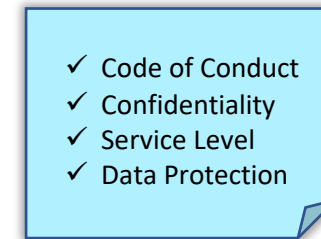
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# TSANet Provides

1. Legal Framework for Multi Vendor Support
2. ISO 27001/27701 Certified Process and System for collaborating with other Members
3. Sharing of Technical Knowledge and Support Best Practices with other Members
4. Support for your Technology Partner Programs and Solution Support Models



# Limited Member Overview

1. Creates a bi-lateral support collaboration path with the host → Customer confidence that their validated solutions are supported by both Vendors
2. Benefits for the Host – An efficient way to manage 100's of Partners using a best practices framework
3. Benefits for the Limited Member – Common way to collaborate with Partners and benefit from other TSANet Features such as Technical Knowledge Exchange



# Limited Membership – \$500/Relationship/year



## 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.

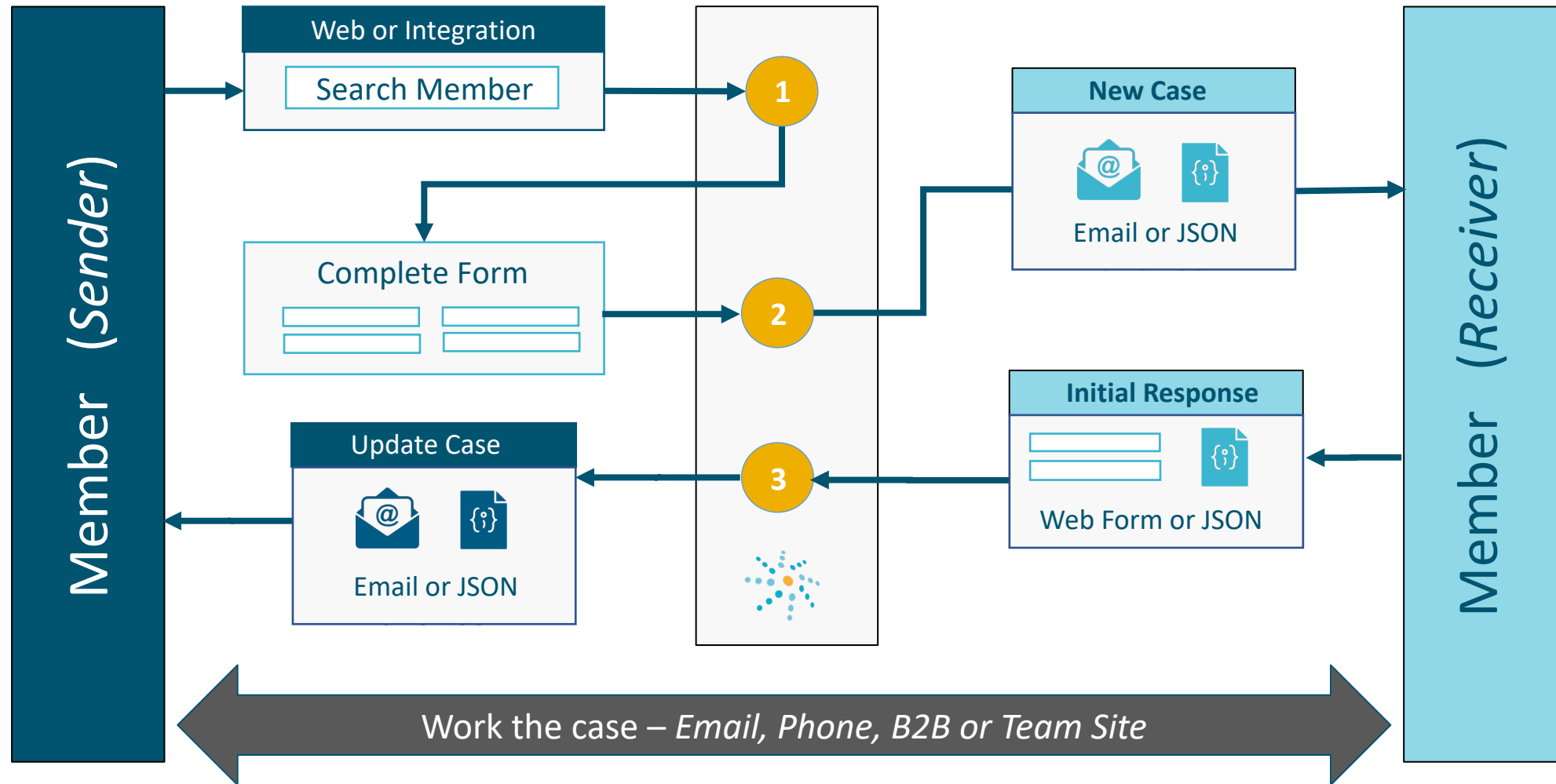


## Onboarding Process



Account setup and validation of the members inbound collaboration process.

Host Pay Models also exist (Host pays for Limited Member)

# TSANET CONNECT



# Support Engineer Experience - Submit



Collaborate with Your Partners




Add Partners

Your Partners ...

Find a Partner / Department ...

**NEW** Technical Knowledge Exchange [Learn More](#)

1. Engineer selects the Host Member
2. Engineer fills out process form. System auto-populates their contact details, and they enter:
  - ☐ Their Case#
  - ☐ Problem Details
  - ☐ Common Customer Details
  - ☐ Select Priority

[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)

# Support Engineer Experience – Email Handshake

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:

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**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

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**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: *891-234-5678*  
Customer Case # with Hortonworks: 8912345678

**Problem Details**  
Summary: *Issue with product*  
Description: *Issue with product*  
Priority: *low*

Engineer gets an email back from the system that includes **Escalation Instructions** to use if they do not get a response or need to escalate the issue during the resolution process

TSANet Collaboration Response from Cisco

Cisco has responded to your request (**NetApp Case# 555431 - Questions on error code xyz**). Contact details and Cisco Case# are included below along with any special inspections for working the case.

**DO NOT REPLY TO THIS EMAIL.** Use the contact details below.

**Cisco Case# and Contact details**

Cisco Case#: 555459  
Contact Name: *Joe Cisco*  
Email: [joe@cisco.com](mailto:joe@cisco.com)  
Phone: 225-555-1212

**Note**  
Please use the WebEx Team room below to share files and comment on this case  
<https://someurl.com>

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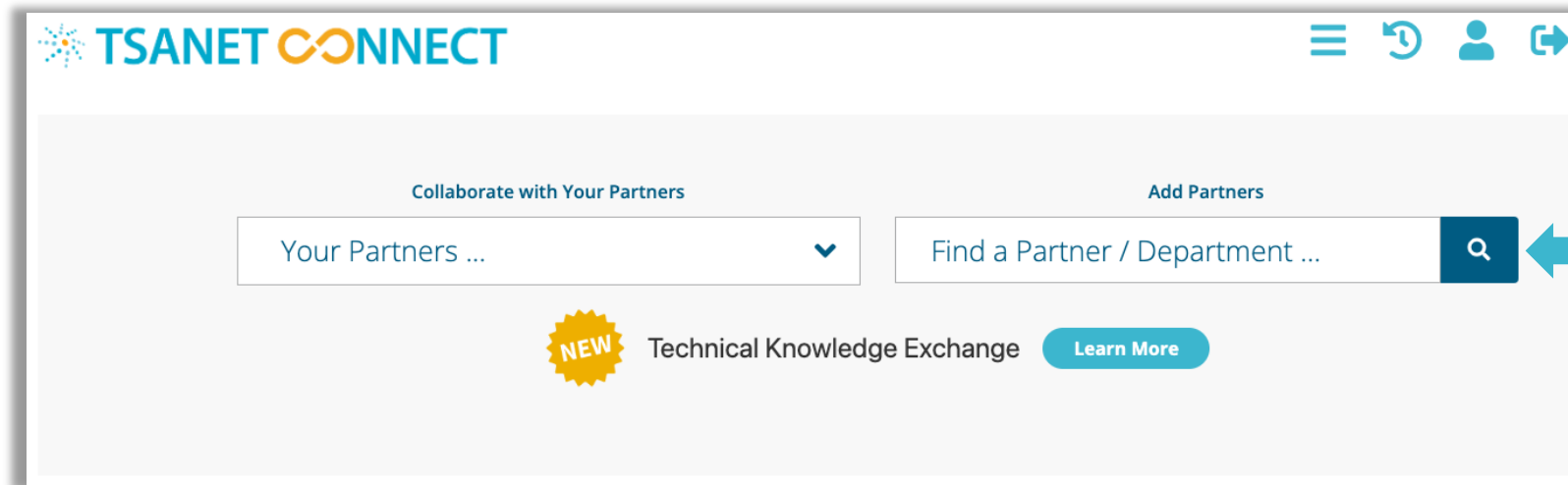
**Escalation Instructions:**  
Escalation instructions from the Member. Should include a escalation contact name and phone. Mary Kay 225-555-1212 or [mary@test.com](mailto:mary@test.com)

Email initial response back from the receiving Member that includes Case Number and Engineer Contact details



# Requesting new relationships

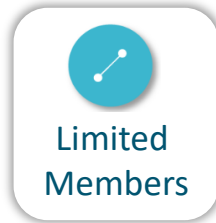
Limited Members can add the Partners they need or look at other Membership Levels



The screenshot shows the TSANET CONNECT web interface. At the top left is the logo. On the right are icons for a menu, refresh, user profile, and share. Below the header, there are two main sections: 'Collaborate with Your Partners' and 'Add Partners'. The 'Collaborate with Your Partners' section has a dropdown menu labeled 'Your Partners ...'. The 'Add Partners' section has a search bar labeled 'Find a Partner / Department ...' with a magnifying glass icon. A blue arrow points from the search bar to the instructions on the right. Below the search bar, there is a yellow starburst icon with the word 'NEW' and the text 'Technical Knowledge Exchange' next to a 'Learn More' button.







1. Search for the member that you want to create a relationship with (Example IBM)
2. Fill out the form and press submit

# Membership Levels



## 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

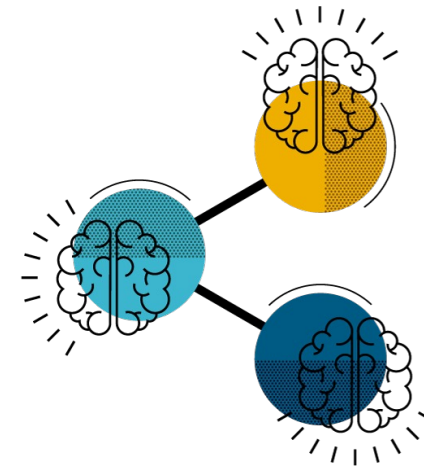
### ★ All the benefits of Premium, plus:

-  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



# Technical Knowledge Exchange

- ❑ 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

Learn More at [TSANet.ORG](https://TSANet.ORG)