

TSANet Connect 2.0

April 2023 Update

2023 Plans



Quarterly Releases and ISO Certification

March 2023 Release: Included new JSON process form type and 10 other enhancements to the system including modifications to the Critical Escalation process.



ISO 27001 and ISO 27701 Certification:

- ✓ Internal Audits set for June
- ✓ External Audit set for July



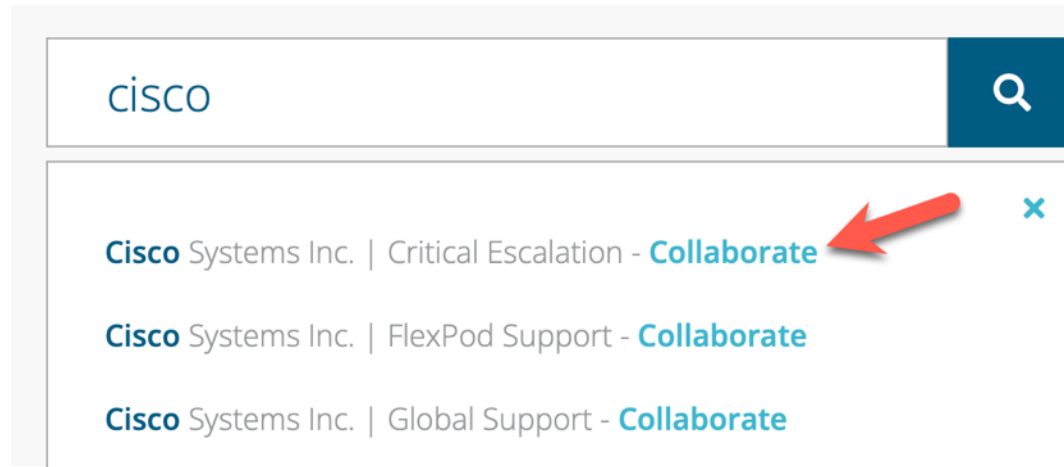
Critical Escalation Process

Process Overview: The Critical Escalation process provides a method for vendors to collaborate on critical escalations with common customers. This process connects the critical escalation teams of the vendors working the multi vendor issue. The TSANet Connect system is used to make the request.

Requirements for Collaboration:

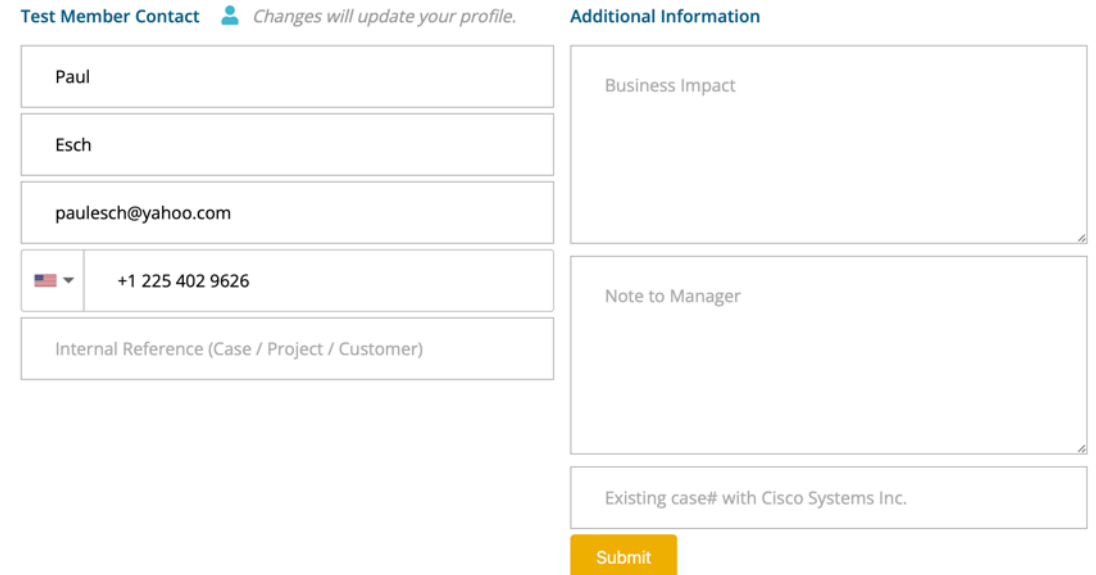
- ✓ The case is in your critical escalation process and has a clearly defined business impact for the common customer
- ✓ The common customer has an existing case opened with the other vendor.

Support Engineer Experience - Submit



A search bar with the text 'cisco' and a magnifying glass icon. Below the search bar, three search results are listed, each with a red 'x' icon to its right. A red arrow points to the first result.

- Cisco Systems Inc. | Critical Escalation - Collaborate
- Cisco Systems Inc. | FlexPod Support - Collaborate
- Cisco Systems Inc. | Global Support - Collaborate



A form titled 'Test Member Contact' with a sub-header 'Changes will update your profile.' and a section for 'Additional Information'. The form contains several input fields.

Test Member Contact *Changes will update your profile.*

Paul

Esch

paulesch@yahoo.com

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Internal Reference (Case / Project / Customer)

Additional Information

Business Impact

Note to Manager

Existing case# with Cisco Systems Inc.

Submit

1. Engineer searches for Member company and selects the “Critical Escalations” process.
2. If you do not see a member listed, or do not see the critical Escalation option please contact your TSANet admin or paul@tsant.org

Engineer fills out form and hits “Submit”

- Their Case#
- Business Impact for the Customer
- Your request for the other Vendor
- The existing case number with that vendor for the customer issue

Critical Escalations - Status

Status: Implemented with Cisco and Dell.
Others in process...

What have we learned?

1. Buy-in and education of critical escalation teams comes first (external workflow to these teams is new)
2. Gathering best practices that can be shared with others
3. Low volume but important process for many members

This feature is optional to Premium and Elite Members of TSANet. It provides members a direct path to members' Critical Escalation Teams through a limited access group.

Improve Collaboration with Hyperscalers

Feb 7th online workshop: 26 Participants created 236 Ideas, 140 Comments, 223 Votes

Top Priority Areas:

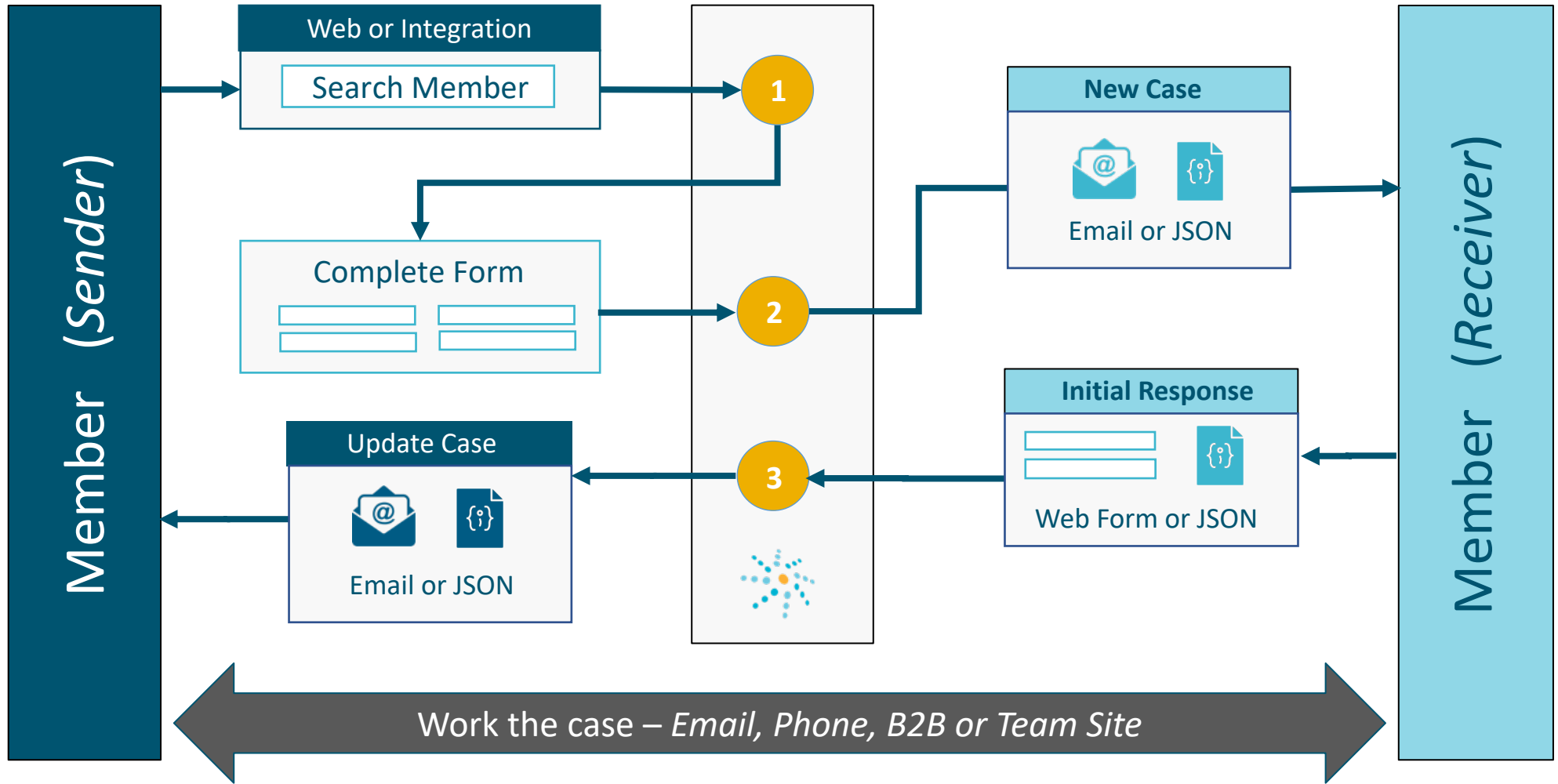
Legal: Requirements for collaboration include new areas such as certification and data protection.

★ **Integrated Tools:** The functionality that TSANet is creating with **TSANet Connect 2.0** is aligned with the requirements defined in this workshop.

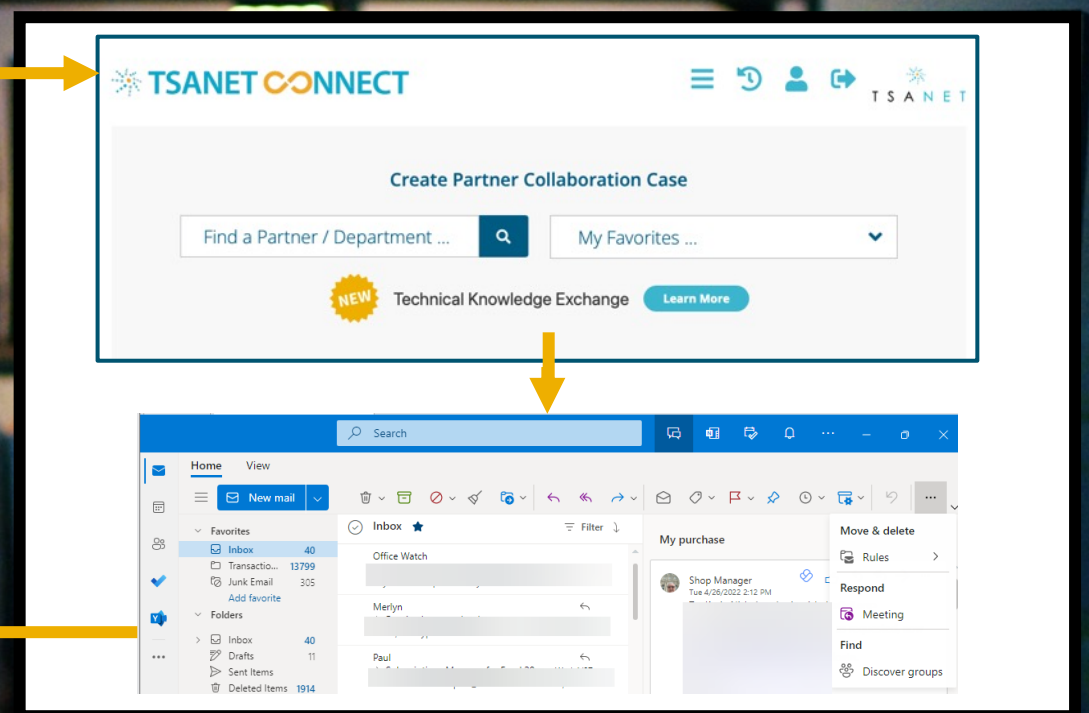
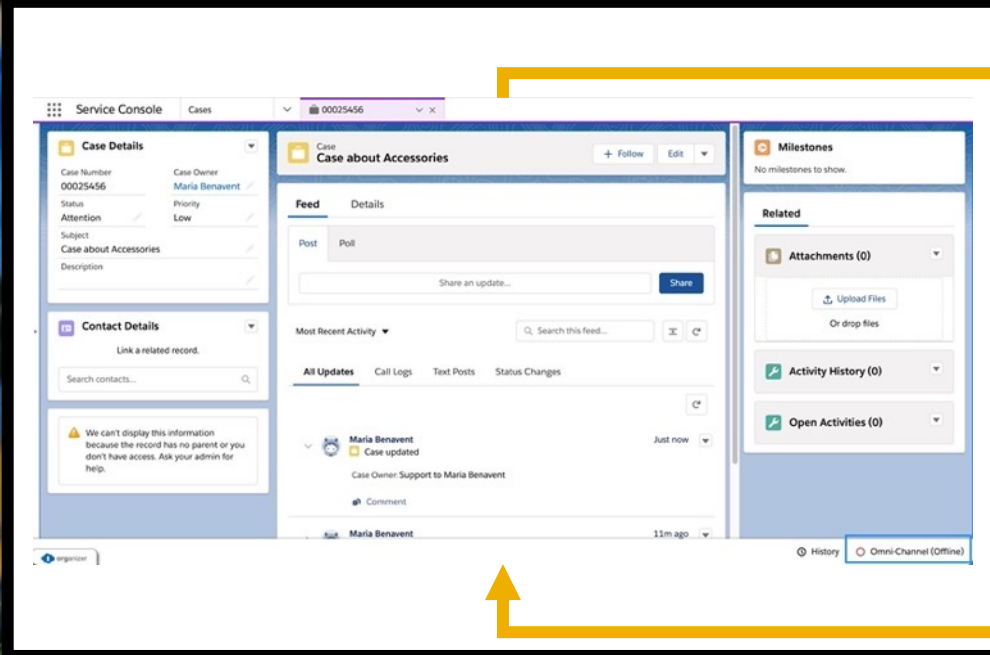
Teams: The culture of collaboration must be in place with both Vendors and Hyperscalers.



TSANET CONNECT Version 1 Scope



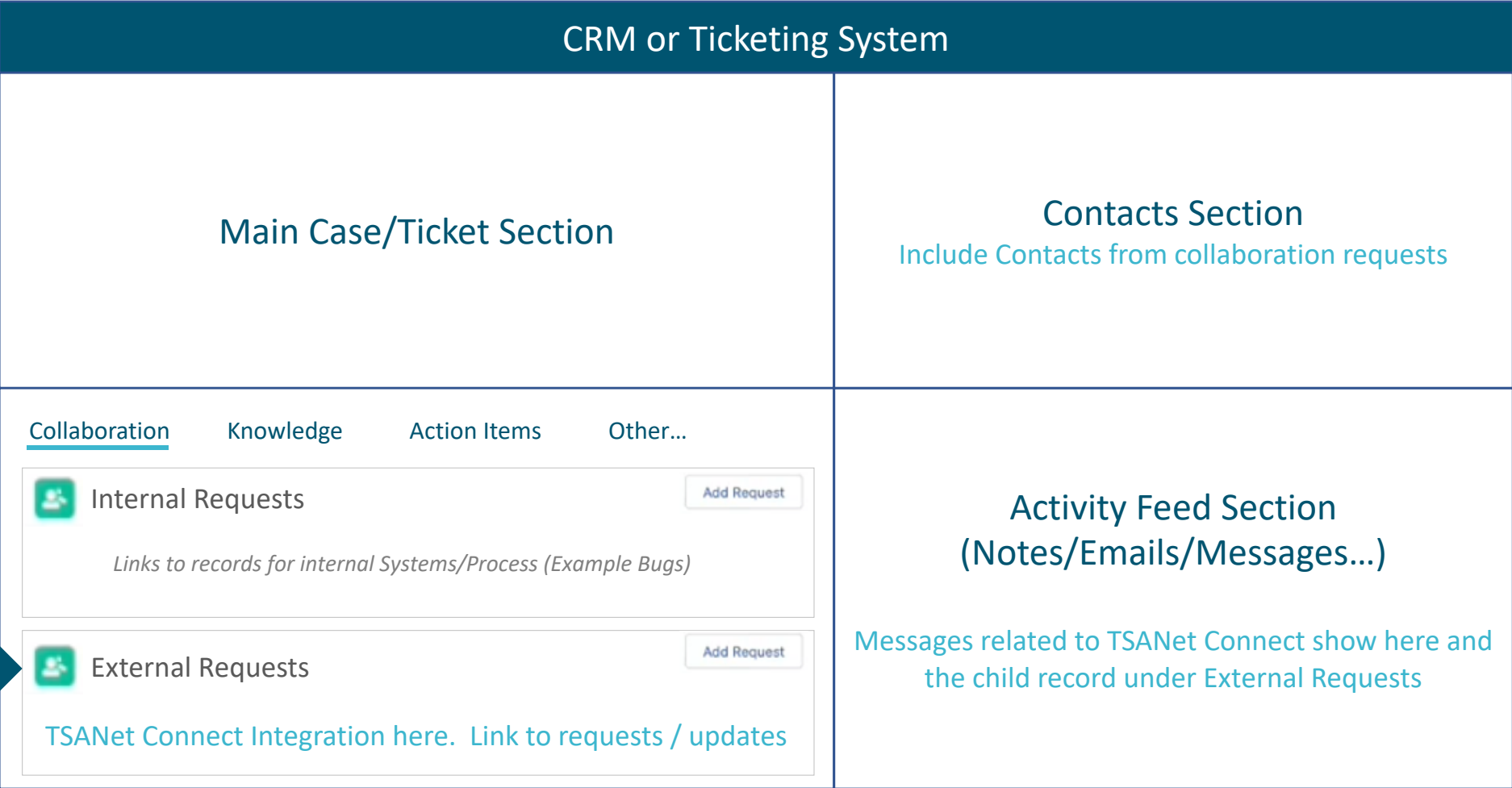
Current Support Engineer Experience



Why API Integration?

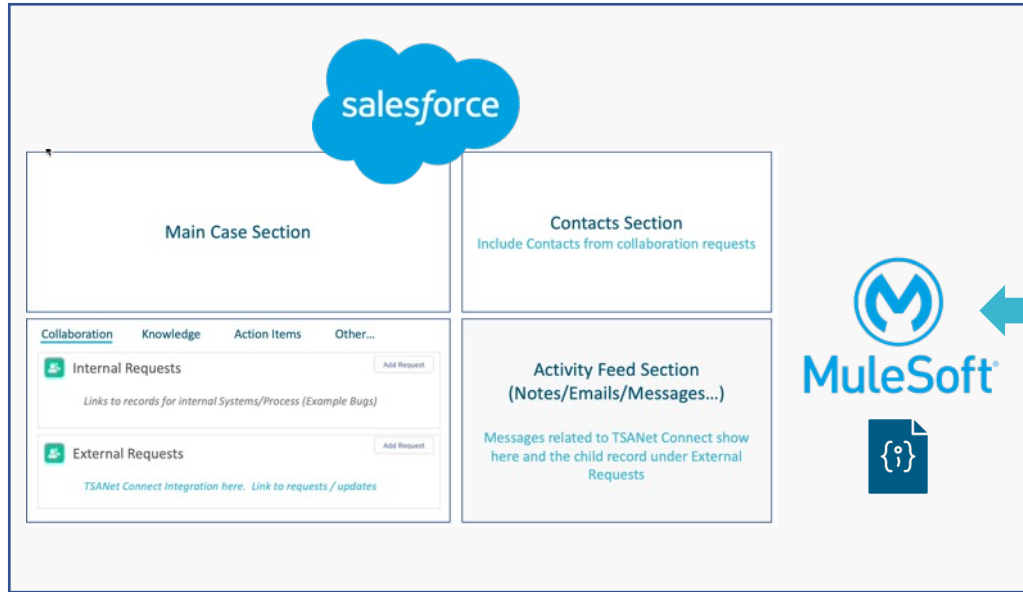
1. Current TSANet Connect Version-1 supports request and initial response handshake. API solution would provide bi-directional **create and update**
2. Several Members are already doing point-point integrations for strategic relationships (HPE, Microsoft, Dell, VMware, Red Hat, Cisco)
3. Point to point integrations are costly to build and maintain: **50k per connection** endpoint estimated cost to implement.
4. Hyperscalers **require** collaboration process be integrated to their tools/process
5. CRM integration **improves usage** and enables other use cases such as solution support

Future Support Engineer Experience

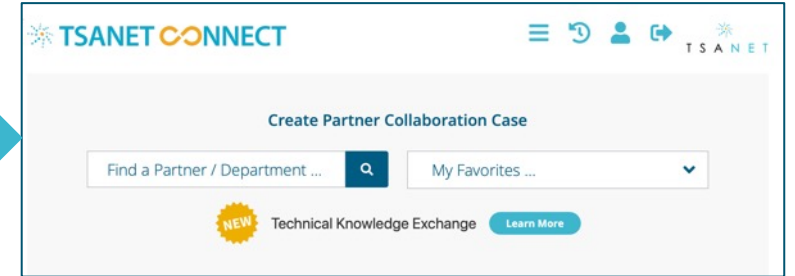


Connect to any Member

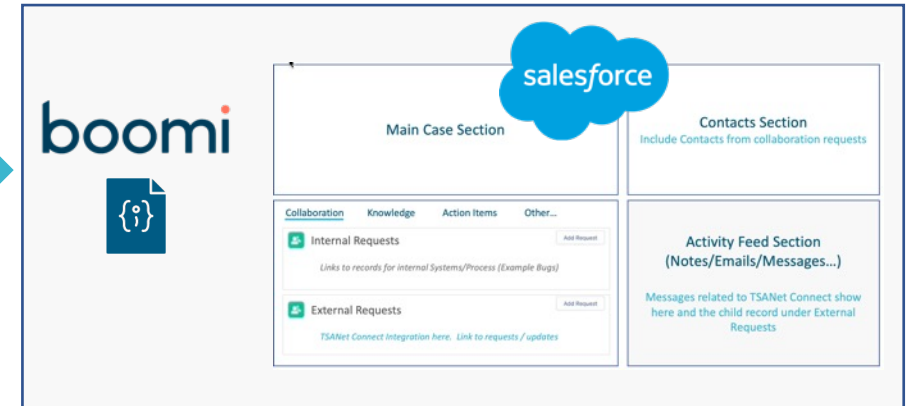
Elite Member - API / Integration



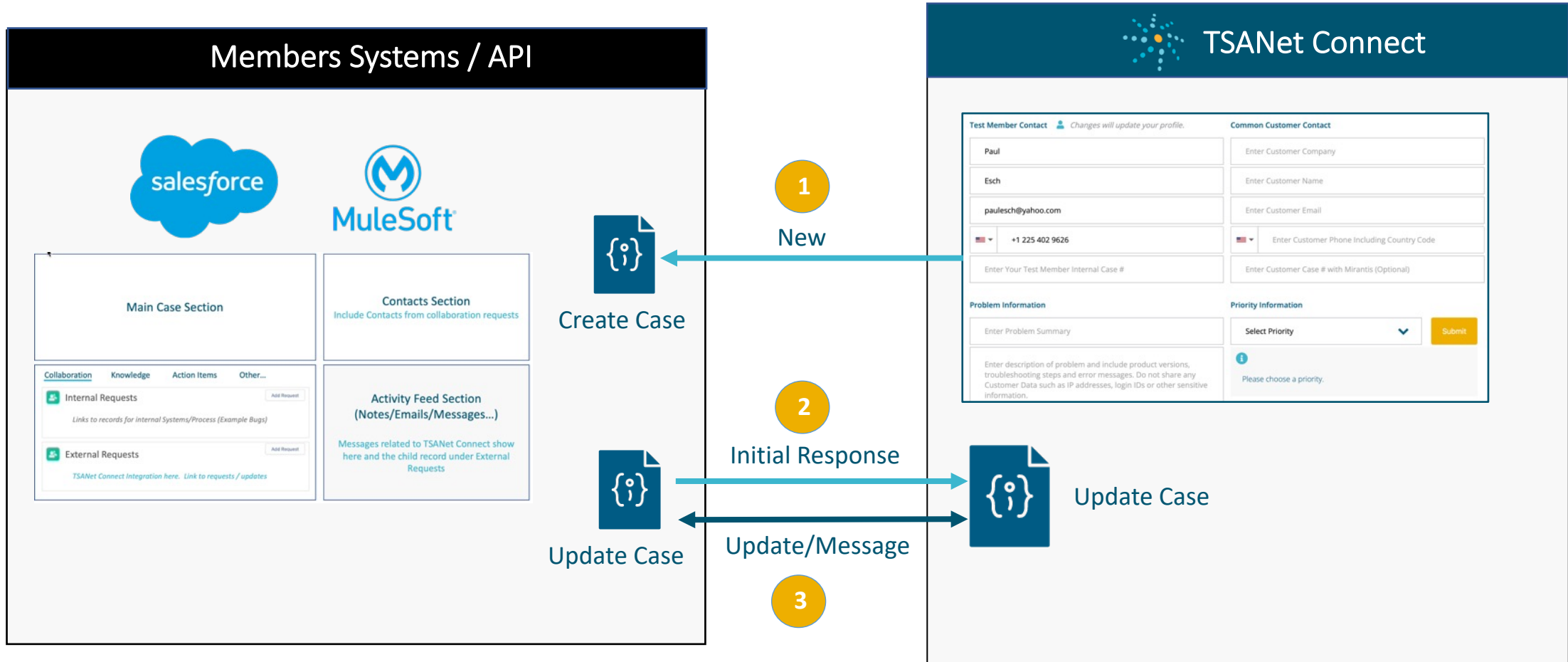
Standard Member - Web Interface / email process



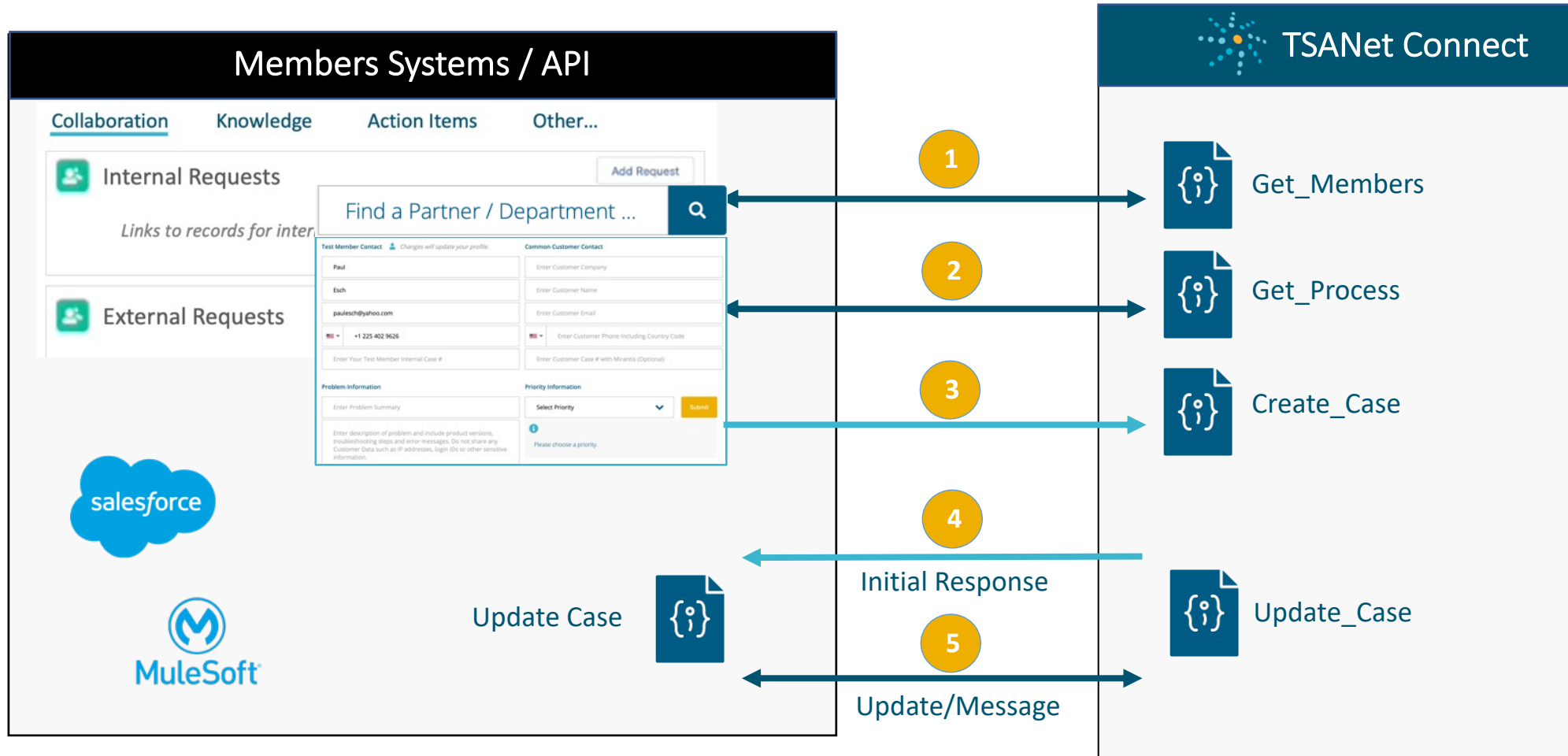
Elite Member - API / Integration



API Summary – Inbound from Members



API Summary – Outbound to Members



TSANet Connect 2.0 Multi-Point Project



Scope

- Each Member has a single integration effort
- Create and Update Case supported
- Gather best practices for connected systems UI

Project Goals Include

- Demonstrate cost benefits
- Document integrations for re-use
- Input to Connect 2.0 microservice architecture requirements
- Work with [Members](#), [Klever Insight](#) and [Consortium for Service innovation](#) to create/define TSANet multi-point collaboration solution

Lead Member Systems



vmware®



NUTANIX



CRM



Integration



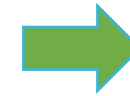
boomi



Project Timeline

Phase-1

Create “Inbound”. Add **JSON** process form type: Leverage the target systems capabilities/API. For phase 1 we will not include case updates



Q1 2023: Available now for all Elite Members (JSON form)

Phase-2

Create Outbound: **TSANet APIs**: GET_Members → GET_Process → Create_Case

Update Case: TSANet API: Each connection (inbound or outbound has a TSANet Token that references a connection. First implementation will be limited to API – API but in the future, we will also support API - Email



Q2/Q3 2023: Outbound with the new method in this phase will be to other API connected members. First use cases.

1. Cisco ↔ Red Hat
2. Nutanix ↔ Microsoft
3. XXX ↔ YYY

Questions?