

Technology Partner Programs

Best Practices



Technology Partner Models

Partner Alliance

Technology Partner Programs

Common Customer *Meet in the Market*

Customer builds a solution and purchases support from each Vendor.

Vendors collaborate on issues as needed. TSANet Legal framework defines method/SLA

Customer finds **validated configurations** from a vendor marketplace

Support model documented for Customers and Partners with TSANet collaborative support commitment

Strategic Partner *OEM, Solution Support*

Customer buys solution from vendor that has **integrated technology**

Customer Support provided by lead vendor. Back line product support in place with other vendors.

Partner Alliance Model – Best Practice



Partner requires joining TSANet when validated configuration complete

Partner Program Best Practices

Support and Partner team alignment

- ✓ Validated configurations
- ✓ Onboarding and Ongoing management
- ✓ Partner required to join TSANet



“Allows Sales teams to sell with confidence and Support teams to provide support with confidence”