

Introduction to TSANet

Limited Members

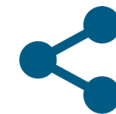
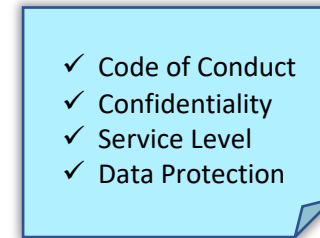
What is TSANet

TSANet is a not-for-profit global collaborative alliance consisting of **850+** companies working together to improve their shared customers' support experiences.



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 OEM/Solution Support Models



TSANet Technology Partner Framework

Common Customer

Meet in the Market

Customer builds a solution and purchases support from each Vendor.

Vendors collaborate on issues as needed. TSANet legal and operational framework used for collaboration.

Alliance Partner

Technology Partner Programs

Validated configurations from your partner or developer marketplace

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

Limited Members

Strategic Partner

OEM, Solution Support

Solutions from your company with integrated technology

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

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.



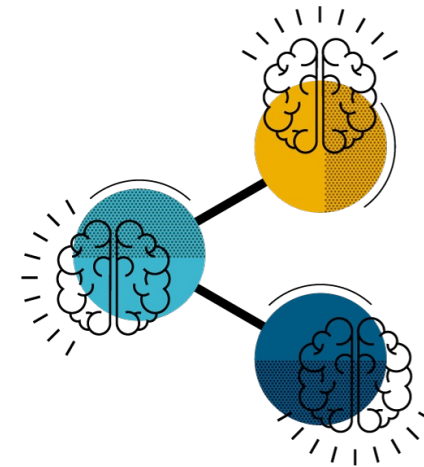
Onboarding Process

Account setup and validation of the members inbound collaboration process.

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

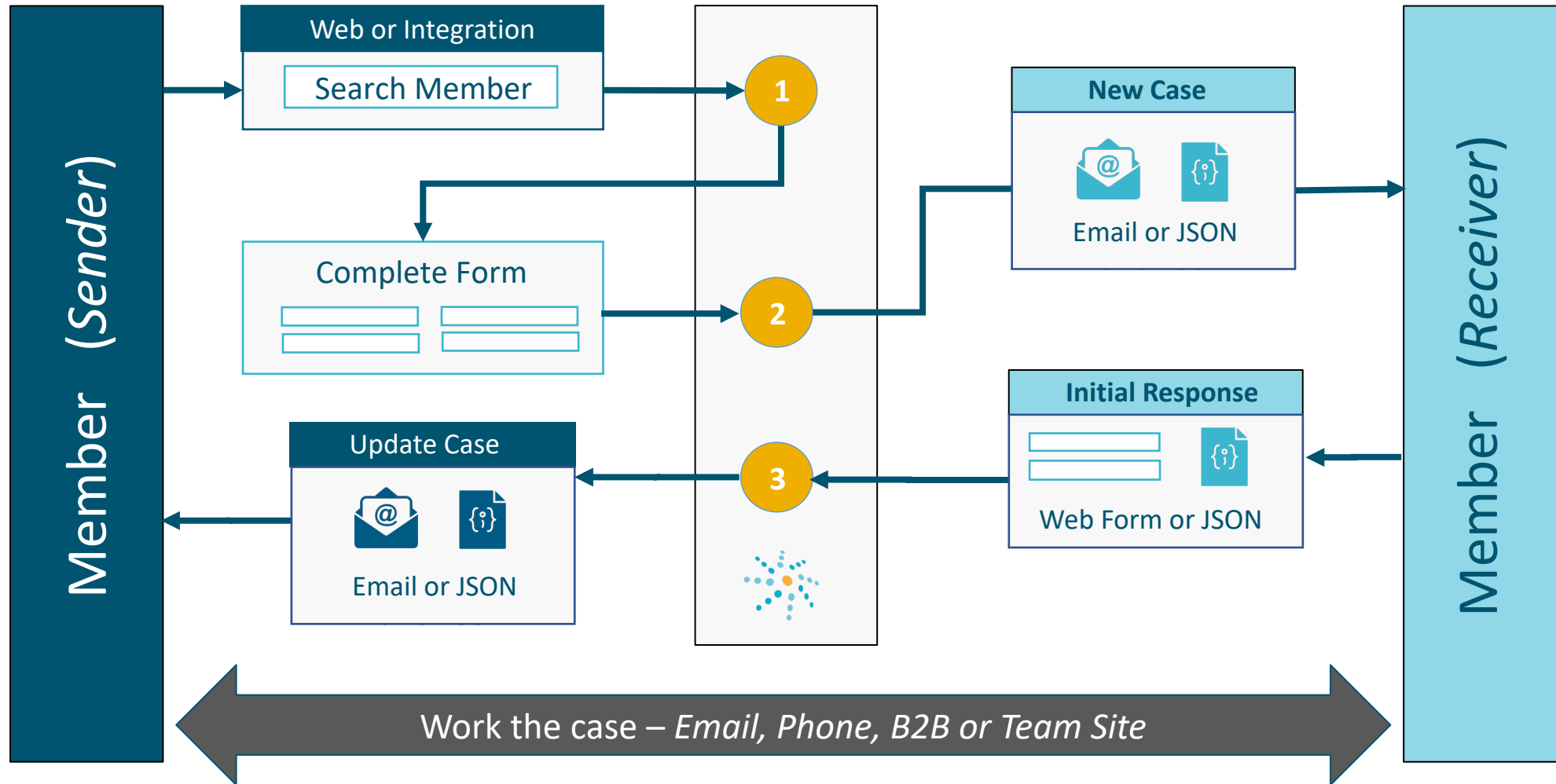
Technical Knowledge Exchange

- ❑ 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

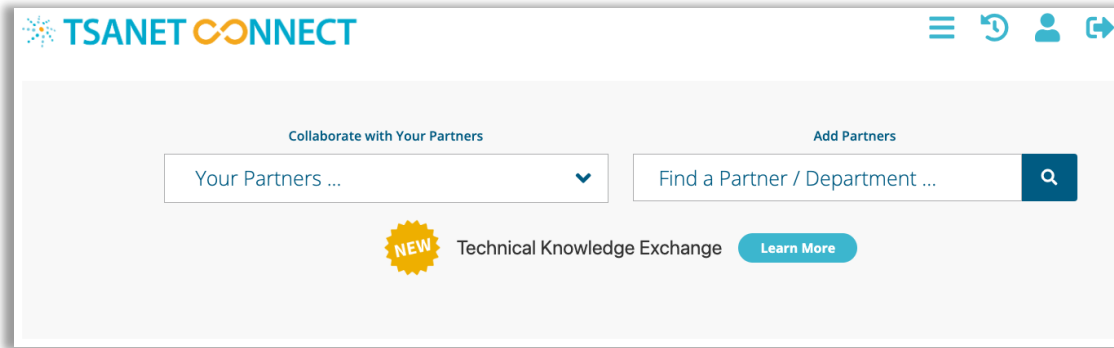


SHARE
EXPERIENCES

TSANET CONNECT



Support Engineer Experience - Submit



TSANET CONNECT

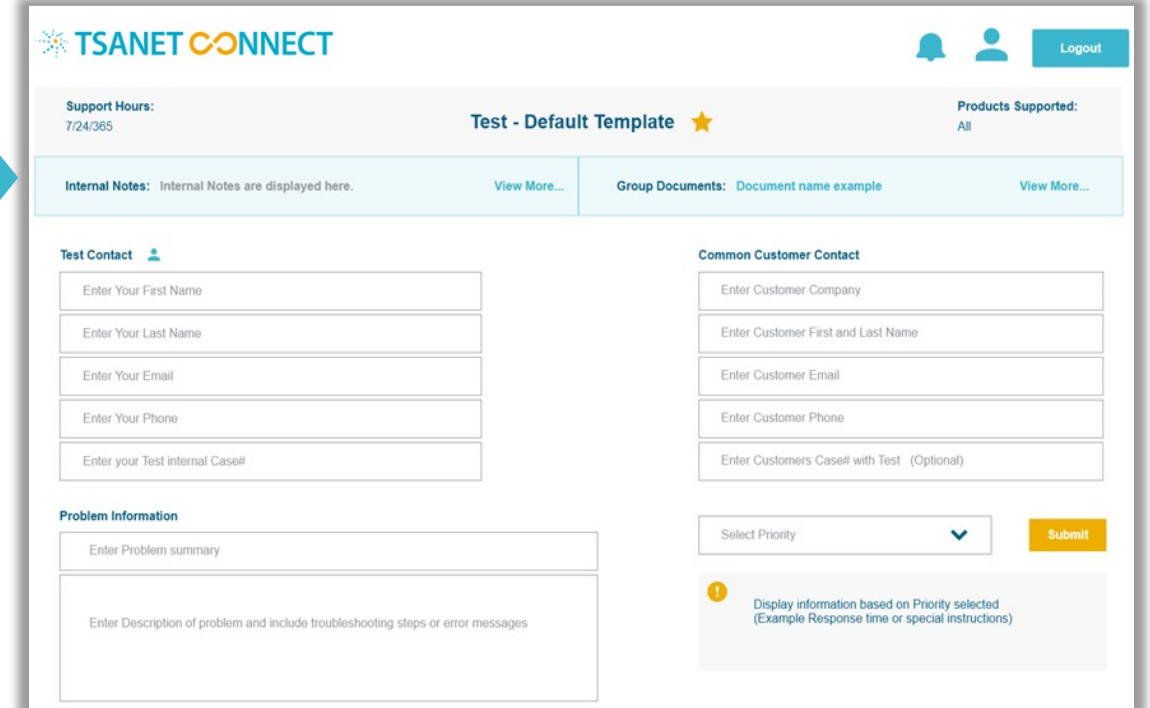
Collaborate with Your Partners

Your Partners ...

Add Partners

Find a Partner / Department ...

NEW Technical Knowledge Exchange [Learn More](#)



TSANET CONNECT

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)

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

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:

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

Request Details:

Test Company Contact
Name: *Brittany Simone*
Email: brittjimerson@gmail.com
Phone: 7855507818
Case#: 785996

Customer Contact
Customer Company: *ABC Computers*
Customer Name: *John Smith*
Customer Email: j.smith@abccomputers
Customer Phone Including Country Code: *916-435-1234*
Customer Case # with Hortonworks: 89

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
Phone: 225-555-1212

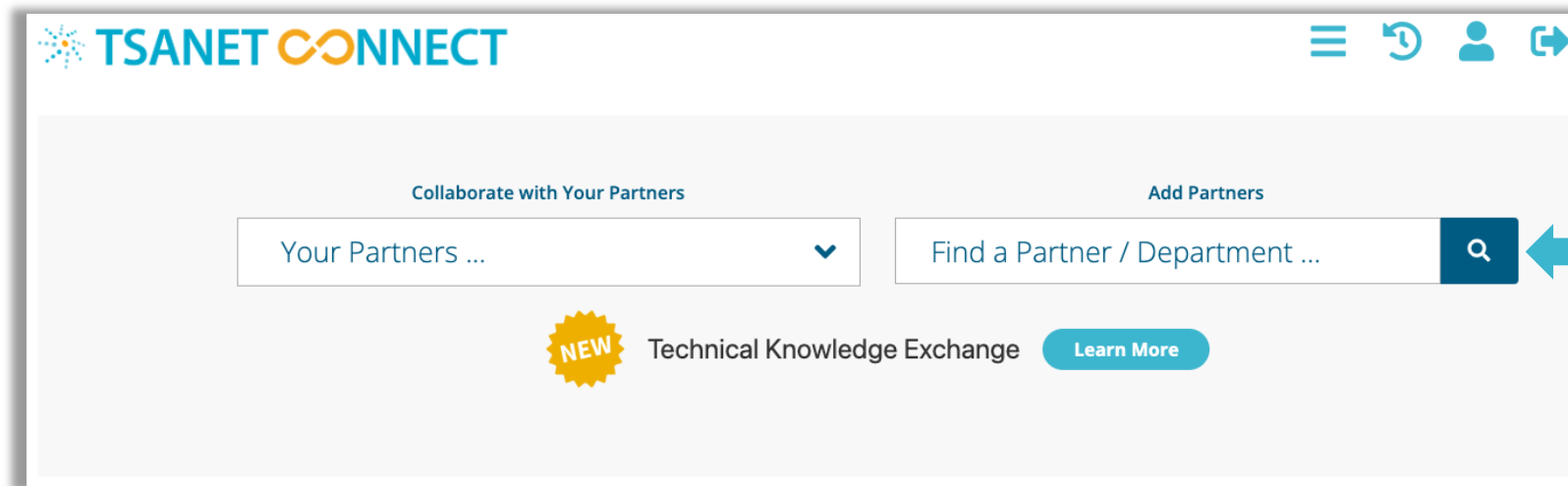
Note
Please use the WebEx Team room below to share files and comment on this case
<https://someurl.com>

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

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

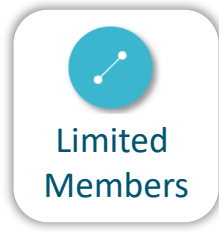
Requesting new relationships

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



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



DEMO

Learn More at TSANet.ORG