

Introduction to TSANet

The Technology Vendor Support Alliance

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

CITRIX®

Microsoft

vmware®

Red Hat

NUTANIX

NetApp®

DELLTechnologies

CISCO

IBM

Hewlett Packard
Enterprise

ACTIAN™

UiPath™

paloalto®
NETWORKS

VERITAS™

CANONICAL

f5

Google

MICRO
FOCUS

salesforce

BROADCOM®

Lenovo

ORACLE®

VEEAM

rubrik

Virtuozzo

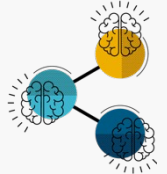
HUAWEI

TSANet Provides Members with...

Support Community



Regional Focus Groups



Technical Knowledge



Support Best Practices

Collaboration Framework



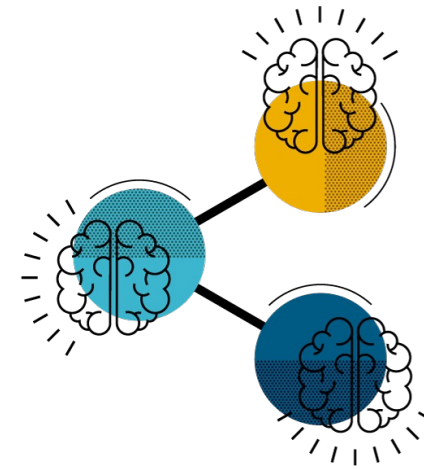
Legal Framework



ISO Certified System/Process

Community - 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

Community - Regional Focus Groups



- Support Management sharing experiences and Best Practices.
- Defining problems to solve.
- Input to TSANet Strategy and Operations

TSANet Collaboration 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

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.

Support for all Technology Partner Models

Technology Alliance Partner Program

- ❑ Establish a common two-way collaborative mechanism with your Alliance Partners.
- ❑ 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

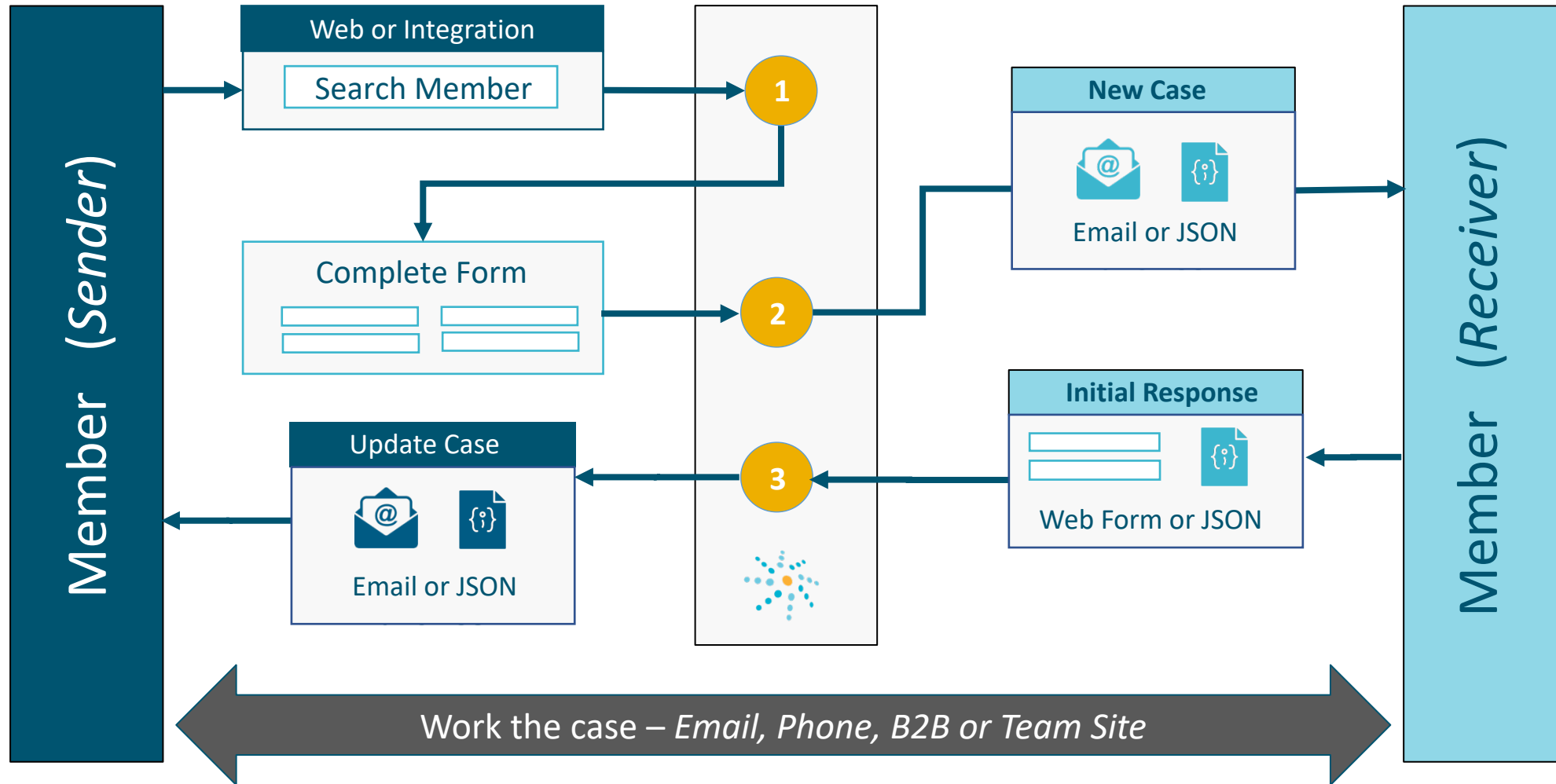


Strategic Partner Support Models

- ❑ Create processes with your Partners that support your defined Support Models
- ❑ Modify the Legal framework to fit the business model with your Strategic Partners
- ❑ Use for OEM, Solution Support and MSP relationships
- ❑ TSANet Connect 2.0 provides System Integration and bi-directional updates



TSANET CONNECT



User Experience – Find Member/Submit

TSANET CONNECT

Create Partner Collaboration Case

palo

My Favorites ...

Palo Alto Networks | Global Support - Collaborate

Not able to find your partner?

Company Notes

Internal TSANet Contact

Brittany Jimerson: Marketing and Operations Manager

TSANet News

TSANet Achieves both ISO27001 and ISO27701 Certification



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 searches for Member company and selects a process
2. Engineer fills out process form. System auto-populates their contact details, and they enter:
 - Their Case#
 - Problem Details
 - Common Customer Details
 - Select Priority

User 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: brittjimson@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: *89*
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

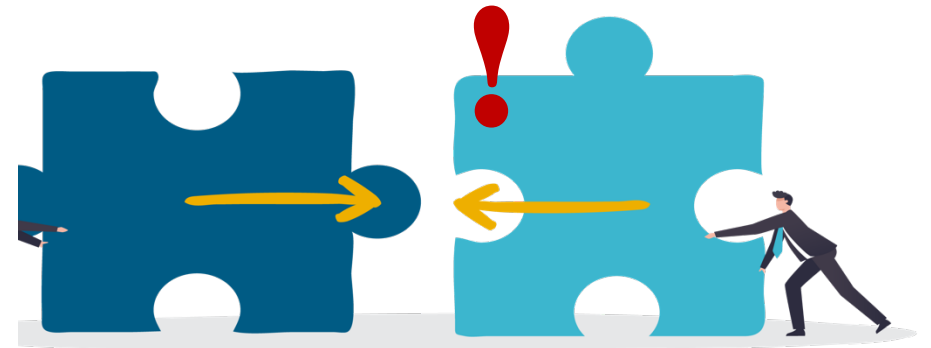
TSAnet Connect - Single Sign-on

- ❑ 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

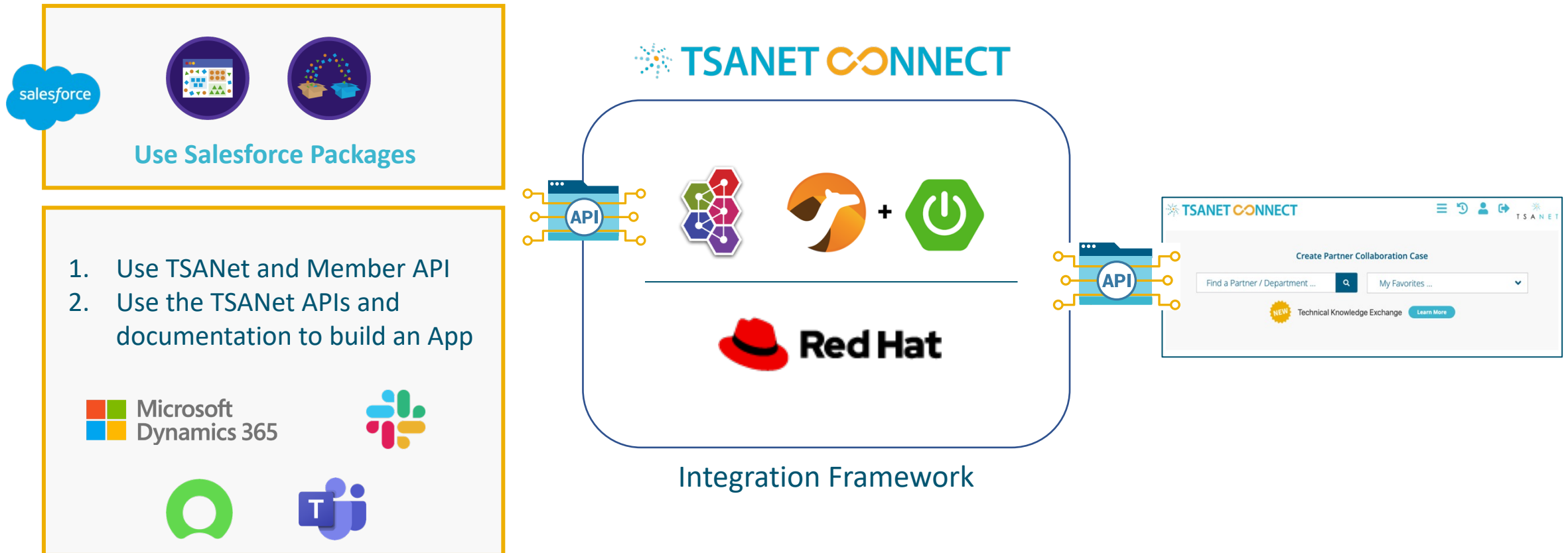


TSANet Connect - Critical Escalations

- ❑ 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.



TSANet Connect – Integration Framework



Your Organization - Get Involved!

1. Serve on Board of Directors – Contact Paul
2. Serve on a Committee – Contact Paul
3. Join a Regional Focus Group
 - North America - Contact paul@tsanet.org
 - EMEA – Contact rainer@tsanet.org
 - India - Contact rainer@tsanet.org
 - ANZ/Asia – Contact paul@tsanet.org
 - Japan - Contact paul@tsanet.org

