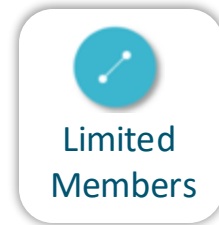# Introduction to TSANet

The Technology Vendor Support Alliance

TSANet is a **not-for-profit** global collaborative alliance consisting of **900+** companies working together to improve their shared customers' support experiences.

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:**

- Assigned Success Manager
- Create Co-Branded Partner Programs
- Implement Solution Support Models
- TSANet Connect System Integration
- Access to Advanced Collaboration Methods
- Co-Marketing Activities
- Network with other Elite Members and apply for Board Seat

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Member Benefits

Technology Partner Framework

COMMON CUSTOMER PARTNERS

ALLIANCE PARTNERS

STRATEGIC PARTNERS

Technology Partner Success:

- Best Practices
- Partner Management
- Legal Framework

Multi Vendor Collaboration

TSANET CONNECT

My Partners…
- Red Hat
- Cisco Systems
- Microsoft
- Palo Alto Networks

Collaborate online to improve:

- Customer Experience
- Partner Relationships
- Employee Satisfaction

TSANet Community

Join a Regional Focus Group to:

- Network with Industry Peers
- Improve Support Processes
- Improve Partner Management

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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

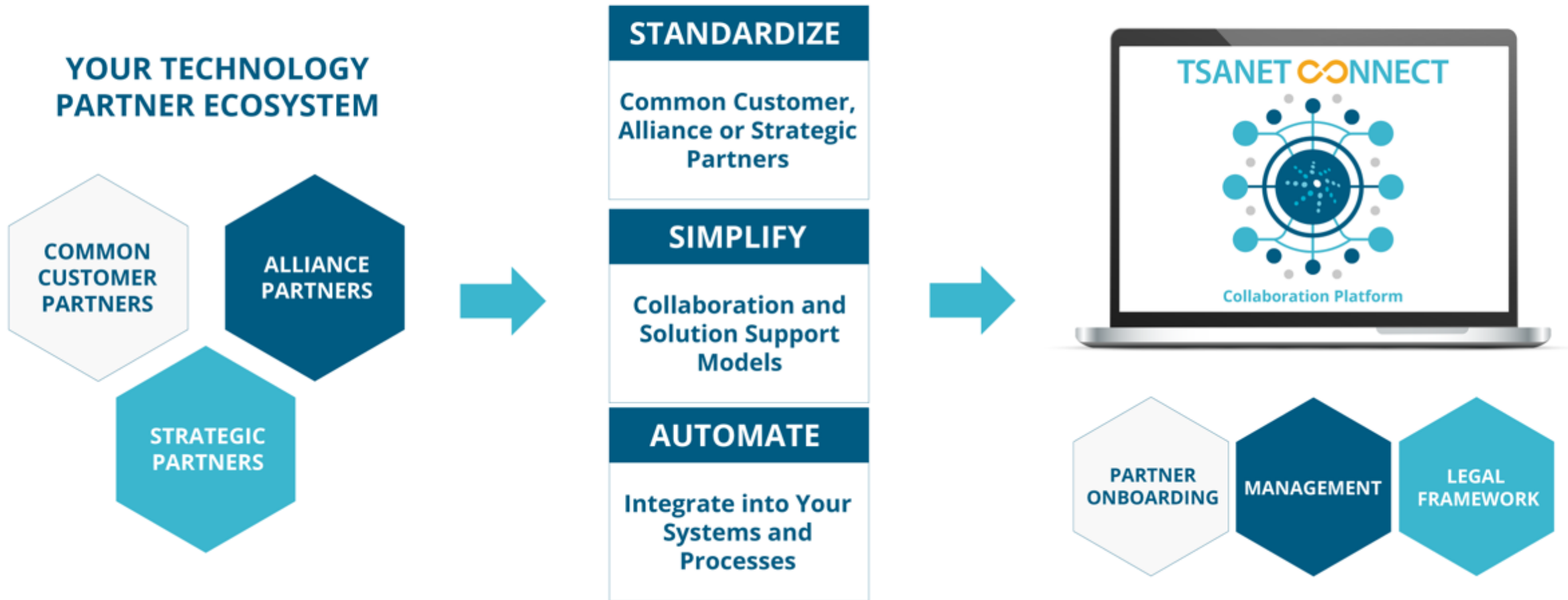**Limited Members**

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.

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PROVEN PROCESS

YOUR TECHNOLOGY PARTNER ECOSYSTEM

COMMON CUSTOMER PARTNERS

ALLIANCE PARTNERS

STRATEGIC PARTNERS

STANDARDIZE

Common Customer, Alliance or Strategic Partners

SIMPLIFY

Collaboration and Solution Support Models

AUTOMATE

Integrate into Your Systems and Processes

TSANET CONNECT

Collaboration Platform

PARTNER ONBOARDING

MANAGEMENT

LEGAL FRAMEWORK

TSANET

TSANET CONNECT

- ❑ The System that all Members use to collaborate with other Members

- ❑ Bi-directional Create, Update, and Notes

- ❑ ISO27001, ISO27701, and Microsoft SSPA certification

- ❑ 2024 - WebApp, Salesforce Package, Custom API integrations

- ❑ 2025 - MS Dynamics, Others

Go to connect.tsanet.org

Sign in to your company page

Search for your company... 🔍

Not able to find your company page? Contact Us

⬇

TSANET CONNECT

Login

Enter your Email

Login

forgot password?

Enter your Password

1. Find your company or go directly to your company login page: **yourdomain.tsanet.org**

2. Login or create an account

3. **Premium** and **Elite** Members can configure Single Sign-on. Requirement for new Collaboration Feed
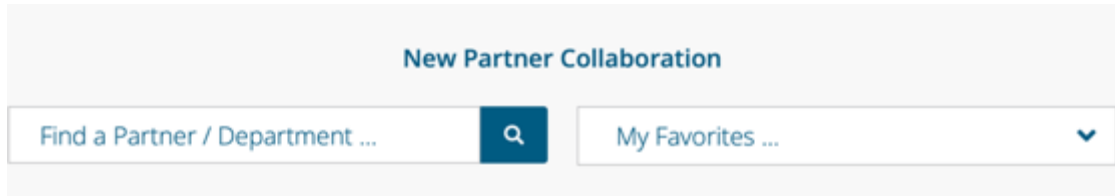
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WebApp Overview

1. Navigation
2. Membership Level
3. New Collaboration
4. Filter Existing Collaborations
5. List of Collaborations

User Experience - Submit

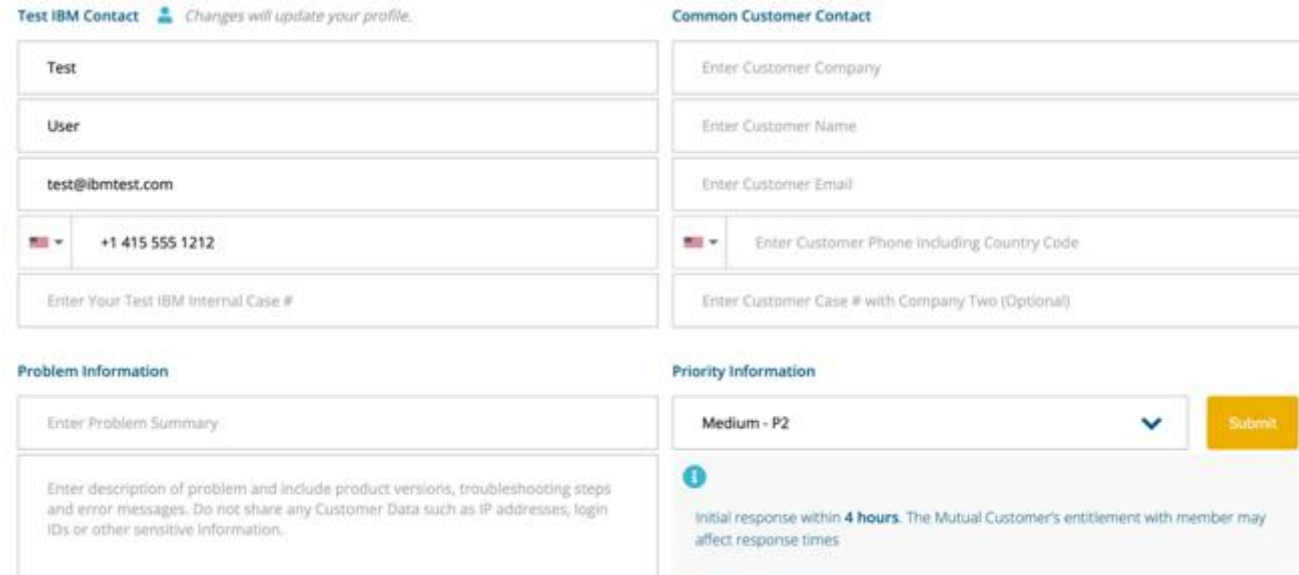**1**

New Partner Collaboration

| Find a Partner / Department ... | 🔍 | My Favorites ... | ⌄ |

1. User searches for Member company and selects a process. User can also pin favorites
2. System guides user through exceptions such as request relationship or missing Partner

2

Test IBM Contact 👤 *Changes will update your profile.*

| Test |
| User |
| test@ibmtest.com |
| 🇺🇸 ▾ | +1 415 555 1212 |
| Enter Your Test IBM Internal Case # |

Common Customer Contact

| Enter Customer Company |
| Enter Customer Name |
| Enter Customer Email |
| 🇺🇸 ▾ | Enter Customer Phone Including Country Code |
| Enter Customer Case # with Company Two (Optional) |

Problem Information

Enter Problem Summary

Enter description of problem and include product versions, troubleshooting steps and error messages. Do not share any Customer Data such as IP addresses, login IDs or other sensitive information.

Priority Information

| Medium - P2 | ⌄ | Submit |

ⓘ

Initial response within **4 hours**. The Mutual Customer's entitlement with member may affect response times

User fills out the process form.
❑ Their Case#, Problem Details, Common Customer Details
❑ Select Priority (The system will display SLA response time)

Exchanging notes & Response Update

1. Select the case from list
2. Details of the case
3. Escalation instructions
4. Close Case or Update initial response
5. Add notes. Sends notification to the other user
6. History of notes feed available for Premium and Elite members with SSO

User Experience – Emails

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 Cod
Customer Case # with Hortonworks: 890

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: joec@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

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Integrated User Experience - Salesforce
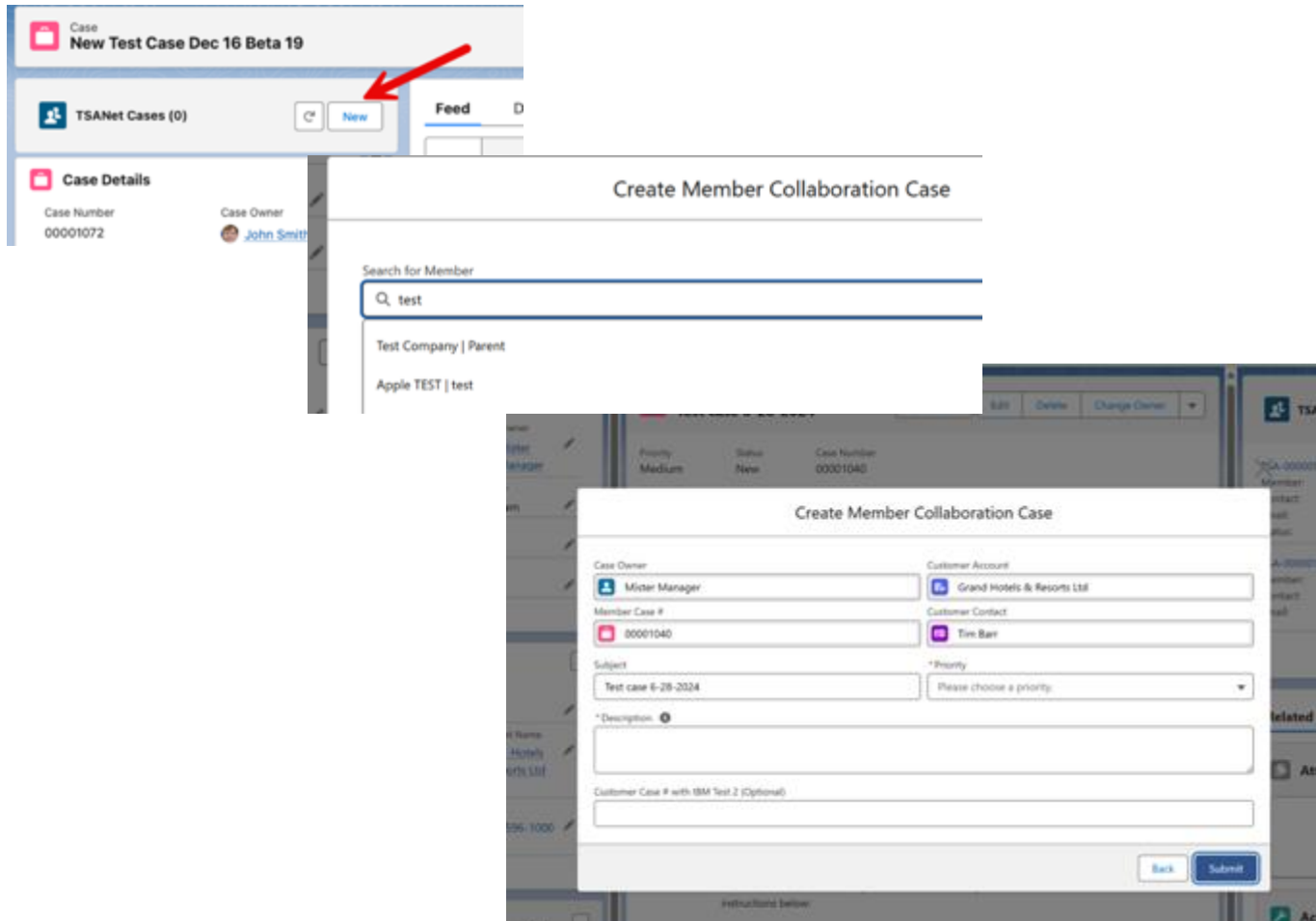
- ❑ Outbound – Same experience as Web
- ❑ Integrated to Salesforce Case
- ❑ All updates and Notes in the Case Feed

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Integrated User Experience – MS Dynamics

❑ Same experience as Salesforce
❑ Integration to Case / Timeline

Regional Focus Groups

TSANet North America Focus Group

TSANet Europe Focus Group

TSANet India Focus Group

TSANet Japan Focus Group

TSANet Australia Focus Group

❑ These groups aim to define shared challenges with Technology Support and work together on solutions.

❑ Each Region meets 2 times/year – In Person and Remote attend options

❑ The group also provides input on reviewing and influencing TSANet's strategy.

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Find Regional Focus Group Meetings

Questions?

membership@tsanet.org