

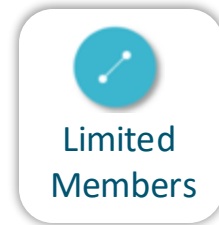
Introduction to TSANet

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



Limited
Members

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

Member Benefits

Technology Partner Framework






Technology Partner Success:

-  Best Practices
-  Partner Management
-  Legal Framework

Multi Vendor Collaboration






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

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

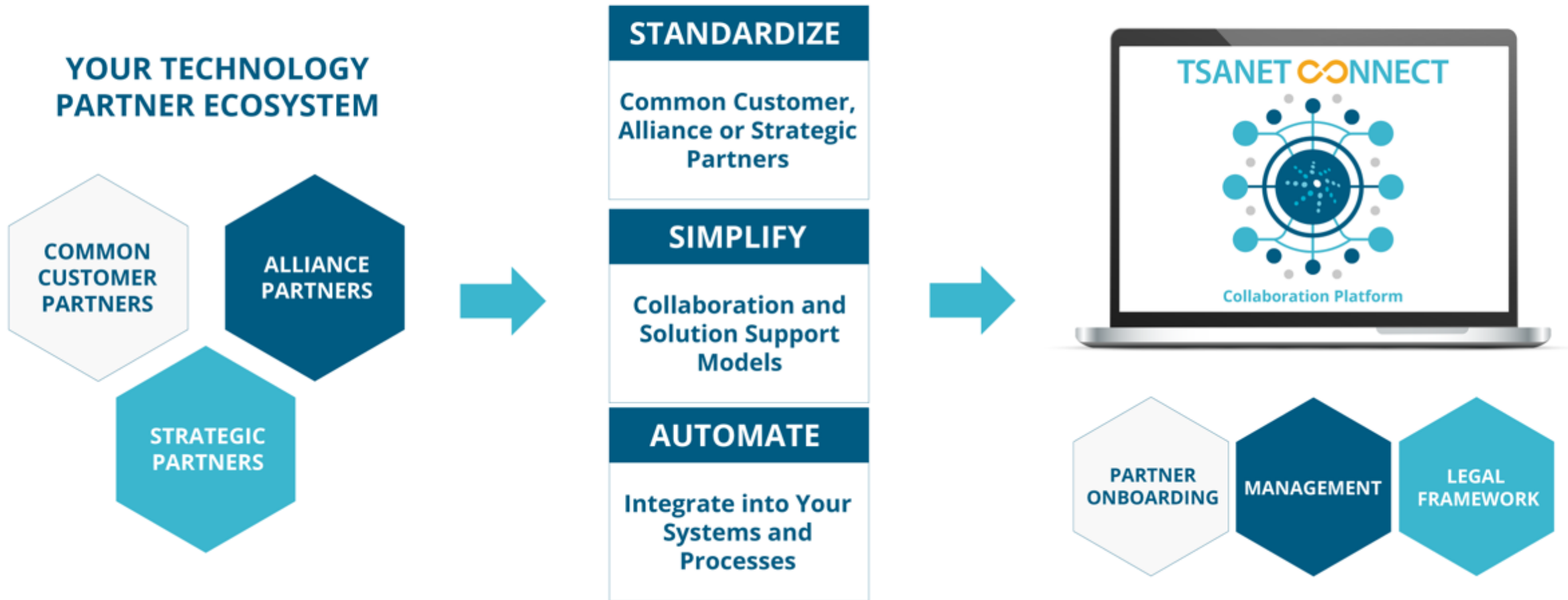
OEM, Solution Support

Solutions from your company with integrated technology

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

PROVEN PROCESS

Best Practices





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

Not able to find your company page? [Contact Us](#)





Login

[forgot 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

WebApp Overview

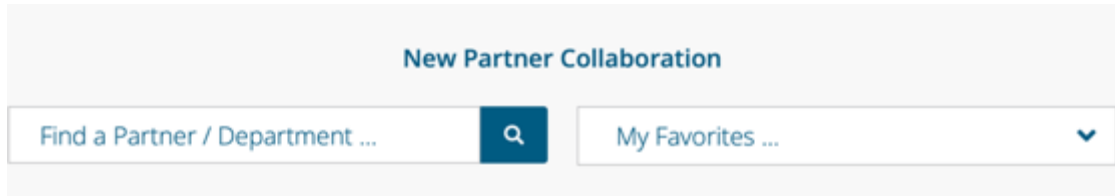
The screenshot shows the TSANET CONNECT web application interface. At the top left is the logo. A navigation menu (1) includes Home, Admin, Events, Training, Profile, and Logout. A user profile indicator (2) shows 'Elite' and the TSANET logo. The main content area is titled 'New Partner Collaboration' and features a search bar (3) with the placeholder 'Find a Partner / Department ...' and a dropdown menu (4) labeled 'My Favorites ...'. Below the search bar is a 'Company Note' section with a checked checkbox and the text 'Internal TSANet Contact'. A filter dropdown (4) is set to 'Company Active Cases (30 days)'. A note states 'NOTE: All time stamps are shown in UTC time.'. A table (5) displays a list of collaborations with the following data:

Case#	Type	Partner	Partner Case#	Priority	Status	Last Update
test	Outbound	Apple TEST	AP6789	High	Accepted	Feb-11-2025 02:39 pm

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

User Experience - Submit

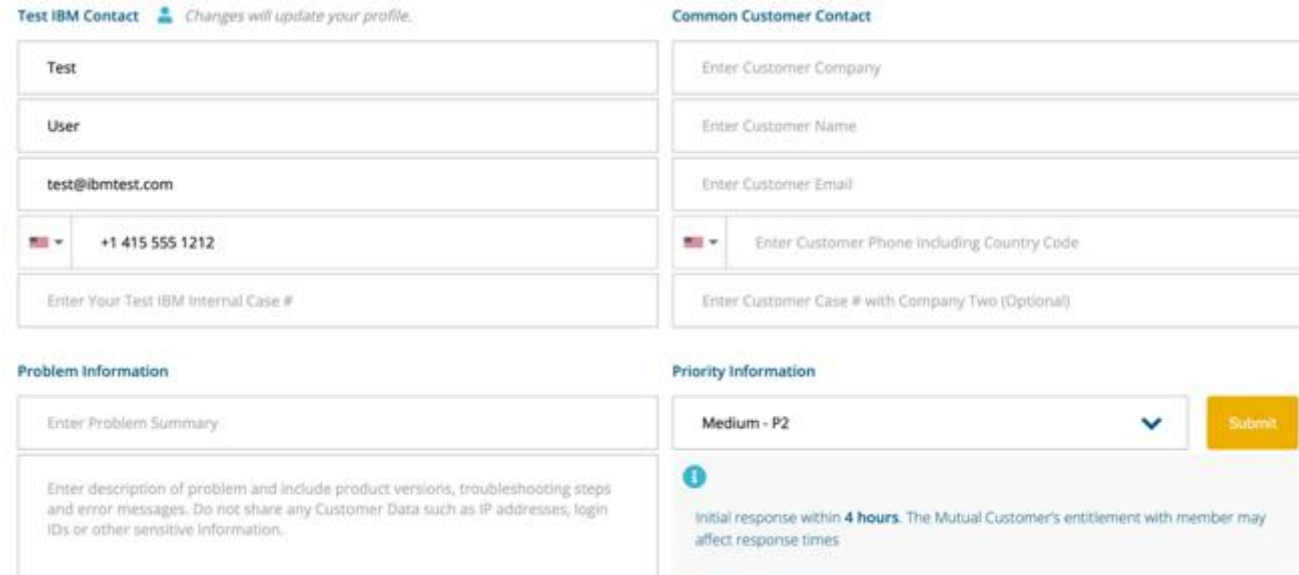
1



The screenshot shows a search bar with the text "Find a Partner / Department ..." and a magnifying glass icon. To the right of the search bar is a dropdown menu labeled "My Favorites ..." with a downward arrow. The entire interface is titled "New Partner Collaboration".

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

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The screenshot displays two forms side-by-side. The left form is titled "Test IBM Contact" and includes fields for "Test", "User", "test@ibmtest.com", a phone number "+1 415 555 1212", and "Enter Your Test IBM Internal Case #". The right form is titled "Common Customer Contact" and includes fields for "Enter Customer Company", "Enter Customer Name", "Enter Customer Email", "Enter Customer Phone including Country Code", and "Enter Customer Case # with Company Two (Optional)". Below these forms are two sections: "Problem Information" with a field for "Enter Problem Summary" and a larger text area for "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.", and "Priority Information" with a dropdown menu set to "Medium - P2" and a yellow "Submit" button. An information icon and a note are also present: "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

My Active Cases (30 days) ▼ NOTE: All time stamps are shown in UTC time.

Case#	Partner	Partner Case#	Status	Request Date	Last Update ↑
T1235678	Test Red Hat	765432	Accepted	May-07-2024 12:40 am	Jun-11-2024 03:20 pm

1

TSANET CONNECT Home Admin Events Training Profile Logout Elite TSANET

Case Details — Outbound to Apple TEST **4** Close Add Note NOTE: All time stamps are shown in UTC time.

Case Information: Response: Collaboration accepted


Company:	Test Company	Company:	Apple TEST
Test Company Case #:	test	Date:	02/11/25 02:39 pm
Date:	01/24/25 08:41 pm	Case #:	AP6789
Submitted by:	Luisa Treutel bernier.yadira@outlook.com	Engineer Name:	Joe Test
Summary:	Testing Outbound BCC 1-24-2025	Engineer Email:	joe@apple.com
Description:	Testing Outbound BCC 1-24-2025	Engineer Phone:	
Priority:	High - P1	Next Steps:	Our assigned engineer will contact you.

2

Escalation Instructions

3 Test escalation instructions for Apple TEST on BETA site.

Collaboration Feed NOTE: Notes are removed after 30 days. **5** Add Note

 Joe Test 02/11/25 02:39 pm	Case accepted. Company: Apple TEST Date: Feb 11, 2025 02:39 pm
------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------

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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: brittysimerson@gmail.com
Phone: 7855507818
Case#: 785996

Customer Contact
Customer Company: ABC Computers
Customer Name: John Smith
Customer Email: j.smith@abccomputers.com
Customer Phone Including Country Code: 894-234-5678
Customer Case # with Hortonworks: 894-234-5678

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

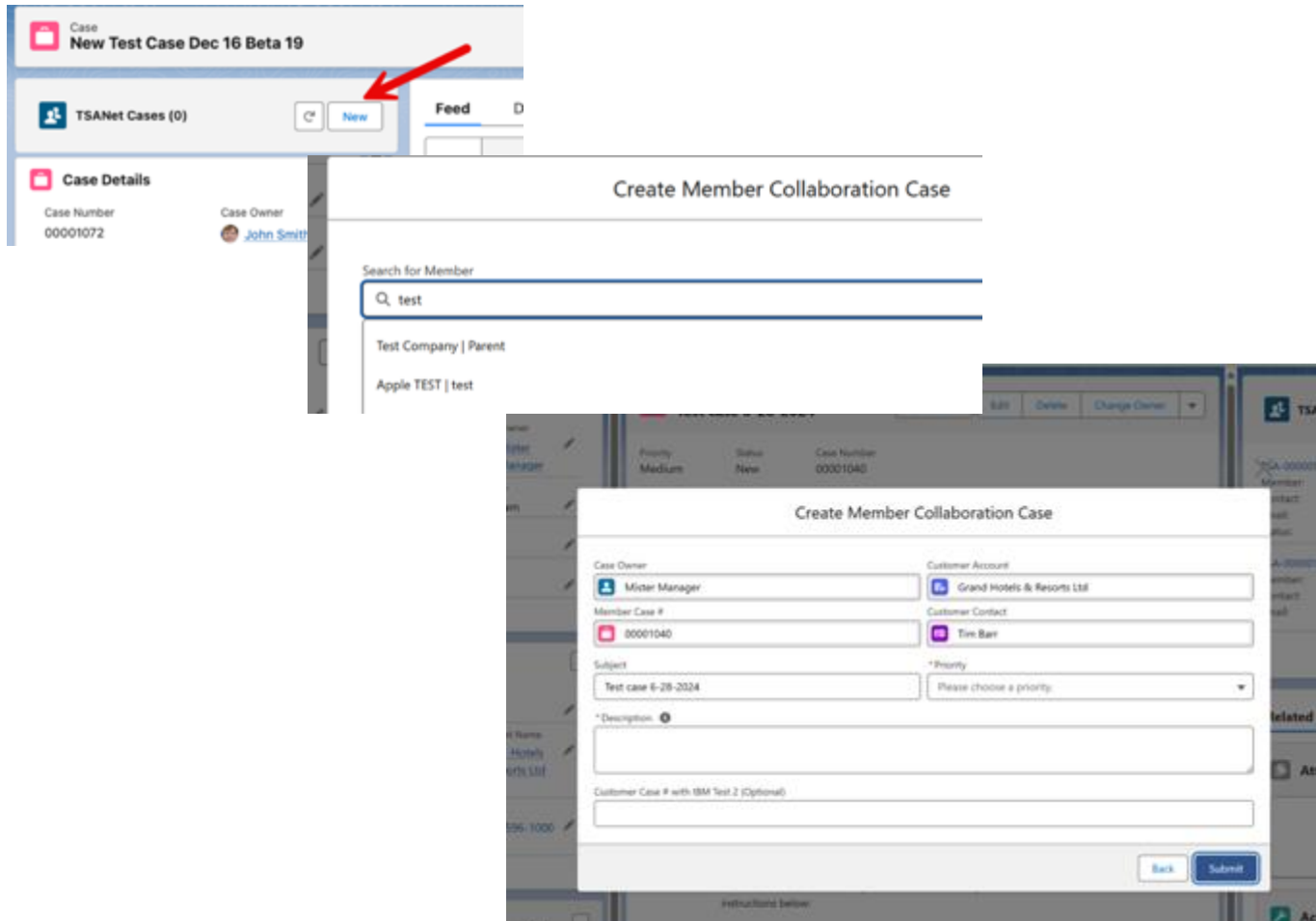
Cisco Case#: 555459
Contact Name: Joe Cisco
Email: joec@cisco.com
Phone: 225-555-1212

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

Integrated User Experience - Salesforce



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

Integrated User Experience – MS Dynamics

The screenshot displays the Microsoft Dynamics 365 Customer Service workspace. The main view shows a case record for "A Mineral Build Up in Water Supply" with details such as Case Number (CAS-47732-V4V6K6), Email Origin, Created On (1/24/2025 11:03 PM), and Owner (Paul Esch). The interface includes a left-hand navigation pane with fields like Case Title, Customer (Claudia Mazzant), Contact, Subject (Water supply), Priority (Normal), Case Status (In Progress), Product (Smart Brew 300), and Description. A central pane shows "Active TSA Net Cases" with a table containing one row of data. A right-hand pane features the Copilot AI assistant, which is currently searching for "How to clean the water tank of Smart Brew 300?".

Created On	ID	Direction	Status Rea...	Submitter Case ...	Company Na...
1/30/2025 5:5...	3063	Outbound	Accepted	CAS-47732-V4V6K6	Demo - VMware

- ❑ Same experience as Salesforce
- ❑ Integration to Case / Timeline

Regional Focus Groups



- 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.

Find Regional Focus Group Meetings

The screenshot shows the TSANET website interface. At the top, a navigation menu includes 'WHY TSANET?', 'MEMBERS', 'MEMBERSHIP', 'ABOUT', 'NEWS/EVENTS', and 'CONTACT US'. A red arrow points to the 'NEWS/EVENTS' link. To the right of the menu is a search bar with the text 'Search ...' and a 'Search' button, and a 'MEMBER LOGIN' button.

The main content area features two event listings:

- Upcoming Events**
Introduction to TSANet Webinar – Feb 11, 2025
Join us for the "Introduction to TSANet" webinar on Tue, ...
January 8, 2025 Introduction To TSANet, Webinar
- Upcoming Events**
Upcoming Regional Focus Group Meetings
The objective of the Regional Focus Groups is to provide...
March 14, 2024 Australia Focus Group, Europe Focus Group, Events, Focus Group, India Focus Group, Japan Focus Group, North America Focus Group, Regional Focus Groups

On the right side, there is a 'Categories' section with a list of links: 'Industry', 'Meetings & Webinars', 'Member Case Studies', 'Member Resources', 'News', and 'Upcoming Events'. A red arrow points to the 'Upcoming Events' link.

At the bottom right, there is a 'Recent Posts' section with the following entry: 'TSANet Connect Microsoft Dynamics Connector February 10, 2025'.

Questions?

membership@tsanet.org