

Introduction to TSANet

Limited Members

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.

CITRIX®

Red Hat

Microsoft

NUTANIX

NetApp®

DELLTechnologies

CISCO™

vmware®
by Broadcom

Hewlett Packard
Enterprise



ACTIAN™

UiPath™

IBM

Google

salesforce

MICRO
FOCUS

f5®

BROADCOM®

Lenovo

ORACLE®

veeam

rubrik

paloalto®
NETWORKS

VERITAS®

HUAWEI

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.

Limited Members

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

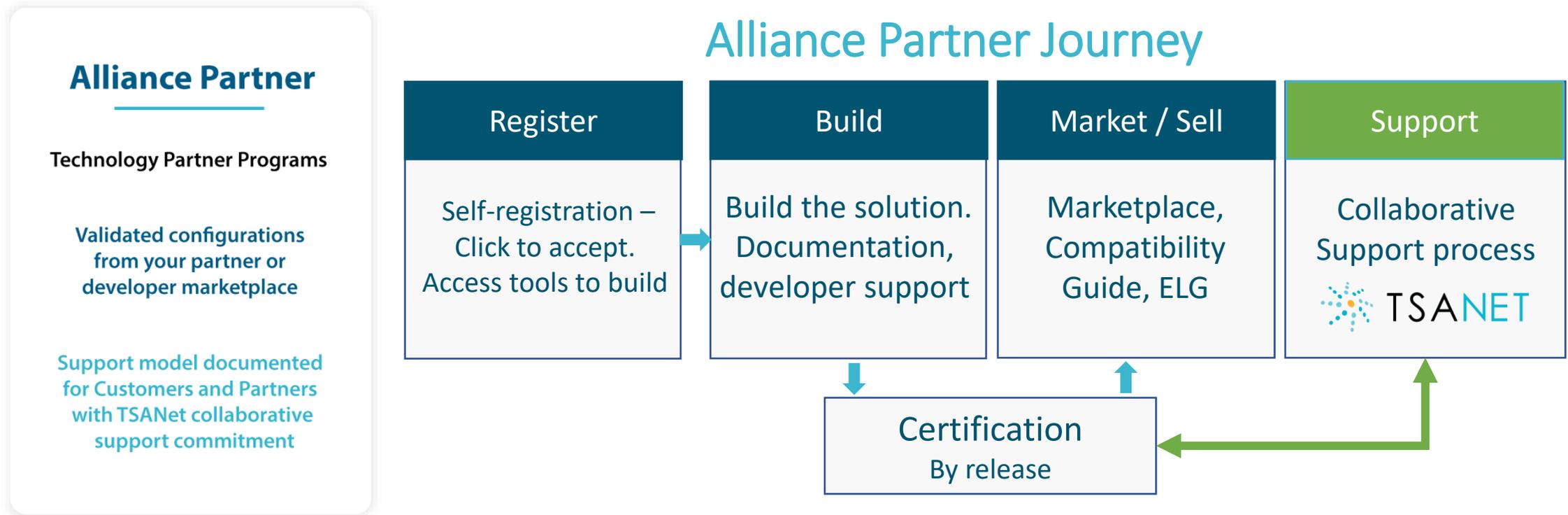
OEM, Solution Support

Solutions from your company with integrated technology

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

An Elite Member has Invited you to Join TSANet

Alliance Partner Framework – Best Practice



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

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
4. Limited Members can add relationships and upgrade to general Membership as they grow



Steps to Limited Membership Value

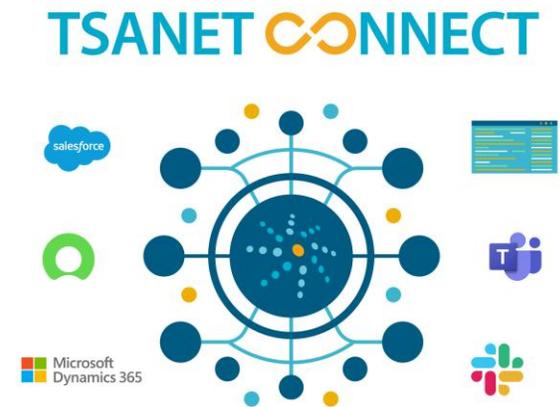
1. Onboard and Train your Support Engineers
2. Add additional Relationships
3. As you grow, review other Membership Levels - Benefits

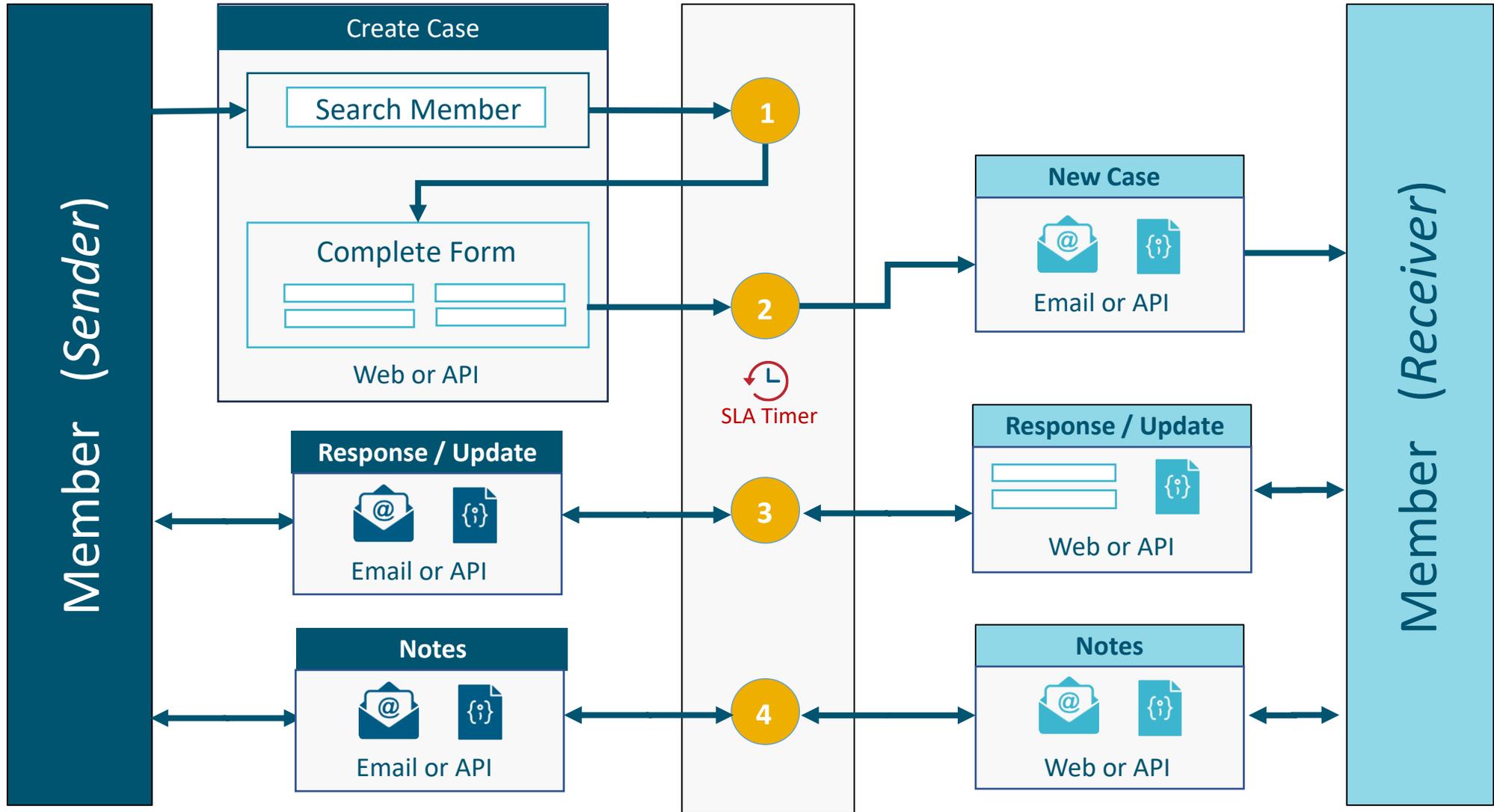




TSANET CONNECT

- ❑ The System that all Members use to collaborate with other Members
- ❑ Limited Members use the WebApp – Integration options and apps available for General Members
- ❑ Bi-directional Create, Update, and Notes





NEW TSANet Connect 2.0 - Collaboration Process

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

Requesting new account

Go to [Connect.tsanet.org](https://connect.tsanet.org) – Find your Company



A10 Networks

Login

Enter your Email [Login](#)
[forgot password?](#)

Enter your Password

Your TSANet Managers are listed below

SomeName

[TSANet Training](#)

Need An Account?

Enter your work email @a10networks.com

I agree to the [TSANet Privacy Policy](#)

[Send Email](#)

1. Enter WORK email address
2. The system will send an email with a temporary link
3. Select the link to log in and set a password
4. No limit to the number or location of users



[How it Works](#)

[Privacy Policy](#)

[TSANet.org](#)



Support Engineer Experience - Submit

TSANET CONNECT Home Events Training Profile Logout Limited

Collaborate with Your Partners Add Partners

Your Partners ... Find a Partner / Department ...

My Cases (all)

NOTE: All time stamps are shown in UTC time.

| Case# | Partner | Partner Case# | Status | Request Date | Last Update T |
|--------------------|---------|---------------|--------|--------------|---------------|
| No Data Available. | | | | | |

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

TSANET CONNECT

Support Hours: 7/24/365 Test - Default Template Products Supported: All

Internal Notes: Internal Notes are displayed here. Group Documents: Document name example

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)

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.com
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: 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

Support Engineer Experience – Add Notes

Case Details — Outbound to Test Company

NOTE: All time stamps are shown in UTC time.

Case Information:

Close Case

Response:

Company: Email Test
Email Test Case #: T12345
Date: 08/19/24 11:43 pm
Submitted by: Gia Grimes
test21@test.com
Summary This is. test
Description This is a test
Priority Low - P3

Company: Test Company
Date: 08/19/24 11:44 pm
Case # T65432
Engineer Name: Joe Engineer
Engineer Email: test23@tet.com
Engineer Phone: US: +1 225 555 1212
Next Steps: Our assigned engineer will contact you.

Escalation Instructions

Escalate to the duty manager dutymanager@tsanet.org 913.345.9311 for Test Company

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

Add Note

There are no collaborations for this case.

1. Add Notes added will email the assigned engineer
2. Limited Members can add notes but cannot view the Collaboration feed. (SSO is required for security reasons)

Requesting new relationships

Limited Members can add the Partners they need to work with...

TSANET CONNECT

Home Events Training Profile Logout

Limited TSANET

Collaborate with Your Partners

Your Partners ...

Add Partners

Red

Red Hat does not have a relationship with you. If you would like a relationship - [Send Invite](#)

1. Search for the member that you want to create a relationship with (For example IBM)
2. Fill out the form and press submit
3. TSANet will contact you to complete the relationship

For four or more relationships, TSANet recommends General Membership

General Membership

Learn More at TSANet.ORG

General 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

General 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