



Mitel Solutions Alliance

Helping the Channel Find the Right 3rd-Party Solutions



Mitel Solutions Alliance (MSA) is a comprehensive program enabling a wide range of Third-Party Partners to successfully create products and services that integrate and/or interoperate with Mitel's core business communications portfolio, and creating awareness of these products and services among Mitel retail channel sales partners and end-customers.

MSA API Portfolio by Member Level

Member Level	APIs Available
Preferred Levels	Advanced APIs • MITAI • CallViewer • MiAudio • OAI • Secure Call Recording
Developer (Advanced)	Basic APIs • SMDR (both Flavors) • ACD Real-time events • SW/MTCE Logs • Hotel/Motel Logs • SNMP • HTML Toolkit • SIP
Developer (Basic)	Open APIs • IMAP • Call Director • HTML Toolkit (no support) • SIP (no Support)
Unrestricted Access	

MSA Partner Program

What Is MSA & Who Is It For?

- For Mitel vendor-partners, developers & service providers
- Enables integration and/or interop with Mitel core products
- Creates channel awareness of 3rd-party products & solutions
- Available now with 150+ products & solutions

MSA Value

To 3rd Party Vendors, Developers & Service Providers:

- Developer Tools & Equipment
 - APIs, protocols, lab systems & documentation
- Developer Support
 - Speeding development w/centralized tracking
- Access to Interop Test Resources & Certification
 - Building product quality & customer confidence
- Technical & Market Intelligence
 - On Mitel's product portfolio & market segments
- Channel Marketing
 - Promoting 3PP products via Global Solutions Catalog

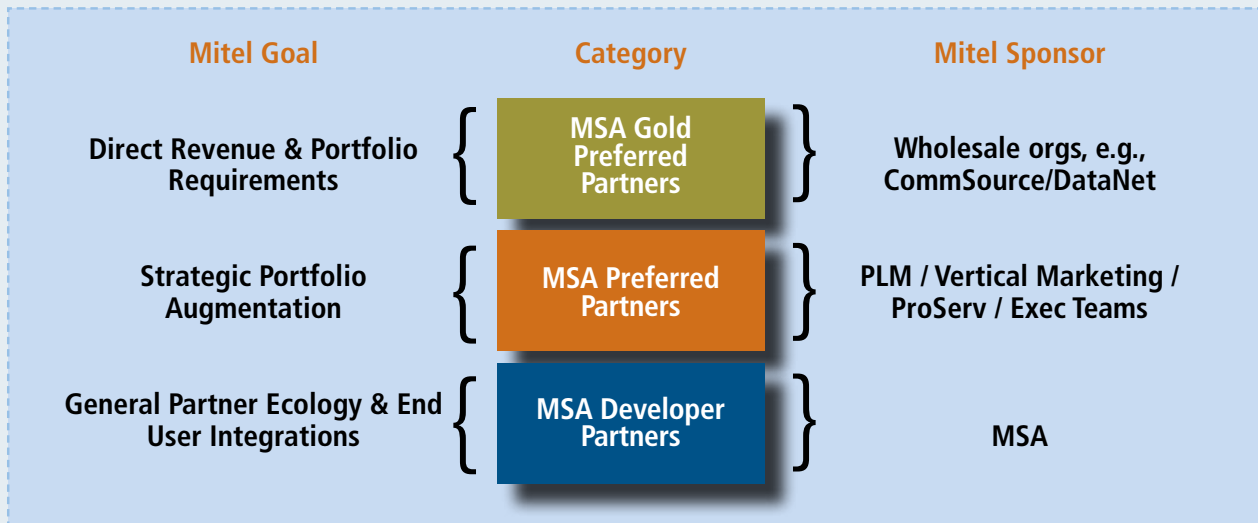
To Channel Sales Partners

- Vetted Portfolio of 3PP Products & Solutions
 - Research, identification & qualification of 3PPs
 - In consultation with Mitel stakeholders
- 3PP Product Ecology Complementary to:
 - Core Mitel products
 - Vertical market focus areas
 - Corporate strategic positioning
- Organized by:
 - Solution type (e.g., call accounting, IVR, security, wireless)
 - Platform support (e.g., 200ICP, IT5000, 3300ICP)
 - Markets (e.g., geography, vertical focus)
 - Member status (Developer, Preferred, Gold Preferred)
 - Product test/interop certification status (Self-Assessed; Mitel-Compatible; Mitel-Approved)

A Resource To End Customers

- Information
 - Research the Mitel partner ecology
 - Find Mitel-Compatible and Mitel-Approved 3PP products & solutions
 - Support pre-sale due diligence
- Developer Tools & Documentation
 - Enabling in-house development projects
 - Integration of internal business processes & applications
 - Maximizing value of Mitel PBX & desktop product purchases
- Developer Support
 - To minimize & speed integration efforts

MSA Program Structure - Key Member Levels



MSA Member Process and Fees

- Apply on line - Application review by MSA - Sign contracts and remit registration fee
- Receive Support ID Code & Developer Support Credits (DSCs)
- Provide GSC listing information to MSA (product listings subject to test 1st)

MSA PARTNER CATEGORY	Basic API Package	Advanced API Package
MSA Corporate Developer ¹	\$1000 USD -1 DSC	\$2000 USD -3 DSCs
MSA Commercial Developer	\$1000 USD -1 DSC - GSC Listing	\$3000 USD -5 DSCs - GSC Listing
MSA Preferred & Gold Preferred		\$3000 USD -5 DSCs -GSC Listing -Preferred Packages

¹ Renewal fees waived for Corporate Members who maintain uninterrupted coverage under approved TotalSolution or Software Maintenance programs.

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