

# Mitel Solutions Alliance



Mitel® Solutions Alliance (MSA) is the Mitel developer partner program. MSA provides a platform for partner companies to leverage our focus on open standards and interfaces, and it delivers resources to enable a wide range of third-party partners (3PPs) to successfully create applications and services that integrate and interoperate with Mitel's core business communications portfolio. The program also helps create awareness of these interoperable products and services among Mitel sales partners and customers.

Access Developer  
Resources

Get Certified

Find Interoperable  
Solutions

The program is founded on a mutual commitment to cooperation, and a common strategic approach to developing long-term partner relationships and integrating partner solutions into our own portfolio. With easy-to-use, open and standardized interfaces, a rich suite of developer resources, and low barriers to engagement, MSA enables delivery of new and innovative solutions to Mitel customers, based on Mitel's own portfolio and complemented by partner solutions – with robust interop certification options to ensure we meet the highest expectations for quality and reliability of the overall solution.

## MSA Partner Program

### WHAT IS MSA & WHO IS IT FOR?

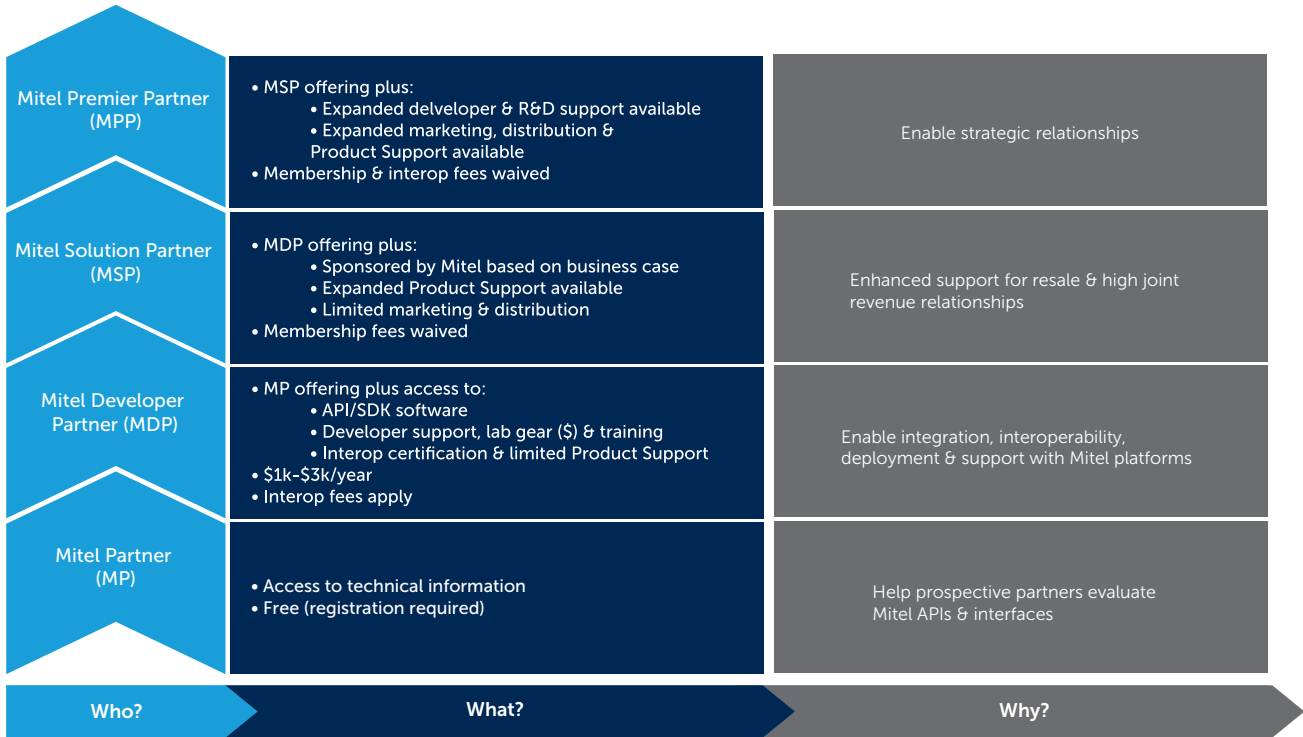
- Developers, solution and service providers join MSA to access a comprehensive suite of developer resources
- MSA enables integration and interoperability certification with Mitel core products
- Finding interoperable solutions - MSA creates channel and customer awareness of the rich portfolio of hundreds of Mitel-interoperable 3PP products, solutions, services, connectors, and plug-ins



Powering connections

## MSA Program Levels & Offerings

The MSA program membership structure, with corresponding features, benefits, and benchmarks, provides a roadmap for Mitel 3PPs to see the possibilities for growth and increased channel penetration and business success with Mitel over time.



## MSA Value

MSA extends the value of Mitel communications platforms by enabling revenue-generating and productivity-enhancing third-party application integrations. The MSA program provides the following benefits to:

### 3RD PARTY DEVELOPERS, SOLUTION & SERVICE PROVIDERS:

- **Developer Tools and Equipment:** APIs, protocols, sample code, lab systems, documentation & training
- **Developer Support:** Speeding development with centralized tracking
- **Interop Test Resources and Certification:** Validating product quality and extending customer confidence
- **Technical and Market Intelligence:** On Mitel's product portfolio and market segments
- **Channel Marketing:** Promoting 3PP products via Global Solutions Catalog

## CHANNEL SALES PARTNERS

- **The MSA Global Solutions Catalog**
  - *A vetted portfolio of 3PP products and solutions to meet customer business needs*
  - *Enabling research, identification and qualification of interoperable 3PPs*
  - *Organized by solution type, Mitel platform support, vertical and geographic markets, member partner level & product certification level*
- **Interop Certification Program:** Sponsorship of 3PP Mitel certifications to support sales opportunities

## END CUSTOMERS

- **Information**
  - *Research the Mitel partner ecology*
  - *Find Mitel-certified 3PP products and solutions*
  - *Support pre-sale due diligence*
- **Developer Resources**
  - *APIs, protocols, sample code, documentation, training & support*
  - *Enabling in-house development projects*
  - *Integration of internal business processes and applications*
  - *Maximizing the value of Mitel solution purchases*

## MSA API Portfolio by Member Level

MSA APIs & interfaces offer a broad suite of integration options into the Mitel product portfolio. This includes toolkits, interfaces, developer documentation, and test plans, designed to enable MSA members to rapidly integrate their products with Mitel communications platforms and voice-enabled technologies.

An overview of the types of API software and interfaces available by MSA Member level is provided below. All API and interface documentation is available via the MSA Partner member level (no charge):

MSA Member Level		Category	Examples
Developer	Advanced	<ul style="list-style-type: none"> <li>• Call Control &amp; CTI</li> <li>• Secure Recording</li> <li>• Alerting &amp; Alarming</li> </ul>	<ul style="list-style-type: none"> <li>• Open Integration Gateway (OIG)</li> <li>• MiTAI &amp; MiAUDIO</li> <li>• OAI</li> <li>• Secure Recording Connector (SRC)</li> <li>• CSTA &amp; TAPI</li> <li>• OIP</li> <li>• Solidus eCare</li> <li>• ATAS</li> <li>• CPDM3</li> </ul>
	Basic	<ul style="list-style-type: none"> <li>• SIP Media</li> <li>• ISDN Media</li> <li>• Session Management</li> <li>• Network Management</li> <li>• Hospitality</li> <li>• Directories, Billing &amp; Accounting</li> <li>• Configuration &amp; Data Access</li> <li>• Endpoint App Development</li> </ul>	<ul style="list-style-type: none"> <li>• SIP Lineside &amp; Trunking</li> <li>• SNMP</li> <li>• HTML &amp; XML Toolkits</li> <li>• MiCollab-UCA SDK</li> <li>• Call Director</li> <li>• SMDR</li> <li>• ACD Real-time Events (RTE)</li> <li>• SW/MTCE Logs</li> <li>• FIAS, FOS, PMS &amp; Hotel/Motel Logs</li> <li>• LDAP &amp; IMAP</li> <li>• ETSI</li> </ul>

## MSA Member Process and Fees

- Apply on line – select required access level, and click to accept program terms and conditions
- MSA application review and approval
- Pay membership fee (if applicable) and receive your InfoChannel MSA portal credentials

Member Level <sup>1</sup>	Basic APIs & Interfaces	Advanced APIs & Interfaces	Availability
Mitel Partner (MP)	Free	Free	All Partners
Mitel Developer Partner (MDP) - Corporate <sup>2</sup>	USD \$1,000	USD \$2,000	Mitel End Customers
Mitel Developer Partner (MSP) - Commercial	USD \$1,000	USD \$3,000	Third-Party Developers, Solution & Service Providers

<sup>1</sup>See “MSA Features and Benefits” for complete listing of program features by member level.

<sup>2</sup>Renewal fees waived for Corporate Members who maintain uninterrupted coverage under approved Mitel Software Maintenance & Support (SWAS) program.

## Contact MSA

- [www.mitel.com/msa](http://www.mitel.com/msa)
- [MSAInfo@mitel.com](mailto:MSAInfo@mitel.com)