

Professional Radio Application Developer Program

Accreditation Process

Professional Radio Partner Accreditation Process

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1.0 Objectives of the Application Developer Program

Nature of the Professional Radio Application Developer Program is to cooperate with partners for the benefit of our customers. These are developers who have proven their ability, expertise and commitment to deliver performance applications for a wide range of vertical industry sectors. This program enables a customer to receive a diverse range of high quality, integrated, customer focused solutions. The applications, combined with Motorola's extensive experience in radio systems and other critical solution components, produce the power behind the solution. The Application Developer Program delivers a comprehensive portfolio of interfaces and associated support to empower a partner with the tools needed to enhance their development and to grow their business with Motorola.

2.0 Program Description

The Application Developer Program will enable the above objectives to be met by providing a framework defining relationships and responsibilities between Motorola and an external organization that will act as a “Professional Radio

Application Partner / Application Provider” or a “Licensed Developer”.

To gain a full insight of some of the detailed contractual requirements, this document should be read in conjunction with the “Application Partner / Application Provider License Agreement” or the “Licensed Developer License Agreement” and the “PROIS License Agreement” or “MOTOTRBO™ License Agreement”. This program is managed on a regional basis. Each regional manager has authorization to establish Application Partners and Licensed Developers within their region of control.

3.0 Benefits of Becoming An Program Member

Marketing and Sales

Business development/Promotion

When new business opportunities for particular radio solutions are identified, Motorola will invite an Application Partner / Application Provider or Licensed Developer to cooperate with Motorola to explore the new business opportunity. Solutions will be advertised and promoted via the Motorola distribution channel (e.g. newsletters, emails, website)

Program logo

Accredited Application Partner / Application Developer and Licensed Developer will be given the right to use the Motorola Application Developer Program logos in their sales and marketing. The use of this logo shall be subjected to the terms and condition of the licensing agreement.

Printed Certificate

Application Partner / Application Developer and Licensed Developer will be issued a printed certificate, which they can use to show customers of proof of their certification under the Application Developer Program. This certificate includes the expiration date of the relationship/licenses.

Database of developers

Program members will be listed in a solutions database. The list will enable Motorola to provide a customer reference of accredited developers in the future.

Application validation

Motorola will offer program members an opportunity to submit their application for validation on a Motorola system (only supported in the North America region). Motorola will maintain a registry of validated applications.

Technical Support

Frequently Asked Questions (FAQ)

Motorola will support an online FAQ/knowledge database where program members will be able to pose technical questions online for Motorola engineers and to access the database to search for previous questions and answers.

Call center

Motorola will maintain a call center for program members to answer technical questions.

Technical specs downloads

Motorola will offer electronic downloads of radio technical information through the MOTODEV website (<http://developer.motorola.com>).

Education

Developer Forum/Training

Program members will be invited to participate in Motorola organized developer forums and/or training sessions for Professional Radios and supported interfaces.

4.0 Definition of Terms

Application Partner / Application Provider (AP)

- This tier's name in the Europe/Middle East/Africa Region and Asia Pacific Region is "Application Partner"
- This tier's name in the North American region is "Application Provider"
- An organization that has demonstrated or could develop the required Application Partner / Application Provider attributes and has passed the selection criteria required to be authorized as a "Professional Radio Application Partner".
- An AP may be an existing channel partner, or an organization with no previous contractual agreement with Motorola, such as a software development house.
- An AP must sign the "Application Partner License Agreement" or "Application Provider License Agreement". This license details the developer program at this tier and authorizes the use of Motorola's program identifier, but gives no right to purchase Motorola radios or to act as a dealer.
- To gain access to Motorola proprietary information for development (for example, protocol specifications and design guidelines), an Application Partner / Application Provider has to sign the related product specific license agreements. . Access to the PROIS specification (Professional Radio Option Interface Specification) requires the "PROIS License Agreement" and access MOTOTRBO interfaces requires a "MOTOTRBO License Agreement".

Licensed Developer (LD)

- An organization that has demonstrated or could develop the required Licensed Developer attributes, and has passed the selection criteria required to be authorized as a "Licensed Developer".
A Licensed Developer may be an existing channel partner, or an organization with no previous contractual agreement with Motorola, such as a software development house.

- A Licensed Developer must sign the “Licensed Developer License Agreement”. This license details the partnership program and authorizes the use of Motorola’s “Licensed Developer” identifier, but gives no right to purchase Motorola radios or to act as a dealer.
- A Licensed Developer must sign the product specific license agreement to gain access to Motorola proprietary information for development (for example, protocol specifications and design guidelines). Access to the PROIS specification (Professional Radio Option Interface Specification) requires the “PROIS License Agreement” and access MOTOTRBO interfaces requires a “MOTOTRBO License Agreement”.

Application

A hardware and/or software product that is developed and marketed without any endorsement from Motorola. The application may range from a basic option board application providing a new feature to a complete system solution.

Important note: For all applications (i.e.: solutions) Motorola does not accept any liability. The program member will, in all cases, be responsible for the performance of their product and the total system, maintenance of all regulatory requirements of the combination of Motorola radios and the Application Partner's /Application Provider;s or Licensed Developer's products (e.g. EMC, FCC requirements), correction of defects and bugs. See the above mentioned Licence Agreements for full details.

5.0 Selection Criteria for “Professional Radio Application Partner / Application Provider” (AP)

Selection criteria are required to ensure, as far as is reasonably possible, that those organizations generating solutions have the necessary expertise to add value to a standard radio and increase customer satisfaction, rather than causing problems.

The six areas to be assessed are:

- An existing proven solution with acceptable customer satisfaction
- Adequate commercial capabilities
- Expertise in radio communications
- Expertise in hardware and/or software development
- Qualified development and test environment
- Specific processes to ensure high quality developments

The criteria will enable the Motorola Application Developer Program Manager or an audit team consisting a Dealer/Account Manager and a Technical Manager to perform an audit and hence accreditation of Application Partners / Application Providers.

1. ***An existing proven solution with acceptable customer satisfaction***
Requirement: The prospective AP must demonstrate

that there is an existing application already available. The application should be proven and offer acceptable customer satisfaction and should offer a value to the Motorola channel. The AP can actively market this solution in cooperation with Motorola marketing organization.

Criteria: During the audit the following requirements will be assessed:

1. Demonstrate an application running successfully at a customer site.
2. Demonstrated expertise in specific vertical markets
3. Marketing Plan that demonstrates integration with the Motorola channel.
4. Willingness to join Motorola marketing activities.

2. ***Adequate Commercial Capabilities***

Requirement: The prospective AP must demonstrate that they have or could develop adequate commercial competence in areas such as Market Knowledge, General Business, Pre-Sales support, After-Sales support, and that they will be a "Brand Custodian" for Motorola. A strong focus on quality is also required. Ensuring quality of developments is covered separately in the next requirement.

Criteria: During the audit the following requirements will be assessed:

1. Demonstrated expertise in specific vertical markets Business Plan that shows the strategic direction of the company and how it incorporates the various applications
2. Marketing Plan that shows how the AP intends to realize the added value to their or others' sales of products in the Professional Radio series.
3. Business plan that shows the strategic direction of the company and how it incorporates the company's product to Motorola's radio interfaces. Identification and presence in the market segments(s) where business development opportunities exist and can be demonstrated with successes.
4. Appointed Pre-Sales function or personnel to handle interactions with customers Project Management function or personnel to manage developments. Customer (or distribution channel) training: suitable facilities/resource to ensure that customers are adequately trained on all relevant aspects of the developed product or system.
5. Customer Support function or personnel to resolve post-sales problems. Quality processes that include capturing to closing customer complaints or feedback

6. The prospective AP should ensure that the financial resources necessary to support the planned business are committed to that business. Adequate resources in terms of capital employed and investment should be made available to ensure the AP can perform all required criteria as specified.

3. ***Expertise in Radio Communications***

Requirement: The prospective AP must demonstrate that they have or could develop a thorough understanding of the technical complexities of radio communications using Motorola products, so that the opportunities and limitations inherent in deploying Private Mobile Radio (PMR) systems incorporating Motorola products can be taken into account when specifying and developing a solution.

Criteria: During the audit the following requirements will be assessed (must meet 1 or more of criteria):

1. Has been an authorized Motorola dealer/distributor for at least 12 months
2. Has been an approved sub-dealer of an authorized Motorola Distributor for at least 12 months
3. Has been actively trading in the business of integrating radio communication solutions using Motorola radio products for at least 12 months.
4. Could prove an existing cooperation to an authorized Motorola dealer/distributor, which brings in the expertise in radio communication.
5. Have solutions or products that are used in conjunction with radio communication equipment for at least 12 months.

4. ***Expertise in Hardware and/or Software Development***

Requirement: The prospective AP must demonstrate that they have or could develop adequate expertise in hardware and/or software development. This is to ensure that the Application Partner has the expertise to be able to develop applications that will be of an acceptable quality and performance to the end user of the system.

Criteria: During the audit the following requirements will be assessed:

1. A staff of experienced development engineers who have successfully developed hardware and/or software products or solutions in the past 12 months.
2. Software engineering capability must include real time embedded microprocessor expertise (for option board solutions).

3. For partners who wish to develop their own hardware, engineering capability including RF and mechanical design expertise to ensure option board developed solutions do not detract from the published performance of the host radio, and that EMC/FCC or other regulations continue to be met (where legally required).
4. Suitable development and test equipment, including access to:
 - Software development environment RF testing capability and equipment to evaluate RX sensitivity measurements (GCOB developers)
 - RF test equipment capable to evaluate spurious emissions and conformance to EMC (hardware developers).
 - Environmental tests (temperature, mechanical vibration etc)
 - Outsourcing of EMC and mechanical testing is of course acceptable.

5. ***Qualified development and test environment***

Requirement: The prospective AP must demonstrate that they have or could organize access to adequate qualified environment for hardware and software development. This is to ensure that the AP could pass all required approvals and/or could meet technical requirements of laws or directives.

Criteria: During the audit the following requirements will be assessed:

1. Software Development Environment
2. RF test capability for RX spurs
3. RF test capability for Spurious Emissions/EMC

6. ***Specific Processes to Ensure High Quality Developments***

Requirement: The prospective AP must demonstrate that they have or could develop processes to ensure high quality developments. The processes should cover all stages of development from initial specification generation, through the various stages of development, testing, putting into production, and releasing to the end user or market.

Criteria: During the audit the following requirements have to be assessed:

1. Accreditation to ISO9001 for development activities or equivalent international accreditation
2. Accreditation to at least SEI level 2 (for software development)

In cases where internationally recognized quality accreditation is not achieved, the assessment of the quality procedures used by the organization should be oriented on following requirements:

The processes used should demonstrate that the product (with special emphasis on software):

1. Is developed in support of documented requirements and conformance to these requirements is verified, i.e. generally through reviews and formally developed system/acceptance tests
2. Is developed using a phased development process with structured reviews and approval before proceeding into the next phase, with defined entry and exit criteria. The following are generally recommended phases:

- 1) Project Requirements and Planning
- 2) Product Requirements and Specification Analysis
- 3) Architectural or High Level Design
- 4) Detailed Design
- 5) Coding
- 6) Unit Testing
- 7) Integration and Testing
- 8) System Testing
- 9) Production, Operation, and Maintenance

Not all of the phases may be feasible or necessary for every project, but this decision must be formally made as part of the project planning. Otherwise, all of these phases must exist in sequential order, the next phase starting when the previous phase's deliverables have been approved.

3. Is developed and maintained under documented plans for configuration management and change control, including installation and customer configuration
4. Is developed using formalized analysis and design methods, generally resulting in hierarchical decomposition of design and functional or object orientation
5. Is developed utilizing current standards and conventions for requirements, design, coding, documentation and testing
6. Has documentation for each development phase and deliverable of the product

7. Undergoes system/acceptance testing by individuals or organisations not directly involved in the design or implementation of the product being tested
8. Undergoes controlled testing in a customer representative system before general product release
9. Is developed using proper procedures for security and information archiving, including disaster protection
10. Demonstrates through metric analysis, achievement of specified quality and reliability goals with 6 sigma performance as the overall goal and Total Customer Satisfaction as the overriding objective

In cases where there is no apparent focus on quality, and there is concern about the organization's ability to meet the requirement to become an AP, we suggest an independent audit from a local quality expert.

6.0 Selection Criteria for “Licensed Developer”

The selection criteria are the same as for the “Professional Radio Application Partners / Application Developers” except Criteria 1 (an existing proven solution).

The LD mark is dedicated for developers who intend to develop a new solution or to deliver this solution to selected customers only. Therefore, an already existing and proven application is not required.

7.0 Support Requirements

7.1 From Motorola to AP / LD:

To ensure success of the program, the following will be made available:

- High quality documentation for Motorola interfaces and related items
- Dedicated Extranet pages (<http://developer.motorola.com>) for AP / LDs, containing relevant information, including :
 - Downloadable copies of interface specifications and design guidelines
 - Information on the program
 - Access to web-based technical support
 - Occasional newsletters and other marketing activities
- An in-region point of contact for general, commercial and/or initial technical questions (regional Program Manager)
- A Global Technical Support Team for detailed technical questions

7.2 From Application Partner to End User:

The AP / LD is required to provide support of both the overall system and any products/software manufactured by the AP / LD. The AP /LD may use Motorola to provide support for the Motorola product (e.g.: AAD extended service agreements for radios), however Motorola will not provide support for the overall system or those aspects that are not Motorola products (unless otherwise agreed in writing).

8.0 Process of Accreditation and Support

8.1 Accreditation

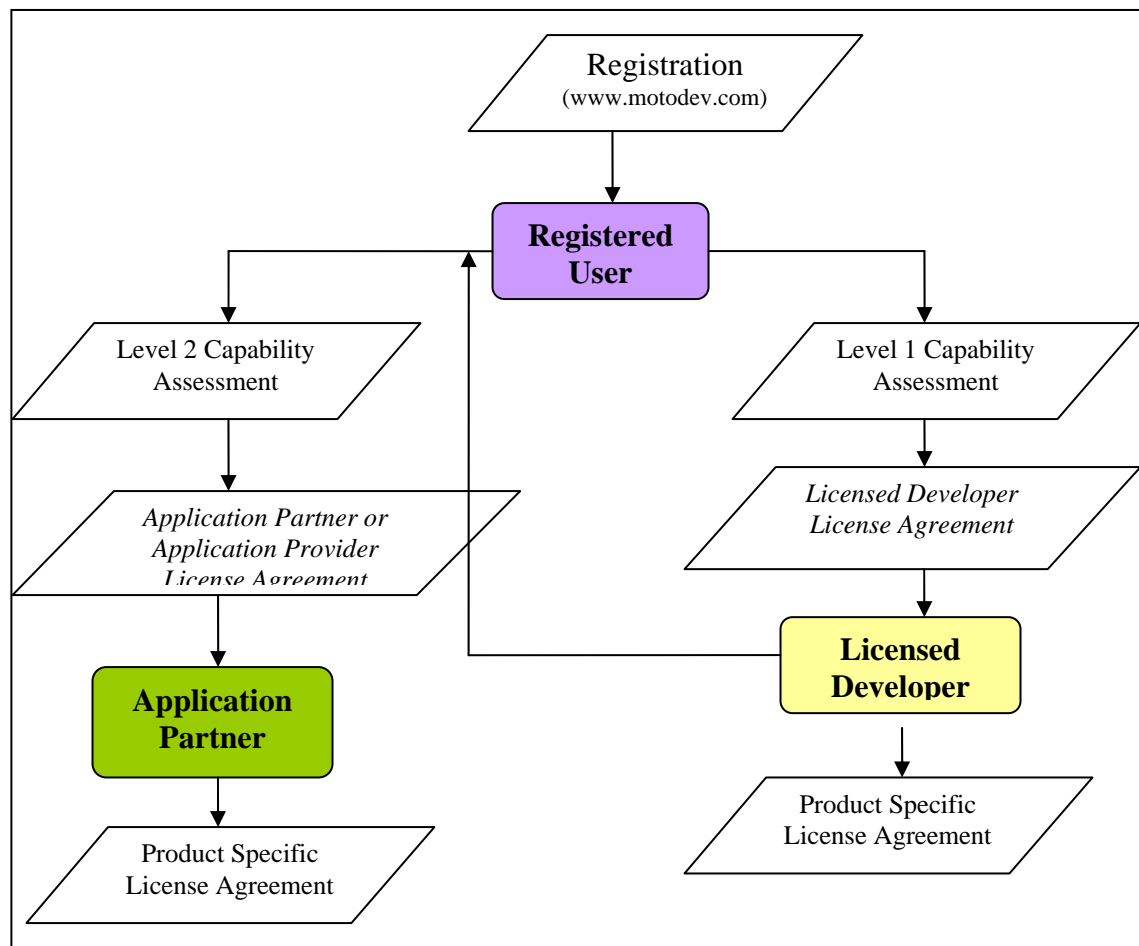
1. The interested candidate sends his notice of intention to become an AP / LD via the MOTODEV website (<http://developer.motorola.com>) or via a Dealer/Account Manager or directly to the regional Application Developer Program Manager.
2. The prospective partner will receive an email from Application Developer Program Manager with following content:
 - Information about the accreditation process
 - Overview of Motorola interfaces (PROIS Specification and/or MOTOTRBO Interfaces Overview)
 - A request for following information:
 - address of company
 - contacts, name of contact person, telephone, fax, email, web page
 - short description of planned solution
 - short description of business case

3. Request for confirmation of the Distribution team if the planned activities of the candidate fits in the product and sales strategy of the appropriated region.
4. Using the published selection criteria for AP / LD, the Motorola regional Application Developer Program Manager or an audit team consisting a Dealer/Account Manager and a Technical Manager audit the prospective AP / LD following these conditions:
 - The audit will be performed on the site of the prospective partner.
 - The audit will be deemed to be successful when the auditor(s) comes to the conclusion that the prospective partner shows the skills to develop solutions that accomplish the brand promises of Motorola.
 - The audit trail is the completely filled in and signed assessment form.

In cases where the prospective partner fails to meet the required selection criteria, the reasons for failure will be communicated to the unsuccessful organization, by the members of the audit team, in writing within 24 hours of the audit.
 - If a prospective developer wishes to contend a failed audit, a written request for a repeat audit must be sent to the manager responsible for the sales region. This manager will have sole responsibility to authorize a repeat audit, or reject the request with reasons in writing, to the applicant.
5. Successful applicants sign the relevant license agreement(s).
 - One license agreement is required for becoming an Application Partner / Application Provider or a Licensed Developer. A second license agreement is required detailing the specific product license agreement (PROIS or MOTOTRBO).
 - Master copy of license agreement(s) are kept in dealer's file or application partner's file
 - Second copy of license agreement(s) are kept in Motorola file owned by the Application Developer Program Manager
 - For legal reasons, the license has to be signed by senior manager in the respective region rather than local entity management.
 - The License Agreements are valid for 3 year unless otherwise noted in the agreement
 - The License Agreements are limited to the geographic region within the control of the regional Application Developer Program Manager. Agreements can be signed in multiple regions.
6. The prospective partner will be announced by the Application Developer Program Manager as an official AP / LD.
7. The now official AP / LD will receive the Certificate of Accreditation as an AP / LD and the related Logo (send out

by Application Developer Program Manager and available on www.motodev.com)

8. The AP / LD will be entered by the Application Developer Program Manager in the AP / LD Database.
9. Application Developer Program Manager arranges MOTODEV account access to AP/ LD material and Motorola Online (MOL) access (account + password) if needed.
10. Application Developer Program Manager is responsible to monitor each AP / LD's status annually and renew the license as required.



8.2 Operational Support

1. AP / LD purchases additional material as required (e.g.: test radios, equipment for Development Environment) from Motorola and/or other third parties.
2. An AP / LD first line of support is provided from technical documentation provided when license is signed, or available from the (access controlled) technical document section of

the Motorola developer Extranet
(<http://developer.motorola.com>).

3. When these sources of information are not able to provide suitable answers, an AP / LD next line of inquiry is to the local technical support department or local Application Developer Program Manager.
4. When these sources are not able to provide suitable answers, a developer's next line of enquiry is the Global Technical Support team at <http://developer.motorola.com>. This tier of support is available for a nominal fee and requires signing a Technical Support Agreement.
5. When answers to new questions are developed, that are generic in nature, they will be loaded onto <http://developer.motorola.com> for access by other AP / LDs. In all cases, observation of confidentiality of end user names, specific development activities and non-infringement of intellectual property will be made.
6. In-country distribution marketing will be required to approve use of AP / LD logo in an AP / LD marketing material unless other noted in the license agreement.

8.3 Cancellation of AP / LD

If an event as defined in the license agreement occurs, Motorola reserves the right to cancel the AP / LD license agreement and rights to use the AP / LD marketing stamps, using the process as defined in the license agreement.

Note: The information contained in this document is subject to change without formal notice.