MRI Product Certification Program Overview

User Guide

Certification Process Overview

This guide provides an overview of the MRI Product Partner Certification program. As an MRI Partner, you have access to various certification services that are included in your Partner membership at no additional cost. The direction and coaching provided during the certification process can assist in expanding your integration knowledge and can help you achieve a successful development and deployment of your integration solution.

Program Benefits

Partners are required to certify their integration. An MRI-certified integration demonstrates to your clients that your solution has been developed on MRI-endorsed integration technologies. The certification process helps to ensure a quality integration and a smooth flow of business data through MRI applications.

Certification Requirements

To become a certified Product Partner, the following requirements must be met:

1. A scalable integration that is live and ready for client implementation.
2. A completed integrations guide detailing setup and maintenance of our integration.
3. Payment and Screening providers: A technical integrations guide outlining how to setup the integration to the payment or screening service.

Note

The technical integrations guide must be completed by all screening and payment providers prior to the first technical call. The integrations guide will be discussed with all Partners during the last technical call.

What to Expect

Once the Partner agreement has been executed, MRI schedules a welcome call. During this call, MRI reviews onboarding documentation, marketing and sales enablement opportunities, and the certification program.

As part of the certification process, you will participate in biweekly technical calls with the MRI Integrations team until the integration is live. Technical calls are used to review the API and quality assurance (QA) process, and to discuss the status of the integration development process. This hands-on approach creates an open line of communication, allows for regular updates of the integration process, and provides an opportunity for continued growth in knowledge about MRI's API development process.

A go-live call will be scheduled at the conclusion of the development phase to confirm that the integration is live and ready for client implementation. At that time, the integrations guide requirement will be discussed.

Note

An integration is considered live once it has been successfully tested and implemented, but this does not mean that the integration is live with a mutual client. After MRI deems an integration live, the Partner will need to implement the integration with the mutual client.

To assist in any mutual client onboarding, the Partner Connect Operations team will conduct a check-in call to occur within a month of go-live. During this time, we will discuss the status of client implementation and confirm the completion of the integrations guide.

Once all requirements have been met, MRI provides an "MRI Certified" badge, which is displayed next to your logo on MRI's website and sent to you for use on your website. The badge can help attract new business to Partners from the MRI client base.

Your certification must be renewed every 12 months. To maintain an active certification, the integration must be live and ready for client onboarding, and an updated technical guide must be on file for all screening and payment providers.

An annual health check call will be conducted to review the following topics:

1. Current certification status
2. Technical guide requirement if applicable
3. Revenue and sales
4. Marketing
5. Partner Support
6. General information updates

Resources

If you have any questions regarding the program, please send an email to partnereducation@mrisoftware.com.