



tekVizion – your independent resource to ensure solution interoperability

tekVizion provides independent validation of interoperability between elements in business communication solutions. The majority of the world's leading vendors have outsourced their interoperability test programs to tekVizion including Cisco, Microsoft, Mitel ShoreTel, Sonus, GENBAND, NEC, Panasonic, Unify and more. We also certify SIP trunking, and complete solutions for both enterprises and service providers.

Over the last 15 years we have found numerous problems with multi-solutions due to interoperability issues.

Having certified thousands of solutions over the last 15 years, we are also happy to provide consultants and end customers with our database to search for interoperability certifications. Search to see if two products have already been certified at www.tekvizionverified.com

We are so confident in our interoperability solution testing, we actually GUARANTEE it! Read more about the #tekVizionVerified Guarantee at www.tekvizion.com/guarantee.

Upon request from several consultants, we are offering the following set of questions which you are free to customize to your particular client's needs and include in your RFPs to help ensure your client's solution works before committing to a new solution or upgrade. For a fraction of the cost of a new or upgraded deployment we can help ensure success.

At tekVizion, we Preempt the Disconnect™!

Sample RFP questions to ensure interoperable solutions for your clients

XYZ Company requires a collaboration solution that will interoperate with hardware and software applications, as well as services, from multiple vendors. Listed below are the vendors that XYZ requires interoperability with immediately upon implementation. Also listed are vendors with which XYZ may require solution interoperability with in the near future. Please list other products with which your solution interoperates with.

Note: Please customize list as appropriate to client.

1. XYZ solution must interoperate with the following products/services from other vendors. Please state which vendor products/services your solution interoperates with.
 - a. Hardware applications
 - i. SBC Vendors
 - ii. Gateway Vendors
 - iii. Video/Audio Conferencing
 - iv. End Terminals
 - v. PBX Systems
 - vi. Unified Messaging platforms
 - vii. Others
 - b. Software applications
 - i. Voice Recording Applications
 - ii. Workflow management applications
 - iii. OAM&P platforms
 - iv. Provisioning platforms
 - v. Speech Recognition platforms
 - vi. AI platforms
 - vii. Others
 - c. Services (e.g., SIP trunking)
 - i. SIP Trunk Providers
 - ii. Archive and Restore platforms
 - iii. Billing reconciliation services
 - iv. Others
2. For each product/service stated above has the interoperability been certified or verified by an independent lab? (Please state if the verification is done internally by your team.)
3. If the certification or verification has been done with any of the above vendors you have as part of your solution, please provide the configuration guide and the test report.
4. In the future, XYZ solution may wish to interoperate with the following products/services from other vendors. Please state which products/services your solution interoperates with.
 - a. Hardware applications
 - b. Software applications
 - c. Services (e.g., SIP trunking)
5. For each future product/service we plan to integrate with please state if the interoperability has been certified or verified by an independent lab.
6. If the verification has been done with any of these future vendors, please provide the test results and the configuration guide for the solution that was certified or verified.
7. Please list other products/services with which your solution interoperates with.

8. How many major and minor releases do you publish annually for your product?
9. Please provide the list of vendors you test with for each major and minor release of your product.
10. Do you have automated testing tools to test the complete solution with above vendor(s) products whenever you publish a major release?
11. If you do have automated testing tools, will you be able to share the tools with us for lab testing and certifying your major releases before we can upgrade our production systems?
12. Does your solution provide APIs for driving automated solution testing? If so, please describe the types of actions the API supports and level of documentation for the APIs.
13. What is your strategy to "future proof" your solution for interoperability with 3rd party products/services which may not exist today?
14. Do you have a partner program for 3rd party application integration? If so, please describe.
15. Has your proposed solution (including any 3rd party products) been tested as a complete solution? If so, has this been verified by a 3rd party testing company?
16. If your solution is composed of multiple products (both your products and 3rd party), please state how often you test the complete solution due to software upgrades, security patches, etc.

For more information, or help with your clients' solution testing needs, visit us on the web at www.tekvizion.com, email sales@tekvizion.com or call 1-214-592-5900.