

Certified Partner | Onboarding

Program Overview

The Kaltura Certified Partnership program is geared toward creating a more strategic relationship between Kaltura and qualified, third-party organizations. The certification process allows partners to create deeper technical integrations between their solutions and the Kaltura platform and products, simplifying workflows and aligning product, marketing and sales strategies to reach wider audience and increase revenue. Becoming a certified Kaltura partner promotes a better sense of security and stability among customers choosing between Kaltura integrated solutions and unlocks access to technical support, product strategy, architecture and development and joint strategy planning.

The Certification Process is a technical evaluation of the integrated workflows between partner solutions and suitable Kaltura products (e.g. integrated APIs workflows, MediaSpace/KAF modules, Player plugins). During the certification phase the integration will be reviewed to test the product end-user and admin flows that customers will be expected to use, corresponding documentation and marketing material, in addition, the source code will be analyzed to make sure it meets Kaltura's industry standards for security, code performance and best practices. Upon passing certification, partners will receive a seal of certification and be featured on the Kaltura Exchange marketplace as a certified partner. Additionally, a wealth of joint co-marketing and sales growth opportunities are available for certified solutions.

Qualifications

- Must be in good standing as a Kaltura Technology Partner.
- Complete business review, including use-cases, workflow and solutions planned to offer joint customers with Partner and Product Management Teams.
- Ensure processes are in place to coordinate ongoing technical and customer support escalation plans.
- \$6,500 annual fee: Covering up to 4 major and 6 minor version certifications annually and \$1,500 worth marketing activities.

Become a Kaltura Certified Partner

Follow the steps below to become a Kaltura Certified Partner

1. *If you're not a current Kaltura Technology Partner or have questions about the certification program, start by contacting partners@kaltura.com. If you are a current partner and/or have already consulted with the Partner Management Team, please proceed to step #2.
2. To start the certification process, we'll first need to adjust your current partner agreement. Please [fill out this form](#); you will receive the certification agreement and payment details for the annual certification fee.
3. Review the Documentation:
 - [Review the Kaltura Player Docs and Features Hub](#)
 - [Review the API documents](#)
 - [Watch the API training presentation](#)

- [Kaltura MediaSpace Setup and User Manuals](#)
- [Kaltura MediaSpace Certification and Developer Docs](#)

The Certification Process

Follow the steps below to start the Certification Review Process

1. We use GitHub for the certification collaboration. Please host your integration code on a private [GitHub.com](#) repository.
2. Add the following users to the repository: [Zohar Babin](#), [Gonen Radai](#), [Jess Portnoy](#), [Rebecca Gross](#).
3. Make sure that your module answers ALL of the guidelines in the certification document: http://knowledge.kaltura.com/node/909/attachment/field_media.
 - Pay special attention to the section "What would cause my module certification to fail?"
4. Make sure that your plugin has a detailed, clear README file with all information about what the plugin does, what features it adds, what UI items it modifies, what processes it adds, what configurations it requires/adds, and deployment instructions for your plugin.
5. When ready, send all completed documentation for your plugin to partners@kaltura.com, including:
 - *User Guides/Manuals, including:*
 - Company Overview
 - Value proposition
 - A Walkthrough of your solutions features WITHIN the Kaltura integrated flows
 - Links to further resources about your company/solution
 - If your module exposes any configuration settings in the Kaltura Products Admin panels – please provide detailed explanation of these settings.
 - *Site Administrator is the person that has access to the Kaltura Products Admin panels.
 - *Module Support Process*
 - This is often just a section in the User Guide (but sometimes vendors provide more detailed procedures that warrant a separate document).
 - This outlines the process for where and how the users can contact you to get support for your module and service.
 - It should also touch common/known issues and FAQs as well as how to contact your support and what information to provide when contacting you.
 - *Installation and DevOps Guide: An IT / Dev person guide that provides the following:*
 - The various components of your Kaltura integration
 - High-level walkthrough of important code functions and extensions
 - Deployment details: How to deploy and setup your integration code
 - Any important notes regarding the deployment (any notes about permissions, namings, needed 3rd party libraries and respective their licenses, etc.)
 - Module Update/Upgrade Notes
 - *Module Testing/QA docs: A QA Tester person guide that provides the following:*
 - High-level workflows this module provides
 - User Stories to test: User does that, should expect that, etc.

- Any important notes about testing: assumptions, un-tested user stories, known limitations, etc.
 - Any relevant information for testing, including Testing Account URLs and Credentials
 - *For Kaltura MediaSpace modules*
 - A clean Kaltura MediaSpace site where the module is enabled for us to run User Testing before the code review. We will need both Admin and User access
 - *Access to your KMC account to test set-up and configuration of your integration*
6. Once user testing is complete, and assuming there are no issues to fix, we will begin the code review.
 - Note: If issues are discovered during User Testing, they will need to be resolved and put back through User Testing prior to moving on to the code review.
 7. During code review, a System Architect will review your code for security, functional and future-proof standards as well as naming conventions and coding practices.
 - Note: If issues are discovered during Code Review, they will need to be resolved and put back through User Testing and code review prior to release.
 8. Certifications take between one week to three months depending on the complexity of the integration and certification queue at the time of submission.

Support Process

Once your certification is complete, we will schedule a meeting to review support and escalation processes

- Once certification is complete, a meeting will be set up between your organization and Kaltura's support teams
- Support processes and escalation paths will be defined entailing who to contact on issues. Generally, the below guidelines will be followed unless otherwise specified:
 - If the issue is clearly a partner issue, the client should report it directly to the partner.
 - If it's unclear, Kaltura will serve as the first line of support, if the issue is found to be with the partner, Kaltura will escalate to the partner accordingly.
 - Kaltura will provide the partner access to a support portal where partners can communicate with Kaltura's Support team, follow-up and report on tickets.
 - Partner will need to provide Kaltura with respective access to their Support practices/tools where Kaltura Support can escalate and report tickets, and keep up to date with release information.

Update Process

Please adhere to the guidelines below for submitting changes to your certified integration

- Any change to a player plugin will NOT require Kaltura's code re-certification unless a change on Kaltura's end is needed. Please note that a documentation and release-notes update is required.
- Any change to a Kaltura MediaSpace module, requires a full re-certification by Kaltura. Given the code and documentation, Kaltura will evaluate complexity and proceed accordingly;
 - *Minor fixes:* Depending on priority from mutual clients, for such updates Kaltura will review the code within 2 weeks. Once the updated passes successfully code-certification and QA, it will be deployed to the Kaltura cloud in the next deployment cycle (two-week cycles).

- *Major change:* Any new features and especially changes to UI, user-experience or Security/Auth model, will require deep Kaltura certification. Depending on priority from the client, for such updates Kaltura will review the code within a 5-weeks time-frame. Once the updated passes successfully code-certification and QA, it will be deployed to the Kaltura cloud in the next deployment cycle (two-week cycles).
- All changes should be submitted in the same manner as your original certification (please follow the steps outlined in the above "Certification Process").
- Any update to the integration will require update to its respective documentation including Release Notes, Marketing papers, Setup Docs and Testing.