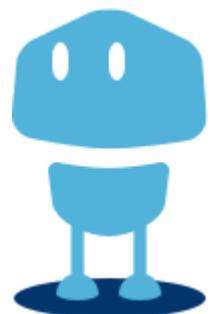




Hypernode Certification Program

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About Hypernode certification

Over 65% of the Dutch Magento agencies are currently working with our Magento platform called Hypernode. This custom-made platform has been developed by Byte and helps Magento agencies to develop, manage and maintain high quality standards for Magento shops. We collaborate closely with our partners, check hundreds of shops every day and maintain a proactive role in the Magento Community. Moreover, we speak to our satisfied or unsatisfied webshop owners on daily basis.

This provides us with experience and a better understanding of what a good Magento shop should look like, what the best practices are and how to build and manage a good Magento shop.

We want to use these learnings by contributing on the quality of the whole Magento development community in The Netherlands. Our Hypernode certification makes sure that the developers that belong to the cutting-edge of Magento agencies are being recognized. We share our knowledge and provide the needed support to help agencies on this way to certification and therefore reaching their optimal potential.

Our goal: Happy and satisfied Magento users. How?

- ❖ By challenging Magento agencies to improve their quality even more than they already do.
- ❖ By sharing best practices concerning Magento development.
- ❖ By providing Magento merchants a list of the best Magento development agencies worldwide.
- ❖ By judging certified agencies on their output and processes, not at a specific moment in time, but periodically. This certification program is not a reflection of a moment of time, but a continuous guarantee of quality.

Advantages

The Hypernode certification program gives you the opportunity to stand out in the crowd. When looking for a reliable Magento solution partner, the certification functions as a good indicator of excellent webshop quality.

More advantages of a Hypernode Certified Agency:

- ❖ At our security scanner MageReport.com (2.000 users a day) we refer explicitly (but not exclusively) to Hypernode certified agencies.
- ❖ In all service communication concerning Hypernode we only refer to certified agencies.
- ❖ You receive the Hypernode Certified Agency batch to show all your website visitors that you belong to the best Magento development agencies worldwide.
- ❖ As a certified agency you are even more involved in the development of Hypernode as a product and service.
- ❖ We invite you to the yearly roadmap and feedback session with the Hypernode development team.

Criteria

A Hypernode Certified Agency delivers excellent quality when it comes to development and management of Magento webshops which will lead to happy customers. The criteria for receiving the certificate are as follows:

- ❖ A Hypernode Certified Agency develops and manages Magento shops with outstanding performance.
- ❖ A Hypernode Certified Agency develops and manages Magento shops as safe as possible.
- ❖ A Hypernode Certified Agency works with professional processes concerning development, deployment and management.
- ❖ A Hypernode Certified Agency has thorough knowledge of Magento.
- ❖ A Hypernode Certified Agency manages at least 5 live Magento shops on a Hypernode.

After receiving the Hypernode certificate, we continuously evaluate if agencies still fit the high-quality standards. In this way it is not just a reflection of a single moment but a continuous evaluation over time.

Procedure

Agencies can apply for the Hypernode certification program by sending an email to certification@hypernode.com including the name of the agency and the contact.

Every six month we initiate an audit. We ask all interested agencies to fill in a extensive submission form and attach as many supporting documents as possible (SLA's, code convention documents, etc.)

When the deadline is expired a dedicated audit team evaluates all submissions. This evaluation is based on the submission form and data from MageReport and any other additional personal explanation that you could have provided.

If the audit was positive, you are allowed to call yourself a Hypernode Certified Agency, and you will receive a media kit to show the world you belong to the best Magento agencies in the world. Additionally, we also shout from rooftops so that your achievement does not remain unnoticed.

If the audit did not turn out positive, we will discuss the evaluation extensively and provide you with feedback so that you know which elements need more attention and can improve your performance in a possible next audit. You are free to fill in a application again next audit as there is no limit to the amount of applications. No communication is shared regarding agencies who did not receive a positive audit result.

Once you received the certificate, we keep monitoring you. If we feel it's necessary, we will give you a call or ask for new information.

Application

Are you excited to participate? Apply now!

Send an email to certification@hypernode.com including the following information:

- Contact details of your agency (name, email address and phone number)
- The Hypernodes you managing.

When you applied as described above, you will receive the application form a few weeks before the deadline. In this form you can share your motivation and show that you fulfill all the requirements. Try not to rush this and involve one of your developers. Your application is complete when the application form is completed and sent back to us.

FAQ

How does the Hypernode certification differ from the Magento certification?

The Magento certification is a quality mark that shows that a developer possesses sufficient knowledge of the Magento software so that they deliver shops of good quality. The Hypernode-certification differs as it is a quality mark for a complete web agency. Moreover, instead of measuring only once, the hypernode certification is based on a continuous evaluation of quality in the output (the speed and safety of Magento webshops) and processes.

I am a partner of Hypernode, do I automatically receive the Hypernode certification?

No. A partnership with Hypernode is based on collaboration however the certification is a separate quality mark that one needs to apply for. The Hypernode certification entails that a party's output and processes are periodically monitored. Therefore a partner needs to send a separate application in order to be evaluated for this certification.

What happens if my audit results are negative?

First we will discuss the reasons for this rejection. We will provide detailed feedback so that you can improve in the needed areas and can tackle issues with better insights. You are welcomed to apply again for a next audit.

Can I already view the evaluation criteria for the certification?

No, this is done for two reasons: firstly, we think the requirements should not focus too much on them. Focus on the results: providing the best-in-class quality and satisfied customers. On the basis of our knowledge and insights we look at specific features or elements that we think are critical in guiding you to the optimal results. However, new innovative ways or solutions could also lead to the same, or even better, results. We do not want to exclude these and would like to stimulate innovation and creativity in reaching these results. Secondly, we want to prevent participants to only implement the needed elements for the

certification. A great shop extend beyond required features and satisfies needs that customers do not even now they want.

I do not work as a freelancer/independent contractor (ZZP'er), can I also apply for the Hypernode Certification?

Unfortunately no. The Hypernode certification is based on the fact that we can recommend agencies to merchants because they deliver work of high standards. A freelancer/independent contractor could fulfill these requirements for the certification however the provided work is based on the performance of a single person. Therefore, we cannot guarantee the continuity to customers. A good alternative would be to apply to the Magento Certified Developer Program of Magento, which is also used as a quality sign.

If you have any questions, do not hesitate to give us a call or send us a message to certification@hypernode.com or 020 - 521 6226.