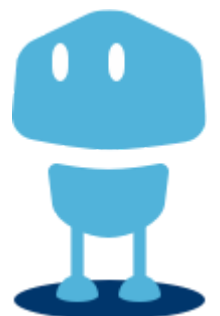




Hypernode Certification Program

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About Hypernode certification

Over 65% of the Dutch Magento agencies are currently working with Hypernode. Our custom-made platform 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 happy or slightly less happy webshop owners on a daily basis.

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

We want to use these learnings by contributing to the quality of the whole Magento development community. Our Hypernode certification ensures recognition of cutting-edge Magento agencies that stand out in the crowd, and we can help agencies on their way to certification by sharing our knowledge and experience.

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 auditing certified agencies on their output and processes, not at a specific moment in time, but periodically. This certification program is not a one-time check, 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 and means an agency knows how to make optimal use of the Hypernode platform. This is something to be proud of and you can use in your marketing communications, as we do too because we're proud to work with these agencies!

More advantages of a Hypernode Certified Agency:

- ❖ On our security scanner MageReport.com (2.000 users per day) and on our websites we refer explicitly (but not exclusively) to Hypernode certified agencies. Our support actively refers clients only to Hypernode certified agencies.
- ❖ You receive the Hypernode Certified Agency label 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 with the highest level of security.
- ❖ 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.

To check if an agency meets the criteria mentioned above, we maintain standards. Two weeks before the deadline to participate in an audit we will send out these standards to interested agencies with the request to prove to us how they meet these standards.

After receiving the Hypernode certificate, we continuously evaluate if agencies still meet the high-quality standards. This way the certification is not a one-time check, 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 months we initiate an audit. We ask all interested agencies to fill out an elaborate submission form and attach as many supporting documents as possible (SLA's, code convention documents, etc.) to prove how they meet the standards for certification. We will send this form including the standards two weeks before the deadline for an audit, so you have enough time to complete this form.

After the deadline has passed, a dedicated audit team evaluates all submissions. This evaluation is based on the submission form and data from MageReport, but will also be substantiated by an interview over the phone.

If the audit was positive, you are allowed to call yourself a Hypernode Certified Agency, and you will receive a media kit to show everyone you belong to the best Magento agencies in the world. Additionally, we also proudly shout our newly certified partners' names from the 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 the next audit. You are free to submit another application next audit as there is no limit to the amount of applications. No communication is shared regarding agencies that did not receive a positive audit result.

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

Application

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 manage.

Once we have received your email, we will send the application form two weeks before the deadline. On 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 we have received a completely filled application form.

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 performance 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, 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 you can improve the needed components and can tackle issues with better insights. You are welcome to apply again in a following audit. Needless to say, we're not communicating anything about partners that did not meet the requirements to become Hypernode certified.

Can I already see the evaluation criteria for the certification?

No, you can't, for two reasons. Number one is that we think the criteria are not leading, but merely an indication of what we should be looking at. We focus on the desired results: best-in-class quality and satisfied customers. Based on our experience and expertise we know quite a few best practices to achieve these results. However, we won't claim to know all the ways or solutions that could lead to these, or even better, results, nor do we want to treat all business processes of

our partners as though they are the same. We will therefore look at your business processes, quality and customers as a whole and would like to stimulate innovation and creativity in reaching the desired results.

The second reason is that we want to prevent participants to only focus on the criteria for certification. We only offer limited time to complete the application as we want to know how you've actually implemented the processes you describe, and how the shops in your portfolio actually perform. Not only during the audit, but throughout the entire year.

I work as a freelancer/independent contractor (ZZP'er), can I also apply for the Hypernode certification?

Unfortunately no. The Hypernode certification is designed to recommend agencies to webshop owners because they deliver good quality and have implemented processes to ensure this quality. Although a freelancer/independent contractor could fulfill the requirements for the certification, the provided work is based on the performance of a single person. Therefore, we cannot guarantee the continuity of this quality. A good alternative would be to apply to the Magento Certified Developer Program, which is used as a developer's quality indicator.

If you have any questions, do not hesitate to give us a call (+31 (0)20 - 521 6226) or send us a message (certification@hypernode.com).