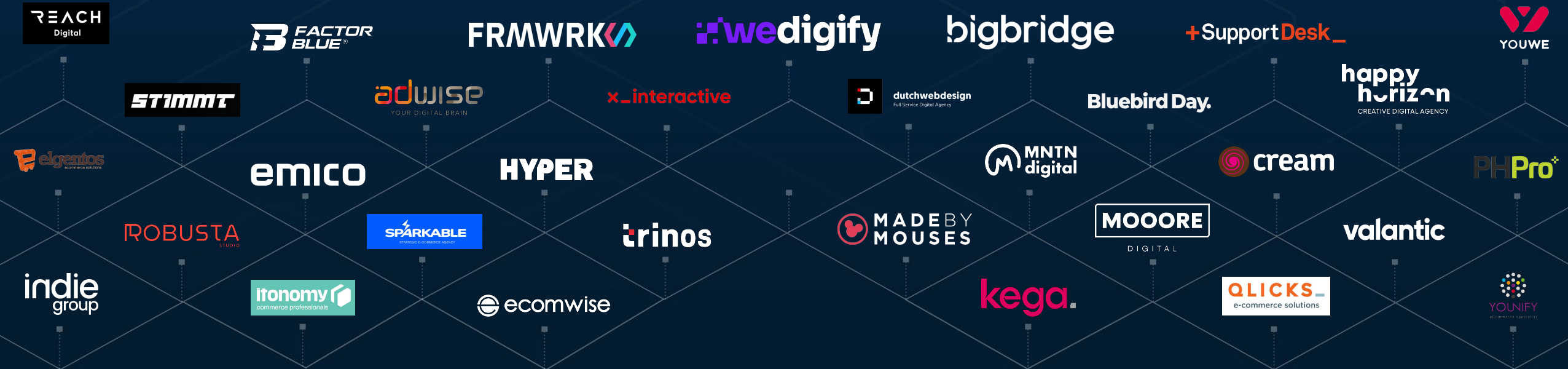


HYPERNODE[®]

Partner Program



Dear reader,

First, a warm welcome to you. Your interest in us is deeply valued, and we eagerly anticipate a future characterized by mutual growth, delighted customers, and a collaborative, respectful partnership.

With over 25 years of experience in e-commerce hosting, Hypernode stands on solid ground. Our product, refined and enhanced over time, incorporates invaluable applications designed to simplify developers' tasks. Automation truly lies at our core!

Our reach extends to over 22 countries, fostering a robust, internationally-driven network of agencies. These agencies work tirelessly to elevate the success of our shared customers.

We are dedicated to empowering your success with knowledge, support, and proactivity. Together, we ensure our customers' success. The world of e-commerce never sleeps, and we will face any challenges collaboratively.

Through this document, we offer you our perspective on a successful partnership. We outline what you can expect from us and delve into our offerings.

We look forward to working with you and are excited for the positive outcomes that our partnership will undoubtedly yield.

**Kind Regards,
The Hypernode Team**



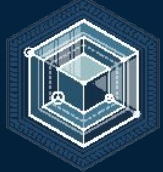
What we stand for

Whether you just signed on as a Hypernode partner (or are about to), we'd like to take a quick moment to highlight what we consider key aspects of a successful partnership.

- ◆ As partners we help each other be and stay successful
- ◆ We are open, honest and transparent with each other at all times
- ◆ We will always treat each other with respect
- ◆ We will always seek to learn from feedback and help each other improve
- ◆ We keep in touch throughout the year because we recognize the value in staying close



PLATINUM



ELIGIBILITY

MIN MRR
€15,000

FINANCIALS

RECURRING COMMISSION
20%

**LEAD REWARD
REVENUE FIRST MONTH**
100%

TRAINING & SUPPORT

TRAINING

- Kickoff session
- Growth workshop
- Sales training
- Support deep dive
- 4x Annual check-in calls

SUPPORT

- Dedicated partner manager
- Private slack channel
- Dedicated support for account & sales

PRODUCT

PRODUCT

- Free migration service
- Free development plan
- Early access to new features

MARKETING

WEBSITE VISIBILITY

- Listed on website
- Standalone landing page
- 2x Partner video case
- 5x Hypernode Partner day pass

GOLD



ELIGIBILITY

MIN MRR
€7,500

FINANCIALS

RECURRING COMMISSION
17.5%

**LEAD REWARD
REVENUE FIRST MONTH**
100%

TRAINING & SUPPORT

TRAINING

- Kickoff session
- Growth workshop
- Sales training
- Support deep dive
- 2x Annual check-in calls

SUPPORT

- Dedicated partner manager
- Private slack channel
- Dedicated support for account & sales

PRODUCT

PRODUCT

- Free migration service
- Free development plan
- Early access to new features

MARKETING

WEBSITE VISIBILITY

- Listed on website
- Standalone landing page
- 1x Partner video case
- 4x Hypernode Partner day pass

SILVER



ELIGIBILITY

MIN MRR
€2,500

FINANCIALS

RECURRING COMMISSION
15%

**LEAD REWARD
REVENUE FIRST MONTH**
100%

TRAINING & SUPPORT

TRAINING

- Kickoff session
- Growth workshop
- Sales training
- Support deep dive
- 2x Annual check-in calls

SUPPORT

- Dedicated partner manager
- Private slack channel
- Dedicated support for account & sales

PRODUCT

PRODUCT

- Free migration service
- Free development plan
- Early access to new features

MARKETING

WEBSITE VISIBILITY

- Listed on website
- 3x Hypernode Partner day pass

BRONZE



ELIGIBILITY

MIN MRR
€750

FINANCIALS

RECURRING COMMISSION
10%

**LEAD REWARD
REVENUE FIRST MONTH**
100%

TRAINING & SUPPORT

TRAINING

- Kickoff session
- Growth workshop
- Sales training
- 1x Annual check-in calls

SUPPORT

- Dedicated partner manager
- Private slack channel
- Dedicated support for account & sales

PRODUCT

PRODUCT

- Free migration service

MARKETING

WEBSITE VISIBILITY

- Listed on website
- 2x Hypernode Partner day pass

STANDARD



ELIGIBILITY

MIN MRR
€0

FINANCIALS

RECURRING COMMISSION
0%

**LEAD REWARD
REVENUE FIRST MONTH**
200%

TRAINING & SUPPORT

TRAINING

- Kickoff session

SUPPORT

- Private slack channel

PRODUCT

PRODUCT

- Free migration service

What do you gain

Speed

Your growth is accelerated by our partnership, clear communication and feedback between us streamlines customer interactions and product improvements. Issues are resolved faster through information sharing.



Support

Critical issues that impede customer success are always addressed with the highest urgency. And with a specialist team right on Emergency rescues, Hypernode offers its partners extra clout, ensuring quick and expert help!



Commissions

A passive income stream based on the revenue you generate for Hypernode. You can choose how to spend your monthly commissions, with various possible applications.



Visibility

Partner program benefits include increased visibility, networking opportunities, collaboration with Hypernode's marketing team, and attendance at our annual partner day.



Growing together

Growth workshop

We are happy to meet with you to discuss mutual growth and how we can help you achieve your ambitions, including finding new clients.



Hypernode sales training

Our commercial team can help you understand how to sell our products. We can explain how we advise new customers. This will save you time when discussing our products with potential customers.



Deepdive

Our strength lies in our mixed team of devops, Magento developers, and Tier 1 and 2 support engineers. We can show you how our team quickly resolves complex issues and how they can act as an extension of your development team.

We can also do a deepdive into our processes both inside and outside office hours, so you always know the easiest and fastest way to reach us.



Annual partner check-in call

We schedule yearly check-in calls to discuss our joint portfolio, new projects, feedback, marketing/growth plans, and Hypernode roadmap updates.



Product benefits



Free migration Service

We provide high-quality support and ensure a smooth transition for customers migrating to Hypernode. We do this through a meticulous, step-by-step plan designed to alleviate the burden on your team. While we strive to handle the migration process seamlessly, there may be instances where your team's support is required.



Free Cloud partner server

A free Cloud partner server is available to all Hypernode partners for personal use, including trying new features, testing our services, or donating the server to a customer.



Involvement in development

As a Hypernode partner, you have an important voice. You help us determine our roadmap but also get to try out new features that have been rolled out in Beta. Your feedback is important for us to continuously improve our product.

Partner Management & Support



Dedicated support for account & sales

We are always ready to assist you with questions, challenges, or issues. We can also provide advice on new and existing projects. Feel free to ask us so that you can present the best solution to current and potential clients. We can also join in on conversations with your clients or manage the communication entirely, saving you time and helping to support them.

Dedicated Partner Manager

We assign a dedicated Partner Manager as your main point of contact for all your needs. We aim to meet with you regularly, depending on your Partner status, to discuss important updates, review your customer portfolio, and explore potential new projects.



Private Slack Channel

We provide all our partners with a dedicated Slack channel for quick and easy communication with our support team, in addition to our standard ticketing system. Use the Slack channel for quick questions, customer onboarding, or to highlight the urgency of a ticket. Our goal is to make communication between us as easy and accessible as possible.

Marketing benefits



Listed on Hypernode website

To help our partners increase online visibility, we feature you (from Bronze and higher) on our website, which receives thousands of visitors each month. We are committed to connecting merchants and partners. You will receive an email requesting the information needed to showcase your business on our website.

Dedicated landing page

A dedicated landing page on our website is available for Silver, Gold, and Platinum Partners. This page can be used to provide a detailed company introduction, display client testimonials and featured projects, and include a call-to-action button to encourage leads to get in touch.

Customer success story

Our marketing team will assist you in creating compelling content combined with attractive visuals to showcase customer success stories on your landing page. This is available to Silver, Gold and Platinum Partners.

Hypernode Partner Day pass

Our annual partner day is an opportunity for partners to learn about our upcoming plans, new products and features, and how to leverage them. The day includes knowledge sharing, networking, and collaboration opportunities, along with refreshments. Depending on your status, you will receive one or more tickets so that you can bring along colleagues.

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