

SingleHop Certifications

Corporate-Level Certifications and Partnerships

The following certifications are applicable to SingleHop operations, processes, procedures, business practices and corporate-level partnerships.

✓ SAS 70 Type 1 & 2 Facilities

Service Auditors Report (SAS) Type 1 and Type 2 review the operations of a facility with focus on operational and procedural controls and security. All SingleHop data centers hold either SAS 70 Type 1 or Type 2 certification.

✓ SSAE 16 Facilities

Statement on Auditing Standards (SSAE) Number 16 Type 1 and Type 2 confirms that an organization or facility complies to standards put out by the Auditing Standards Board (ASB) in relation to business engagements and business controls. This is the certification that has effectively replaced SAS 70.

✓ US/EU Safe Harbor Self Certified

US/EU Safe Harbor Self Certification means that we voluntarily comply and self certify compliance with the US/EU Safe Harbor program as it relates to privacy and the collection and transmission of data. We are a member of the US BBB Safe Harbor program to facilitate our compliance.

✓ PCI Compliant

PCI Compliance is a standard in the payment card industry to protect and secure the customer credit card information that is used to pay for SingleHop's services. SingleHop is in full compliance with the PCI DDS standards and regularly performs internal audits to ensure continued compliance. This expertise helps SingleHop assist our customers in designing and deploying PCI compliant environments.

Corporate-Level Certifications and Partnerships (Continued)

✓ cPanel NOC Partner

cPanel NOC Partner is a certification from cPanel, Inc. that enables SingleHop to directly license and distribute their software licenses. SingleHop is engaged in a close operating and strategic partnership with cPanel.

✓ Parallels Certified Partner

Parallels Certified Partner enables SingleHop to distribute and license Parallels virtualization and control panel products, as well as provide technical assistance to customers who use these products. Certification enables direct cooperation between Parallels and SingleHop engineers.

✓ Microsoft Certified Partner Gold

Microsoft Certified Gold Partner means that SingleHop has an active SPLA agreement with Microsoft and works closely with Microsoft's development and service teams to provide the best service to our customers.

✓ Veeam Cloud & Service Provider – Platinum Partner

The Veeam Cloud & Service Provider (VCSP) program is a partner program designed for hosting, cloud and managed service providers. SingleHop, who offers Backup and Disaster Recovery as a Service solutions powered by Veeam, is a member of the highest tier of this program.

Staff Member Certifications

These are certifications that are held at the personal level by one or more SingleHop employees.

✓ VMware Certified Professional (VCP)

This certification validates the ability to install, configure and administer a Cloud environment using vCloud Director and related components.

✓ VMware Certified Advanced Professional – Data Center Design

This certification validates expertise for architects who design and integrate VMware solutions in multi-site, large enterprise, virtualized environments.

✓ VMware Certified Advanced Professional – Data Center Administration

This certification requires administrators to pass a live, lab-based exam that uses actual equipment to verify skills at installing, configuring, and administering large and complex virtualized environments.

✓ VMware Technical Sales Professional (VTSP)

VTSP is focused foundational technical training curriculum that provides partners who are new to selling VMware solutions technical knowledge critical to the sales cycle.

✓ VMware Sales Professional (VSP)

SingleHop's introductory sales training program is designed to teach partners about virtualization basics and VMware Solutions.

✓ AWS Certified Solutions Architect

This certification indicates the professional is capable of designing scalable and fault-tolerant systems on AWS and is able to successfully identify cost control mechanisms and manage AWS migrations.

Staff Certifications (Continued)

✓ AWS Certified SysOps Administrator

This certification validates expertise in the deployment, management and operations on the AWS platform.

✓ MCSA: Azure Solutions Architect Certification

This certification recognized an individual's expertise in the architecting, developing and administering Microsoft Azure solutions.

✓ Microsoft Certified Professional

The Microsoft Certified Professional (MCP) certification validates IT professional and developer technical expertise through rigorous examinations. The certification covers a range of Microsoft technologies and solutions.

✓ Data Center Certified Associate (DCCA)

This certification, administered by Schneider Electric, validates proficiency in essential data center skills -- power and cooling, racks, cabling, management and security.

✓ Cisco Certified Network Associate

Cisco Certified Network Associate is a level of certification in the administration of Cisco routers and network equipment. SingleHop network operations employees hold this certification.

✓ Cisco Certified Network Professional

Cisco Certified Network Professional is the next level up in Cisco certification. This level of expertise enables an employee to handle more complex routing and networking issues. Several SingleHop network operations employees hold this additional level of certification.

Staff Certifications (Continued)

✓ cPanel Technical Certification

cPanel Technical Certification is an official certification program designed to identify and educate the skill set needed to effectively administer and troubleshoot cPanel configurations, ranging from simple setups to complex arrangements. Several SingleHop technical support and system administration employees hold this certification.

✓ cPanel Sales Certification

cPanel Sales Certification is a similar certification to the cPanel Technical Certification with a focus on the sales aspect of the program. Employees that hold this certification are subject matter experts in cPanel and Web Host Manager.

✓ Microsoft Certified Solutions Expert

Microsoft Certified Solutions Expert or MCSE is a very important certification related to the administration and sales of Microsoft products such as Windows, Windows Server, Microsoft SQL Server and more. Several SingleHop employees hold this level of Microsoft certification.

✓ Parallels Certified Automation Professional

Parallels Certified Automation Professional is a high level of certification from Parallels related to the administration of their automation technologies from a server provider's standpoint. Several SingleHop engineers hold this certification.

✓ Parallels Plesk Panel

Parallels Plesk Panel Certification is a specialized certification focused on the Plesk control panel and how to administer and manage Plesk in a hosting environment.

Staff Certifications (Continued)

✓ CompTIA A+

This certification validates understanding of the most common hardware and software, and confirms one possesses the skills necessary to support complex information technology systems.

✓ CompTIA Linux+

Linux+ certifies critical, foundational skills Linux system administration.

✓ CompTIA Security+

The Security+ certification is a benchmark for validating best practices in IT security, including network security and risk management.

✓ Project Management Professional

The project management professional certification is the premiere, industry-recognized certification for PMs in the world.

✓ ITIL Foundation Certification

ITIL® (IT infrastructure Library) is the best practice framework for IT service management widely accepted by organizations around the world. It enables IT services and processes to be appropriately delivered more consistently and efficiently.

✓ Certified ScrumMaster

Core to Agile Project Management, CSMs are experts of the Scrum methodology and advocates of its values, practices and applications.