



databricks

Case Study

Securing Databricks' Certification Programs with Kryterion's Expertise



CLIENT OVERVIEW

Databricks provides an industry-leading Data Intelligence Platform that helps enterprises harness the power of their data for analytics, machine learning, and AI applications. As a result of the phenomenal growth of Databricks' certification program, the company wanted to continue to bolster its exam security challenges to maintain a seamless experience for its global audience. Databricks delivers exams in most countries globally, with a significant volume in India and content localized in Japanese, Korean, and Brazilian Portuguese.



THE CHALLENGE

As Databricks scaled its certification program to meet growing global demand, the challenges scaled proportionally. Candidates were missing important test-day instructions, indicative of increasing anxiety associated with high-stakes exams. Robust test security became a necessary factor as overexposure of the exam content and increased cheating were threatening the integrity of their certifications.

While overexposure of content was on the rise, Databricks has also seen the number of exam deliveries double year-over-year for the last few years. This kind of rapid expansion comes with new challenges, including:

- 1 Proxy testing detection and control
- 2 Prevention of leakage of exam material
- 3 Safe and user-friendly global testing environment

To overcome these challenges, Databricks sought a trusted partner. Enter Kryterion.

SOLUTION



AUTOMATIC EXAM SUSPENSION

Kryterion provided features such as automatic suspension for exams where Remote Access Trojans (RATs) or other abnormalities were detected. Candidates whose exams had been suspended were offered the opportunity to appeal or take their exam at a secure test center.



ENHANCED PROCTORING MEASURES

With Kryterion's vigilant proctors, test-takers were closely monitored, reinforcing Databricks' commitment to security and deterring potential cheaters.



HYBRID EXAM DELIVERY OPTIONS

Addressing the technical obstacles and increasing the accessibility of candidates, Databricks introduced in-person testing options at Kryterion's global test centers. This alternative provided a secure environment for candidates who had issues that prevented their participation in the online proctored environment.



CONTINUOUS CONTENT REVITALIZATION

With Kryterion's support, Databricks has developed a plan to introduce new exam content in order to replace leaked items.



"Having Kryterion as a partner lets us focus on what we're good at—creating the exams—without having to worry about the security part."

Rachel Canetta, Sr. Manager, Certification, Databricks



RESULTS

With this secure foundation in place, Databricks' certification program is poised for ambitious growth. The company is rewriting the content for all its exams and positioning itself to meet demand from a large-scale certification initiative abroad. Their goal is to certify up to 70,000 professionals in a region where test center utilization remains high, with Kryterion's global test center network providing a critical component.

Databricks achieved substantial improvements in both exam security and user satisfaction. For example:

- ✓ Test-takers were offered flexible options, including test center delivery, which reduced the technical and logistical burden.
- ✓ Positive feedback from candidates and other stakeholders illustrated the value of stringent security measures in maintaining certification integrity.
- ✓ Doubling certification deliveries year-over-year to offer more candidates opportunities, while protecting the credibility of its certification program.



"I feel a lot more confident now than I did a year ago, thanks to Kryterion. I used to think we'd need to double our staff just to keep up with the demand without risking content leaks."

Rachel Canetta, Sr. Manager, Certification, Databricks



FUTURE OUTLOOK

A PARTNERSHIP BUILT ON TRUST AND EXPERTISE

Kryterion and Databricks now have a goal to double their certification deliveries by the end of 2025 while meeting global demand and maintaining stakeholder trust. The focus has now shifted to growing their item bank and refreshing the exam content regularly to provide longevity and security.

Databricks recognizes Kryterion as a key partner in its journey. By managing the complexities of security and localization, Kryterion allows Databricks to focus on what they do best—creating world-class exams that validate critical skills.

With a shared commitment to excellence, this partnership will continue to empower Databricks to expand, innovate, and demonstrate to the world that their certifications are secure and scalable.



"I feel like when they say, 'Can we do this?' I say, 'Yes we can,' because we have a really solid foundation of security built with our partnership."

Rachel Canetta, Sr. Manager, Certification, Databricks

