



# CASE STUDY



## INDUSTRY

Information Technology

## USE CASE

Certification, Pure Performance-Based assessment

## ABOUT

Founded in 1992, SUSE is the world's first provider of an Enterprise Linux distribution. Today, thousands of businesses worldwide rely on SUSE for their mission-critical computing and IT management needs. SUSE was part of the Novell acquisition by Attachmate for \$2.2 billion.

## SITUATION

Certification attainment at the administrator or engineer level is industry recognition of a core competency, yet SUSE's path to an ideal certification program was filled with logistical obstacles, limited testing functionality, and budget constraints. The only opportunities to earn a SUSE certification were in-person on limited test dates using self-hosted and simulated environments. With only enough resources to run their antiquated system and no budget to invest in redeveloping it, there didn't appear to be many options for program improvement. Additionally, certifications were inaccessible to many due to geographic limitations and scheduling conflicts. Training and certification was 1) not scalable, 2) costly due to acquiring venues and coordinating equipment, and 3) a labor-intensive headache for both the attendees and company employees serving as exam proctors. Eager to make skill assessment easier to administer, accessible to a broader group, and higher quality, SUSE began to explore various options to outsource the testing.

## SOLUTION

SUSE had a basic understanding of how Performance-based assessment was a better predictor of success because of the results from their existing, in-house training labs. The hands-on experience helped increase the testing success rates. After meticulous research to explore certification platform options, TrueAbility's fully-managed and cloud-based platform, was the only performance-based assessment product on the market that met all their check boxes; global platform, knowledgeable team, scalable, hands-on capability, APIs, integration with remote proctoring from our partner PSI Services, easy to update, and a flexible pricing model. The real-time, live-environment gives their end-user the most realistic experience using SUSE technology.

## RESULTS

SUSE has reduced costs, increased capacity, and improved the end-user's experience. "TrueAbility has allowed us to go back to our core competencies and focus on what we do best—developing a path of training and development and enable users to excel at using the product. Certifications are poised to not only add value to the individual, but also add value to their organizations, now and for years to come".

