Stripe used the Certiverse platform to develop two certification exams in **half the time**.

stripe + ▽ CERTIVERSE

Situation

Stripe is an online payment platform that supports companies around the world to make moving money simple and borderless.

They have teams based in dozens of global offices and process billions of dollars each day for every size of business. Stripe needed a certification program to ensure that partner ecosystems **achieved sufficient skills to support Stripe's technologies.**
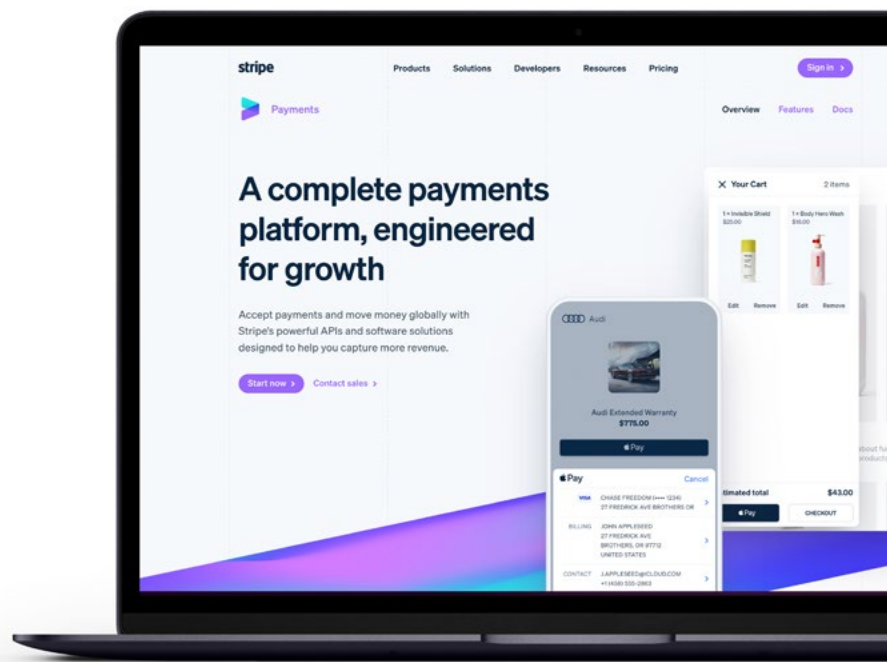
Challenge

Stripe's subject matter experts are dispersed around the world and travel during the pandemic was impossible.

Traditional exam development involved multiple friction points that slowed down the launch of new certifications. Additionally, Stripe wanted to create a large item pool and use continuous item development to reduce the risk of item exposure and theft. To build up-to-date exams with high item volume, they were seeking a testing solution that moved at the speed of SaaS.

Solution

Stripe used the Certiverse platform to develop two certification exams, Stripe Certified Professional Developer Exam and Stripe Certified Professional Implementation Architect.

This end-to-end online system was able to:

✓ **Enable a global team of SMEs to easily contribute to content development** without impacting their customer-facing priorities

✓ Provide opportunities in the future for external partner SMEs to **securely support content development**

✓ Manage and interact with SMEs and **offer tiered compensation options, recognizing SMEs for participation**

✓ **Create a 'frictionless' solution** that enabled all aspects of content and test development to be made from one platform and reduce administration for a small certification team

✓ **Allow for dynamic form development** to reflect the changes to Stripe technology as well as minimize content exposure

Results

By working with Certiverse and its Customer Success team, Stripe delivered their first Job Task Analysis and Test Blueprint in six weeks with a team of global SMEs.

The content was developed and Beta-tested in 14 weeks. While the first exam, Stripe Certified Professional Developer, was in development, the second exam, Stripe Certified Professional Implementation Architect, was started, developed, and delivered in half the time; the two Beta tests were launched simultaneously. The platform expedited the end-to-end content and test creation process, and Stripe was also able to import existing blueprints and content to make the most of previous work.

Stripe was in total control of their program and the end-to-end development and delivery process. Stripe could also proactively manage their programs, prioritizing exams based on external factors. They were able to instantly 'publish' their exams themselves and make them available via Certiverse's exam store, using their preferred pricing and discount

12 Global SMEs developed content
via Certiverse's asynchronous platform

2 Beta Tests conducted simultaneously
using 25 participants

2 Live Exams launched

SECOND EXAM LAUNCHED IN:
HALF THE TIME

options as well as remote proctoring and full reporting capabilities.

Certiverse is an ever-evolving SaaS platform. Using the system's built-in feedback capabilities, Stripe has also been able to request many enhancements and features that have been implemented specifically for their own program needs.