Case Study
CYPHER Learning

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✔ Review by a Real User
🛡 Verified by PeerSpot

What is our primary use case?

Our organization has multiple divisions. We started with the iQ Retail division, which develops Retail ERP software solutions. Each division within our organization offers different software solutions. We train people on how to use our software through CYPHER Learning, which is available internally and externally.

CYPHER Learning is a SaaS solution.

How has it helped my organization?

We used to offer classroom-based courses only, but we found that travel costs and time restraints were becoming too much for our students. We were looking for a more affordable / accessible way to reach more students, and

CYPHER Learning helped us do that.

CYPHER Learning's features effectively boosted our efficiency. We are now able to offer a wider range of services at a competitive cost. Being a Global company with 13 branches, being able to reach global initiatives, is a great advantage.

The timing for rolling out CYPHER Learning was very beneficial, as we relaunched one of our divisions with a new type of learning just before the COVID-19 pandemic hit. This allowed our instructors to train and teach remotely.

As a corporate university, we use CYPHER Learning to provide internal training for our employees and external training for our clients / partners. This hybrid training model is vital to our ever evolving organization.

The hybrid training platform helps us attract top talent by showcasing our capabilities and providing support and knowledge to our clients

in an interactive and engaging experience.

The solution can be used to assist in pre-certifying resellers online before they enter the market.

CYPHER Learning helped us expand our training efforts. Before CYPHER Learning, we only offered classroom training, which required learners to travel to one of our training facilities. We can now offer online training, which eliminates the need for travel. This has substantially decreased the cost of training, making it more accessible to more learners.

CYPHER Learning saved us around 30 percent of our administrative work through the app that easily adapts to different markets.

What is most valuable?

CYPHER Learning is a user-friendly platform that makes it easy for me to manage my instructors and track my learners. My instructors can provide feedback to learners on the same day. We work with a variety of clients, and we can provide them with an analysis of how their learners are performing. As an administrator, I have an overview of what our clients think of our platform.

What needs improvement?

The reporting has room for improvement. I would like more reporting options.

Screen sorting can be improved by providing more filtering options.

For how long have I used the solution?

I have been using CYPHER Learning for almost seven years.

What do I think about the stability of the solution?

CYPHER Learning is stable and we are notified well in advance of any planned downtime for upgrades or maintenance.

What do I think about the scalability of the solution?

CYPHER Learning is scalable. We current have about 550 people signed up to use the solution.

How are customer service and support?

The technical support is good and responds to our issues within two hours.

How would you rate customer service and support?

Positive

How was the initial setup?

The setup is straightforward. The deployment

took around two weeks and required me and two others to complete.

What about the implementation team?

The implementation was completed in-house.

What was our ROI?

We have seen a return on investment through administrative time-saving and global reach.

What's my experience with pricing, setup cost, and licensing?

CYPHER Learning's price is slightly higher than other solutions.

What other advice do I have?

I give CYPHER Learning an eight out of ten.

We have multiple organizations. Our iQ Retail division uses CYPHER Learning extensively. A few other divisions use the solution on a much smaller scale. In total, five or six divisions use the solution.

For someone looking to grow in a growing environment, CYPHER Learning is worth checking out. CYPHER Learning provides the flexibility to grow with us, whether we have multiple platforms or need to migrate to a new system.

CYPHER Learning offers a variety of learning approaches.

Which deployment model are you using for this solution?

Hybrid Cloud

PeerSpot

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