

Case Study

CYPHER Learning



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- ✓ Review by a Real User
- ✓ Verified by PeerSpot

What is our primary use case?

We were searching for a learning management system that had unusual features to meet our requirements, including the ability to sell our course.

How has it helped my organization?

A significant improvement is the performance we get. Our other system has performance issues. Sometimes, it takes that system ages to upload the content, to set up users and enroll a course, et cetera. With CYPHER Learning, it's just a matter of clicks and the system reacts immediately. And there is definitely very solid IT performance in the back end. It's a huge time saver.

The system is also responsive, which is highly appreciated among our clients and customers, as well as our staff, as they can do everything on their mobile devices.

In terms of administrative work and costs, with CYPHER Learning, they are about a quarter of what they were. In the dental business, it's necessary to have hands-on training, but we also have a lot of remote training activities, so we still have a certain collection of tools to provide everything, but we are on our way to integrating everything under one roof with CYPHER Learning.

What is most valuable?

When looking for a solution, we defined a certain set of must-have features as well as some advanced features that would be good



to have. And CYPHER Learning has both. The core functionality includes an intuitive, multilingual user interface responsive design proper content and user management support for blended learning flexible testing and assessment options integration with customer-relations management payment gateways reporting and e-commerce functionality E-commerce is still one of the exotic features, meaning that not all LMS providers offer it. It is critical for us. We have had no trouble implementing payment gateways with this system and it works out-of-the-box without any special tricks. This is probably the most critical feature for us.

It also was important that we have a multi-portal architecture so that we could run several systems under one roof. And stability and performance were important to us. We have another solution to compare it with and we were searching for improvements over that solution's performance.

The system offers a lot of features and they are very well structured. I have been involved in software development for over 30 years and, from that perspective, it's a great system. It would be really challenging to make it simpler. I get along with the system very well, and colleagues of mine, without any IT or software development background, also get along quite well with it. It's very user-friendly.

The advanced features include artificial intelligence-driven features social

learning support mobile delivery methods real-time learning analytics.

What needs improvement?

So far we have only made one suggestion. There is a great feature that enables self-registration for a user and it comes with an access code. Unfortunately, there is only one access code and it works for all portals. We would appreciate a dedicated access code for different portals. So far, this is the only feature we would appreciate having, but we can live without it.

For how long have I used the solution?

We have been using CYPHER Learning for over 15 months.

We are still in the setup phase, not full deployment. The system is in place and we already have some portals, but we are still not completely alive.

What do I think about the stability of the solution?

It has the highest possible stability. We have had no downtime, connections lost, or any data loss. The system is absolutely stable and reliable.



What do I think about the scalability of the solution?

It's probably the most scalable LMS I have ever seen.

We already have a number of small, dedicated portals for our subsidiary. We also set up a dummy LMS portal for our top customers, to show them how it can work. And we have a little pilot group of 25 people who are testing what we are uploading.

How are customer service and support?

We get great support. We have one person from the sales team who is extremely skilled, and we also have a dedicated technical assistant. He is extremely skilled in all technical questions, but he also provides us with great best practices. We can also get questions answered from the community, which is quite huge, and from help material.

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

We had several systems in the house because

some providers bound the sharing of content with their own LMSs, so we could only get the content if we took their systems. We still have some old LMSs from a "previous life", so to speak. And we have a learning management system as part of a document management system. But the key needs haven't been covered by these systems and that is why we picked up another one, and we are working on content migration to shut down one of our learning management systems.

How was the initial setup?

One of the reasons we bought this solution was because the system is in place as soon as you enter the credit card number. It's a SaaS and, compared to other systems that are deployed over a certain period of time, we received everything out of the box from the very beginning. It was absolutely straightforward.

The only part that was challenging was a lack of knowledge of best practices, given that there are so many ways to set it up. But from a technical perspective, there were absolutely no issues. We messed up a couple of things, but those were our fault. The system provides extremely good information videos as well as some printed material and documentation. That was more than enough for us.

The deployment itself took about two days. The only thing we had to do was customize the colors and put up some images and that was it. As I already had some experience with learning



management systems, and we have four systems in-house, based on this experience, we knew what to do fairly well. It was a real pleasure to realize that the system provides a better solution, compared to others. We didn't need to cap existing workflows.

For the deployment and maintenance, one person is needed. I was responsible for the overall process: evaluation, negotiation, deployment, and completion.

What was our ROI?

We have already generated so many savings with this platform that it's paid out, and it's not a huge investment. I hardly believe it could be less expensive. The value for money is unbeatable.

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

For us, it's great savings in terms of money. The system is not cheap but it's affordable. The pricing is fair. And CYPHER LEARNING has flexible plans, depending on the number of active users there are, and not on the number of licenses. This allows us to cover all our needs with a lower number of users. If we don't have a lot of active users we pay less, and if we have a lot of action in the system, we pay more, which is absolutely fine.

There are no costs in addition to the standard

licensing fee. The cherry on top was that we received all the functionality with the simplest plan, the one with the minimal number of users. It couldn't be any better.

Which other solutions did I evaluate?

I evaluated 52 systems. After the first round, I selected 16, and in the last round, there were seven. I had extensive hands-on experience with all seven and CYPHER Learning beat them all.

What other advice do I have?

My advice is that you should definitely know what you're searching for because there are so many learning management systems. A good source to start with is first-hand reports. It's also a question of experience. Some people know some learning management systems from previous lives or previous jobs.

The solution enables us to see who has not accessed the portal but that feature is less important for us because the information we provide is for people who are searching for it, so there is no pressure from our side. There is a need on the user's side to access it.

Also, its competency-based learning feature is far beyond our needs. We would like to implement this in the near future because the feature itself is awesome, and the way it's implemented is great, but our needs are more



simple at the moment.

I have already had several calls from potential CYPHER Learning customers. it's such a great product and they have such lovely people, so it's a pleasure to help them acquire more customers.

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