Case Study
CYPHER Learning

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✔ Review by a Real User

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What is our primary use case?

For the most part, the customer support is very responsive. There were a few occasions when we weren't getting the answers that we needed so we contacted our company rep, and he jumped right in, so the process got moving very quickly all of a sudden. Mostly, we have been able to find what we need in the knowledge base, and when we can't, we usually get a pretty good response from customer support.

How has it helped my organization?

The main benefit of using the solution is that we can reach a worldwide audience we couldn't before. In the past, we relied on in-person events, but with CYPHER Learning, we have people worldwide using our platform. We can reach a wider audience and constituent base than before by many multiples.

For example, we will be working with an East African organization that works with businesses across the same region, and they'll be using our platform as they are English-speaking. Previously, we could never even consider reaching such an audience. The National University of Singapore also uses our courses to teach their MBA students; the solution opened a new world for us to reach potential users. We're a non-profit organization, so we're not out to make money,we're out to make a difference, and the platform helps us to do that.With CYPHER Learning, we can make a tremendous difference primarily through the combination of compelling courses and a good platform. Of course, the courses need to be good, or the platform wouldn't necessarily matter.Another benefit of using the solution is

the ability to add dubbing or voiceovers to our courses.The platform can adapt to that by having the instructions in many other languages. This opens up our audience and gives our courses a greater potential reach.

What is most valuable?

One of the most valuable features is the ability to use private external portals through which we can sell our courses. This feature is one of the primary reasons we stitched from our previous LMS, as it allows us to grow and customize the portals within CYPHER Learning for specific clients, and that's huge.

The ability to create learning pathways is of great benefit, as is the capacity for us to provide certificates of completion at the end of a particular course or learning pathway.

Our customer support rep has been fantastic, especially as we were up for renewal. He was very responsive and able to bring in the staff required to work on our renewal. The primary sales representative we worked with was also excellent; how they stepped up and worked with us made a big difference in our decision to renew our contract for another five years.

CYPHER Learning's features are enormously helpful to our process and efficiency; we did a comprehensive analysis before we moved from our last LMS, and the features, customization, available APIs, and support made a huge difference for us.

What needs improvement?

The search function needs to be improved; it isn't currently working correctly and has no value to us at this point, but it should be of great value. To my knowledge, CYPHER Learning is presently working on this issue.

The content player within CYPHER Learning could use some improvement, particularly in how it scales – the player is not responsive to the browser window being resized, so content is often cut off which is a big frustration. We want a fully responsive content player. That's one area where our previous solution was fantastic, so it needs to be worked on at CYPHER Learning.

For how long have I used the solution?

We've been using CYPHER Learning for around two years.

What do I think about the stability of the solution?

The solution is very stable; we've never had an issue outside of a bit of downtime here and there.

How are customer service and support?

For the most part, the customer support is very

responsive. There were a few occasions when we weren't getting the answers that we needed so we contacted our company rep, and he jumped right in, so the process got moving very quickly all of a sudden. Mostly, we have been able to find what we need in the knowledge base, and when we can't, we usually get a pretty good response from customer support.

How would you rate customer service and support?

Positive

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

We previously used Docebo LMS and switched because we found CYPHER Learning to be a more complete solution. What we didn't like about Docebo is that many features and capabilities are paid add-ons, so the cost kept increasing. The CYPHER Learning team was also fantastic in setting up a sandbox for us to play in and answering any questions we had. We felt that CYPHER Learning provided a cleaner, more navigable admin interface which made it easier to work within the LMS. We looked at many different companies, but they stood out to us by being accommodating and ensuring all our questions were answered. Docebo's customer support was another reason we switched- many of our support tickets were left unresolved for several weeks or even months and their support

team seemed to lack a solid understanding of their own product.

Another reason we switched is that Docebo doesn't do a good job with external portals, and CYPHER Learning does an excellent job. We handle the sales of our CYPHER Learning courses externally through a purpose-built website, and Docebo had no option for APIs, which was frustrating. CYPHER Learning does a much better job supporting us; they have been very accommodating, and though we ran into some difficulty during the initial configuration of the API, their tech team worked with us to ensure the API worked out.

How was the initial setup?

There were both straightforward and complex elements to the deployment. Moving from one platform to another that functions differently involves some complexity. Still, we were extremely pleased by how quickly the CYPHER Learning team answered our questions and how readily the solutions team assisted us. Part of our switch from Docebo to CYPHER Learning included some hours with their customer support and tech teams, many of which we didn't use as the deployment was relatively straightforward. We figured out the solution and got rapid answers from customer support for questions when they arose.

What about the implementation team?

We implemented the solution in-house, with support from the CYPHER Learning tech and customer support teams.

What was our ROI?

Our organization is a nonprofit, so we're not out to make a high ROI; we need to make enough to develop new courses, maintain ongoing ones, and so on. However, we wouldn't have signed with CYPHER Learning for five years if we didn't think we could make it work from an ROI standpoint. CYPHER Learning gives us the ROI required to sustain our organization via the solution's pricing and capabilities.

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

During the negotiation for our five-year contract, CYPHER Learning did an excellent job of being fair and upfront with us. We have to budget for the future and know what the solution will cost us over the next five years. That's fantastic, and the company was very accommodating and worked well with us.

Everybody always wants the price to be lower, but realistically, if the price were significantly lower, that would make us happy in the short term, but it may put CYPHER Learning out of

business in the long term. In our case, the deal we came to was a win-win.

The only issue I have with the pricing is that there's a new component called CYPHER Care, and we only use a few elements of it. So, we had to buy CYPHER Care without requiring the complete feature set, but I understand why they need to simplify the pricing. I'd rather it be simplified than the complexity that Docebo threw at us.

What other advice do I have?

I rate the solution an eight out of ten.

We use the product for hybrid training; we have many blended learning courses. For example, we require users to go through four courses in the platform, after which they can enroll in a webinar where they can get involved in a discussion on the subject matter. The blended learning model is significant for us. Another example is that we have in-person seminars where we would have around 100 CEOs. Before going to the workshop, they must complete several courses as aprerequisite, after which they can attend the two-and-a-half-day seminar. Following that, other courses open up, allowing continued learning and application of the skills. The platform's automation for triggering actions - whether that be completion actions, enrollment actions, etc. is extremely beneficial to us- we use automation to recommend the next courses in a series, send notification emails, and provide completion certificates. We don't

currently use the badges etc., as we don't consider them essential.

We don't utilize the product's capacity to recommend courses or assignments to learners based on their job titles or competencies as we design our own learning pathways. The recommended course feature isn't significant for us.CYPHER Learning hasn't reduced our training costs, as we don't use it for that. However, it reduces training costs for our clients as they can use our courses to learn without paying to get us there.To someone looking for an LMS but who has never heard of CYPHER Learning, we would recommend the platform to them, and we have. We may already have sent some clients in their direction, and one of the best sales tools would be to have potential clients go into our system and see how robust, powerful, and capable it is. We've recommended the solution to people before and will continue to do so. Based on our experience over the past 2 years, CYPHER Learning is a platform that we recommend. Before purchasing the solution, I advise potential customers to understand the pricing, including what it will be moving forward, so they can build that into their long-term projections. Secondly, understanding the platform's capabilities and whether they work for you is essential. The best way to do that is to ask for a sandbox that you can play around in to see if the product does what you think it does and whether it meets your company's requirements. Tech vendor salespeopleare pretty good, but the reality tends to be not quite as rosy as the picture they paint. So, some due

diligence is required regarding understanding the capabilities.

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