

# Case Study

## CYPHER Learning



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

### What is our primary use case?

We operate an online education platform that sells courses to audiences all over the world. We have a global audience, and we use CYPHER Learning as our primary learning management system. CYPHER Learning is our only LMS.

CYPHER Learning is a web-based application, so there is no need to deploy it. However, there is also an app that can be used to access the portal.

### How has it helped my organization?

CYPHER Learning has allowed us to spend less time administering content. We no longer have to worry about whether our website is functioning or whether the content is being

delivered as intended. That's what CYPHER Learning is for. They streamline the delivery of content, so we know how to set up classes, courses, assessments, and diplomas. CYPHER Learning also takes on a lot of the administrative burden from our organization, including customer support.

We use the gamification feature in relation to certification, but we are not yet taking full advantage of it. We are definitely looking into it.

CYPHER Learning has helped us reduce our training costs by approximately \$2,000 per person trained.

CYPHER Learning has helped to reduce costs related to printing our materials.

We wouldn't be able to do what we do without CYPHER Learning. It's hard to quantify how much CYPHER Learning has helped increase profits, but it's essential to our business. Without



CYPHER Learning, we wouldn't have a school.

## What is most valuable?

The entire system is incredibly valuable, but one of the reasons we chose CYPHER Learning was the social interaction features, such as forums, student groups, and messaging. We hadn't seen these features in other learning management systems. The assessment management is also amazing. Overall, the system is well-designed. However, the social features were the deciding factor.

## What needs improvement?

CYPHER Learning should definitely offer live video conferencing integration. We currently need to outsource this service, which means we cannot run webinars from within CYPHER Learning. This is definitely on our wish list.

The initial setup process is a bit cumbersome, but it is not impossible to complete. The company's support is excellent, so we were able to get help with any questions we had.

The platform had a bit of a learning curve for our team, but our users, who tend to be older, were able to use it seamlessly. The average age of our users is over 50, so they are not always tech-savvy. We have had very few issues with our users being able to use the platform. Overall, the platform is user-friendly for our users, but it could be more user-friendly for administrators.

We learned some of the rules for assessments and completion the hard way. For example, if we change a role, it is not applied automatically. We have to manually update the role. We needed to verify that people had completed all the requirements to be issued a certificate. We changed the role halfway through the process because we found out that there was a gap and people were falling through the cracks. However, we had to manually correct the already-issued certificates. Therefore, the change of rules does not apply retroactively. We need to test anything that is conditional, especially completion rules.

## For how long have I used the solution?

I have been using CYPHER Learning for six years.

## What do I think about the stability of the solution?

The solution is highly stable. In the six years we have been using CYPHER Learning, we have not experienced any downtime or crashing.

## What do I think about the scalability of the solution?

CYPHER Learning is very scalable. We are somewhere in the middle of its scalability range.



This was one of the reasons we chose CYPHER Learning, as we were at the bottom of its scalability range at the time, and there is still room for us to grow comfortably without having to switch platforms.

## How are customer service and support?

The technical support is incredibly responsive, helpful, and respectful. They have their own support forum, where many questions have already been answered. However, if we need help, the support team has always been quick to respond and provide assistance.

## How would you rate customer service and support?

Positive

## How was the initial setup?

The initial setup was a five out of ten. I had a general idea of the course structure, and I built it up one lesson at a time, exploring as I went. I didn't do a lot of forward planning, other than planning the course itself and then trying to use the platform to achieve that goal. I didn't start by looking at what the platform could do and then model the course on that.

## What about the implementation team?

The implementation was completed in-house with the help of technical support.

## What other advice do I have?

I give the solution a nine out of ten.

We are not yet ready to use CYPHER Learning's ability to recommend courses or assignments to learners based on their job titles or a set of competencies. This is because we sell the courses from our website. Instead, we are currently creating pathways for learners manually. This is something we want to explore further in the future, but we have not had the capacity to do so yet.

We have eight tutors that use CYPHER Learning within our organization.

There is maintenance required for the content, such as our courses. However, the platform itself does not require any maintenance, which is a great benefit of using CYPHER Learning. All of the platform's functionalities are provided by CYPHER Learning itself.

Users should know what they want to achieve with the platform, and they should also take the time to explore all of the platform's capabilities. Once users are set up, which is our current challenge, it can be difficult to add features like gamification or competency-based learning if they were not part of the original plan.

Therefore, users should have a clear idea of



their goals, but they should also be flexible and willing to adapt their strategy as they learn more about the platform.

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