



CYPHER CARE

Empowering
your success

Our dedicated team of experts is here to help you every step of the way, making sure you're set up for success and supported as you grow.



Comprehensive services to meet your needs

At CYPHER Learning, we offer a comprehensive range of services and support - **CYPHER Care** - to help you get the most out of your learning platform. We provide a full range of services designed to help you unlock the full potential of your CYPHER Learning platform:

- Lay the foundation for success
- Simplify and streamline your operations
- Deliver expert guidance tailored to your needs
- Bring your vision to reality
- Provide reliable assistance to keep you moving forward

Lay the foundation for success

We offer services to ensure a seamless transition to CYPHER Learning's platform, covering everything from implementation to data migration to testing environments. Our team of experts works closely with you to design, configure, and launch your LMS, ensuring it's ready to deliver transformative learning experiences.

- **Implementation services:** Expert guidance to ensure a smooth transition and successful launch.
- **Migration services:** Secure and efficient data transfer to CYPHER Learning with minimal disruption.
- **Sandbox environment:** Test and validate configurations in a safe environment before going live.

Simplify and streamline your operations

Managed services provide ongoing support for organizations that prefer to outsource the day-to-day management of their LMS. From platform administration to specialized development, we help you maintain a well-functioning system while your team focuses on strategic priorities.

- **Post implementation services:** Ongoing support with 10 hours of dedicated platform management per month.
- **Staff transition:** Smooth onboarding of new team members to empower them in managing learning programs.
- **Custom development:** Dedicated engineering hours for quick customizations.



Deliver expert guidance tailored to your needs

Consulting services deliver hands-on support to help you optimize your LMS. Whether it's integrating with existing systems or streamlining workflows, our experts collaborate with you to maximize the platform's impact.

- **Integration and API consulting:** Seamless connection between CYPHER Learning and third-party platforms with Bidirectional Data Synchronization and expert advice for implementing and optimizing API integrations.

Bring your vision to reality

Content services focus on creating and enhancing your learning materials to align with your business objectives. From bespoke course creation to advanced learning strategies, we help you design programs that drive engagement and results.

- **Content customization:** Tailor existing learning materials to align with your organization's specific goals.
- **Bespoke content:** Fully customized learning solutions built from the ground up to meet your unique needs

Provide reliable assistance to keep you moving forward

Support services ensure your organization can maintain momentum without interruptions. From technical troubleshooting to training resources, our tiered support plans provide the tools and guidance you need to keep your LMS running smoothly and effectively.

- **Comprehensive support plans:** Tiered options for fast technical support, advanced tools, and 24/7 global assistance.
- **Training resources:** Learning materials to continuously upskill your team.
- **Advanced tools:** Access to development sandboxes and additional features for experimentation and growth.



Features	Standard support	Enterprise support
Online knowledge base	✓	✓
CYPHER Community	✓	✓
24/7 AI support	✓	✓
24/7 ticket submission	✓	✓
CYPHER Admin Certification	✓	✓
Initial response: Security level 1	90 minutes during business hours	30 minutes
Initial response: Security level 2	4 hours during business hours	1 hour
Initial response: Security level 3	6 hours during business hours	2 hours
Follow-up response: Security level 1	12 hours during business hours	4 hours
Follow-up response: Security level 2	16 hours during business hours	10 hours
Follow-up response: Security level 3	16 hours during business hours	10 hours
Phone support		✓
Dedicated Customer Service Manager		✓
Professional service hours		8
Active ticket review		✓
Sandbox		✓

With these services, CYPHER Learning ensures that our platform is not just a tool but a driver of growth and success for your organization. Let us help you achieve your learning goals with confidence!

For more information:

www.cypherlearning.com/cyphercare