10 QUESTIONS

You should be asking extended enterprise LMS vendors

If you're trying to find the best LMS platform and implement extended enterprise learning for your organization, where do you start?

What is extended enterprise learning?

Extended enterprise learning is a strategic approach of providing training and development opportunities for customers, partners, suppliers, distributors, and contractors.

Brandon Hall Group

Organizations using an extended enterprise LMS saw a **45% increase in revenue**

+45%

and a **63% increase in customer satisfaction**

+63%

With so many LMS vendors to choose from, determining who offers the best features, security, and support for extended enterprise learning can be difficult. The questions can be used as a checklist to help you better understand what to look for so you can find the best extended enterprise learning solution for your organization. We'll cover the benefits of extended enterprise learning and provide the ten questions you should ask extended enterprise LMS vendors to determine the best solution for your organization. We'll also tell you about the CYPHER platform for extended enterprise learning and explain the value CYPHER delivers.

[1]https://brandonhall.com/building-the-next-generation-learning-technology-ecosystem/

The benefits of training your extended enterprise network

Extended enterprise network training provides a range of benefits:

Improved performance and enhanced customer satisfaction
Ensure partners, customers, suppliers, and external contractors have the skills and knowledge needed to effectively perform, which increases motivation and boosts productivity.

Increased collaboration
When everyone is aligned, communication and collaboration become more fluid and people work together more effectively.

Measurable outcomes
Progress and performance metrics help trainers and learners make adjustments to improve learning and prepare for the future.

Competitive advantage
When your extended enterprise network is knowledgeable and efficient, you can deliver better products and services, and set your organization apart.

Increased revenue
Improved collaboration, sales, and customer loyalty lead to increased revenue.

Companies with extended enterprise training programs see a **42% increase in revenue**

+42%

and a **24% increase in profit margins** compared to those without.[2]

+24%

[2] Brandon Hall Group, The Business Case for Extended Enterprise Learning.

Ten questions for extended enterprise LMS vendors

1. How are your courses and content created?

The level of automation and ease of creating content varies from platform to platform. Ask specific questions about course creation and ensure the approach aligns with your organization's requirements.

Learning platforms offer methods such as manual course creation, semi-automated course creation with pre-built templates and modules, and automated platforms that use machine learning and Artificial Intelligence (AI) to automatically generate course content based on learning objectives.

CYPHER AI 360 with Copilot makes creating courses and content easy

AI 360 with CYPHER Copilot is a controlled and packaged AI that takes course development from months to days. In fact, 83% of customers say they can deliver a course in less than 15 days with AI 360. AI 360 enables you to create:

Course modules
With outlines, content, video, study guides, glossaries and more!

Competency and skills mapping
With 3000+ competencies already preloaded.

Gamification
Automatic creation of awards, badges, and periodic leveling.

Assessments
AI-created question banks, quizzes, group assignments, individual assignments, and essays (automatically mapped to rubrics).

Media options
Have AI generate images for all your modules. Use the media picker to select images or videos.

AI voice synthesis
Add audio to your courses with 35+ voices.

50+ languages
Create a course in a language you want.

2. How much customization do you offer?

Some conventional LMS platforms were built with a "one-size-fits-all" approach that limits customization. Why is customization so important?

LMS customization enables you to:

Keep branding consistent
Ensure all channels including the platform, course content, and communication are consistent channels with your organization's logo, colors, and message.
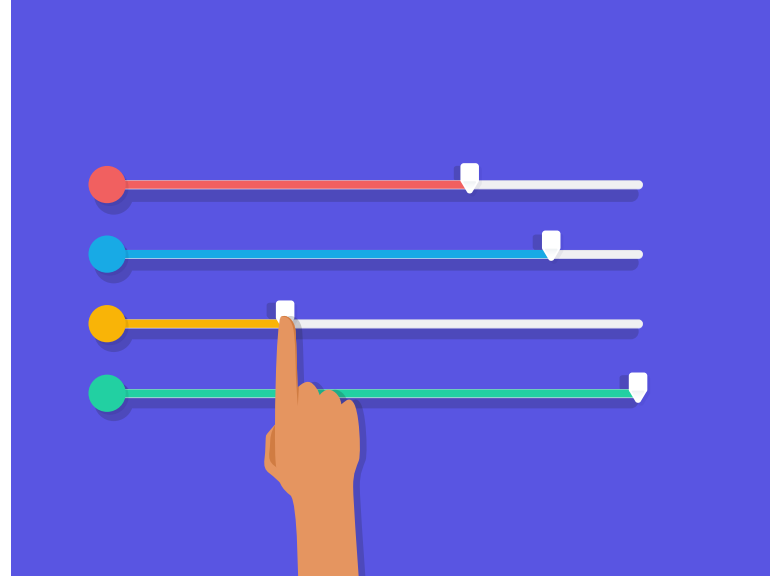
Control your content
Identify, understand, and fix learning gaps. Keep up and quickly and flexibly adapt to changing business priorities and needs.

Enhance and personalize the user experience
Improve learner satisfaction and engagement by making it easier for learners to navigate the platform and access the information they need.

Balance out-of-the-box LMS functionality and customization options
Balancing these options allows you to meet the unique needs of each organization.

CYPHER provides a wide range of customization options to support extended enterprise learning, including:

Corporate branding
Customize our LMS with your company logos to give it a professional and personalized look and feel.

Unique visitor portals
Establish distinct visitor portals to cater to different stakeholders.

Course content
Upload training materials, videos, assessments, and more. Customize course content and integrate third-party content.

User roles and permissions
Define different user roles and permissions to ensure that learners have access to the right content and features.

Reports
Create customized reports to track learner progress and performance and evaluate the effectiveness of training programs.

Customize just about everything on the CYPHER platform

3. How does your learning platform support and boost learner engagement?

Boosting learner engagement benefits both their learning experience and your business. Engaged learners are more likely to retain what they learn, perform better, promote communication and collaboration, and more.

Gamification, text-to-voice capabilities, interactive content, collaborative learning, and feedback mechanisms are all ways in which an LMS can support higher employee engagement. Before you commit to a platform, ensure they offer these capabilities.

The CYPHER platform's abundant and innovative features that boost learner engagement:

Personalized skills development and learning paths

Training is aligned to learners' career paths and goals. Deliver proactive, automated learning recommendations to better engage, develop, attract, and retain learners.

A competency-based learning approach

Enable learners to progress at their own pace and demonstrate mastery through competency-based assessments. This shift encourages students to strive for a comprehensive understanding of material.

Site-wide gamification

CYPHER has the largest deployment of gamification with awards, badges, and periodic leveling that align to learning objectives. With periodic leveling, points reset often to encourage participation and motivation.

Real-time feedback and progress and performance tracking

Both instructors and learners can monitor progress, helping learners stay motivated and engaged in their learning journey.

Social learning features

Learners and trainers can collaborate and connect with peers in over 50 languages with a real-time, cross-language communication tool (Universal Translator) for increased inclusive collaboration and community.

Voice synthesis capabilities

Transform static lessons into engaging, multisensory experiences. Explore 35+ voices. Easily adjust reading speeds. This increases accessibility, improves learning, increases engagement, and more.

4. Does your learning platform use a specific learning approach (ad-hoc, topic-based, competency-based)?

Learning approaches are different across LMS platforms. They include ad-hoc, topic-based, competency-based learning and more. Legacy LMS platforms often take a legacy learning approach because they weren't built for modern learners. We recommend methods of instruction and evaluation that focus on an individual learner's progress where learners advance by demonstrating their mastery of a subject through valid and accurate competency assessments.

CYPHER uses a competency-based learning approach that makes extended enterprise learning more memorable, meaningful, and effective.

CYPHER's competency-based learning approach delivers an engaging, personalized, and modern experience supported by unique skills development features, site-wide automation, and flexible integrations.

Components of competency-based learning with CYPHER:

Mastery-based progression
Learners advance to the next competency or learning level only after demonstrating mastery of the current competency.

Flexible pacing
Learners progress at their own pace, spending more time on challenging concepts and moving faster through concepts they grasp more easily.

Competency-based assessments
Assessments, both formative and summative, measure students' progress toward mastering each competency.

Gamification aligned with learning goals and paths
Interactive and engaging gamification site-wide supports modern gamification techniques and aligns with student learning goals to support personalized learning.

5. Does the LMS have comprehensive analytics and automated reporting?

What can be measured? How much customization do you offer for reporting?

With insights into the effectiveness of your training programs and the impact that they have on your stakeholders, you can make data-driven decisions that lead to improved outcomes and better business results. With automation, repetitive manual tasks can be eliminated and reports can be automatically generated and delivered at a certain time and date.

LMS analytics and reporting are important because they provide:

Improved learning outcomes
Tracking performance enables organizations to find areas where training falls short and make adjustments to improve learning. This can lead to knowledge retention and improved performance.

Increased ROI
Measuring the ROI of training programs helps businesses identify where to reduce costs, improve efficiency, and increase revenue.

Enhanced engagement
Tracking learner progress allows businesses to identify struggling learners and provide additional support. This helps increase learner engagement, motivation, and performance.
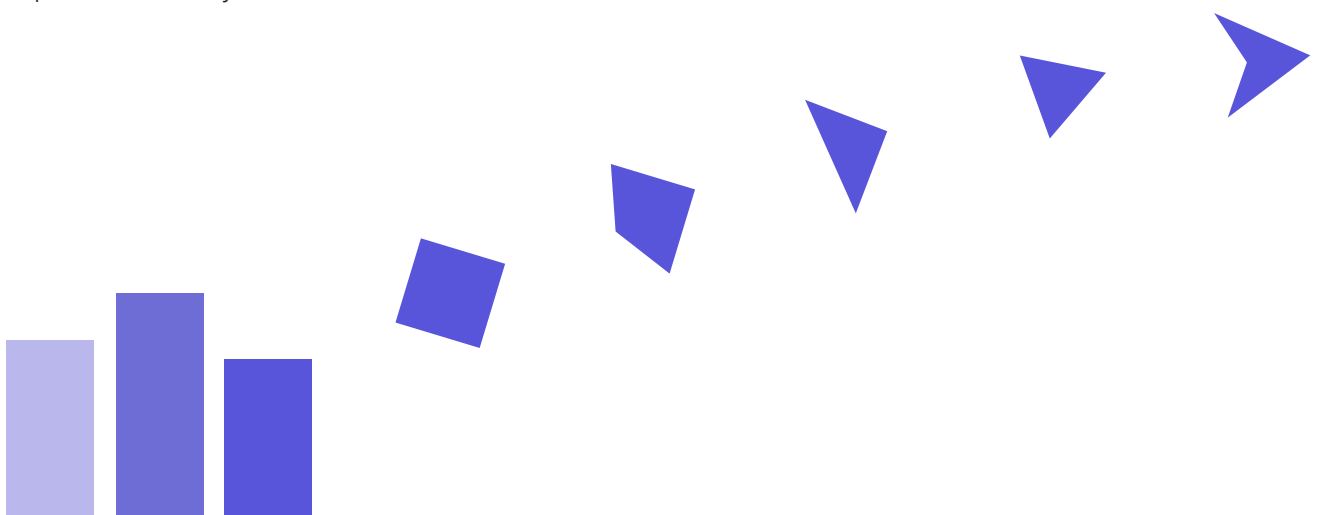
Better communication
Insights into needs and preferences of stakeholders improves communication and programs. This also allows for discussions based on actual information rather than assumptions.

CYPHER helps you turn metrics into actionable strategies with comprehensive analytics and reporting features

CYPHER supports robust reporting and analytics with over 50 pre-built reports and custom options for administrators, learners, and managers. Unlike most LMS solutions, the CYPHER platform provides comprehensive reporting on real-time data and insights like learner engagement, completion rates, and assessments.

Effortlessly track compliance by selecting mandatory courses and setting re-enrollment periods. Use automation rules to notify learners when compliance is almost due or automatically re-enroll them.
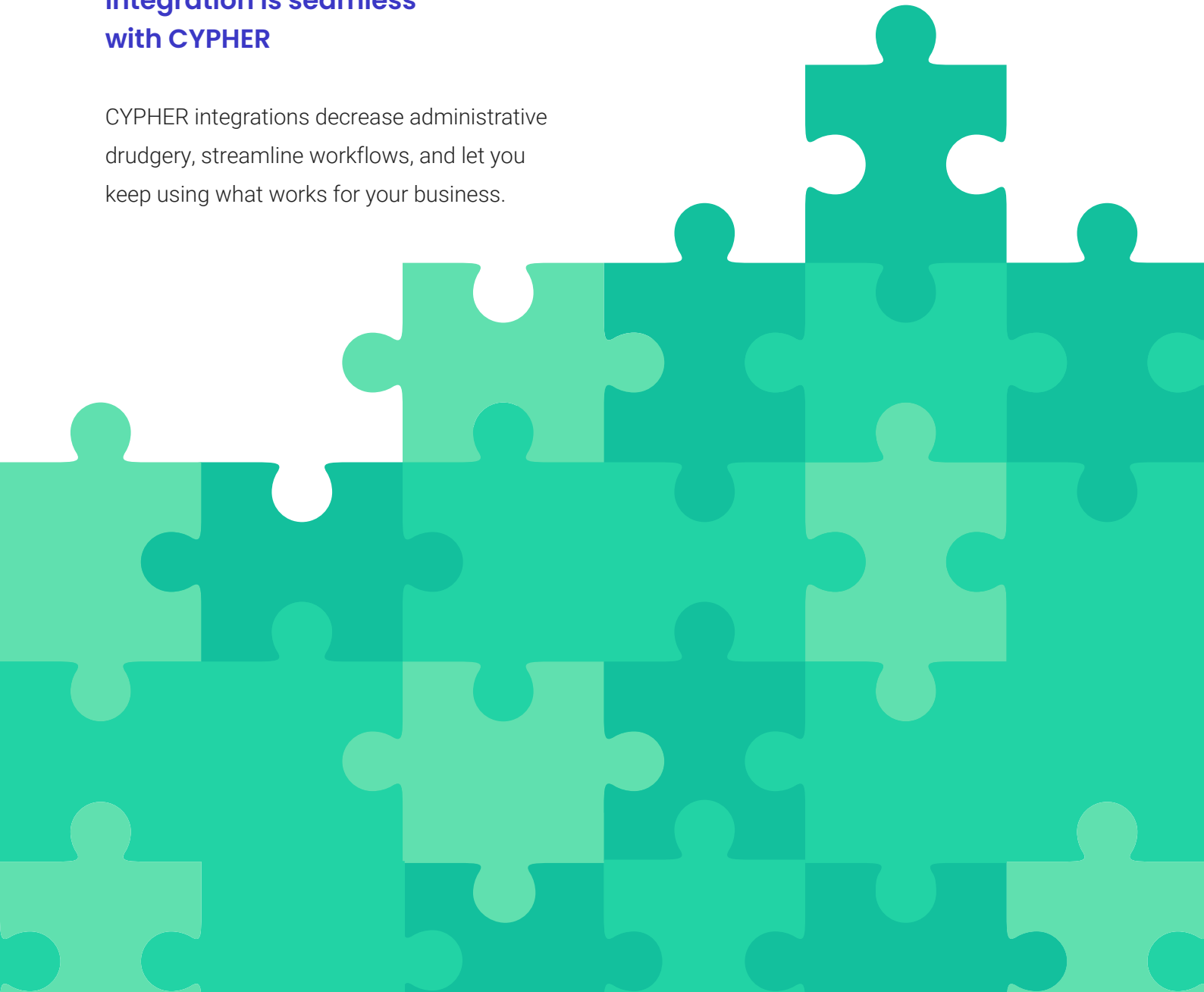
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6. How much integration flexibility do you offer?

Integration flexibility refers to the ability of your extended enterprise LMS to integrate with other systems and applications used by the organization. This includes HR systems, CRM systems, e-commerce platforms, and more. By integrating with these systems, the LMS can seamlessly share data and information, streamlining processes and improving efficiency.

Integration is seamless with CYPHER

CYPHER integrations decrease administrative drudgery, streamline workflows, and let you keep using what works for your business.

CYPHER Connect, a pre-built integration tool, offers 1,000s of enterprise-class integrations, including HRIS and CRMs. The platform supports Zapier integrations for over 5,000 apps and services to automate processes and workflows. CYPHER also offers API integrations, third-party course integrations for Coursera, Udemy, and more, and an app center for capabilities like creating dashboards, e-commerce, and more.

7. What type of security is available?

Security is an important component of every LMS. Because an extended enterprise LMS typically grants access to multiple users from all around the globe, you must ensure your LMS vendor provides adequate security measures.

LMS security failures put your learners, organization, and the credibility of your extended enterprise online training program at risk, creating negative implications for your corporate brand. Ask what security measures exist to ensure secure access, data, backups, privacy, and more.

Experience peace of mind with CYPHER security

CYPHER provides robust security features to ensure your organization's data is secure.

Cloud-based LMS

Our 100% cloud-based LMS uses the Amazon cloud and Microsoft Azure for its infrastructure. It's reliable, secure, and safe for your data.

Security and backup

We perform automatic, daily backups, and these backups are stored in multiple locations.

Uptime and performance

In the past 12 months, our average uptime has been 99.9%. Our system status page lets you check the real-time status of our platform.

Privacy

Our platform provides immense security mechanisms including: passwords, walled communities, secure messaging, and more. CYPHER is also GDPR compliant.

Virus scanner

The CYPHER platform automatically runs a virus scan on all file uploads and removes files if a threat is found.

8. Does the LMS include e-commerce features?

The necessity of e-commerce functionality in your LMS depends on whether you plan to offer extended enterprise training for free or for a fee. Unless you plan to offer extended enterprise training to your external partners for free, you should ensure that the LMS has e-commerce features, such as a shopping cart, an online payment gateway for credit card payments, etc.

CYPHER's immense e-commerce features

The CYPHER platform provides all the e-commerce tools you need to sell online courses, learning paths, digital media items, and more.

CYPHER e-commerce tools include:

Easy payments
CYPHER integrates with the most popular payment gateways like PayPal, Stripe, and more.

Subscriptions
Create subscription plans consisting of one or more courses and sell them for a monthly or yearly fee.

Bundles
Create bundles of courses and/or digital media and sell them as a package.

Digital media
Sell digital media such as audio, video, or eBooks directly from the course catalog.

Discount codes and coupons
CYPHER offers support for bulk discounts and flexible digital coupon codes.

Reviews
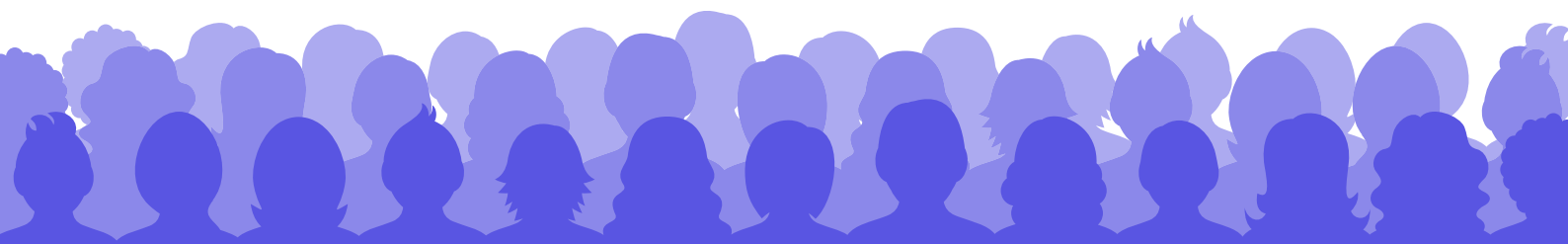Increase course selling by encouraging users to leave reviews for courses.

9. Will we require help from IT or an army of programmers to implement and manage the LMS?

With the increasing demand for extended enterprise learning, certain LMS vendors offer intuitive features that require little or no support from an IT team or programmers to set up and manage. This is important because many companies lack specialized personnel and resources to successfully implement and maintain an extended enterprise LMS platform. Intuitive features allow you to save time and resources.

CYPHER's intuitive user interface is gorgeous and easy to use. Our human-centric approach focuses on clarity over complexity, so users find everything they want exactly when and where they expect. This decreases the need for administrative support and ensures positive learning experiences.

CYPHER Learning is a highly advanced and user-friendly platform that is designed to offer a seamless and hassle-free learning experience. Unlike traditional LMSs, the CYPHER platform doesn't require constant hand holding with the IT team or an excessive amount of programming resources to implement, manage, and maintain the system or launch new services.

Implementing and managing the CYPHER platform is intuitive and requires little to no IT help to deliver exceptional learning experiences.

10. What support services does the LMS offer?

It's impossible to foresee all possible data migration issues or authentication errors that may come with an LMS. Ensure you understand the types, frequency, and language coverage of support provided by the LMS options you're considering.

Key elements to consider:

Availability of support
Is there a support team available 24/7 to assist with any issues, or is support limited to work hours?

Support languages
In what languages does the LMS provide support? For a global extended enterprise network, ensure the necessary languages are covered.

Types of support
What support avenues does the LMS company offer? Potential avenues include: support forums, email support, video tutorials, and more.

CYPHER offers 24/7 support via CYPHER Care

CYPHER Care offers 24/7 support and a dedicated customer success manager to help companies extract the maximum value from their technology and foster skills development.

CYPHER Solution Architects assist in overcoming learning challenges, both simple and complex,

by identifying opportunities for improvement.

We offer a variety of support and services, including:

Help center
Including a support forum, product news forum, suggestions area, how to videos, getting started guides, and features roadmap.

Support forum
CYPHER provides 24/7 support via our electronic forum and phone support for emergencies.

Training
We deliver on-site training or we can set up online training, depending on your company's needs.

Implementation
CYPHER can help with every aspect of implementation, such as setting up your portal, creating accounts, setting up classes, and more.

Migration
We can assist with migrating your existing content to our platform, including the creation of custom migration tools.

Customization
We can help you customize your portal to give it a personalized look including a custom color scheme, prepare your logo for embedding, add images to your visitor portal, add custom CSS and HTML, and more.

More on CYPHER Learning

Choosing the right LMS is imperative for extended enterprise learning success. To learn more about how using CYPHER Learning can save you time and resources while implementing a successful extended enterprise training program, visit our website.

cypherlearning.com