CYPHER Learning®

2024
VOICE OF THE CUSTOMER

Hundreds of reviews from G2, Capterra, Gartner Peer Insights, PeerSpot, and CYPHER Learning surveys reveal what matters to our customers

When score > 80%
- Show module Marketing pros
- Award 50 points for game
- Award certificate

Progress   Mastery
100%   77%

WHAT'S INSIDE

A message from Graham Glass

Our customers inspire us every day with how they leverage our platform to transform learning experiences and drive organizational success. As we continue to innovate, your feedback remains invaluable, guiding us to refine and elevate our solutions. This 2024 Voice of the Customer report highlights insights from a broad range of users, noting our platform's strengths and pinpointing areas where we can continue to improve.

We've analyzed feedback from hundreds of reviews over the past year and noted the following takeaways:

98% of customers reported greater efficiency in training delivery due to the platform's intuitive design and ease of use.

92% of customers reported they spend less time on course creation and admin tasks using our AI-powered tools, freeing them to focus on other priorities.

90% of customers highlighted the responsiveness of our customer support team, emphasizing the critical role they play in their seamless experience.

Our customers are achieving extraordinary outcomes with CYPHER Learning. **Milady**, for instance, saw a **30% increase** in learner engagement (as reported by select Milady customers) and a measurable improvement in state licensure exam scores. **EDUCEM** was able to develop over **2,500 courses in just four weeks**. **Kerridge Commercial Systems** saved **30% in administrative costs** by transitioning to a hybrid training model using our platform. These customer success examples demonstrate the real-world impact of CYPHER Learner across diverse sectors. Your feedback drives us to continue innovating and improving while ensuring our platform remains intuitive, scalable, and effective for all customers.

I want to personally thank every customer who has shared their feedback with us. Your insights push us to keep improving and help us build a platform that not only meets your needs but exceeds your expectations.

Together, we'll continue to create better learning experiences and drive real change in how organizations approach training, learning, and people development.

Thank you for being part of this journey with us.

Graham Glass
Founder & CEO, CYPHER Learning

KEY INSIGHTS & METRICS

Let's dive into the insights that matter most to customers, touching on everything from ease of use and customizability to AI innovation and support. You'll get a sense of how CYPHER Learning helps organizations with flexibility, scalability, training, and developing the skills that drive real impact. These highlights speak directly to what our customers value most and how they're making the platform work for them.

AI INNOVATION

CYPHER AI-powered features are a huge win for organizations looking to streamline course development and management. Customers have reported significant reductions in the time it takes to create, deploy, and manage training content, thanks to CYPHER AI 360.

92% OF CUSTOMERS BELIEVE CYPHER AI 360 HAS SIGNIFICANTLY IMPROVED THEIR CONTENT CREATION SPEED AND ACCURACY

" **CYPHER AI 360 is a huge time-saver when developing learning content. Plus, its microlearning and skills-focused architecture make it easy to offer need-oriented, individualized learning. In all, the perfect digital learning framework for companies with clever workforces.”**

Founder/CEO, Gartner Peer Insights reviewer

" **CYPHER AI 360 is helping us to create in-depth courses on niche subjects that we would never have had time to address before.”**

Director of Online Education, Customer survey

" **CYPHER Learning tackles challenges, fostering innovation and growth in light of the evolving artificial intelligence landscape. As AI becomes readily accessible, it is imperative for us to adapt and grow alongside it.”**

Teacher, G2 reviewer

" **We absolutely like CYPHER AI 360, AFAIK the leading AI for learning content generation. Suddenly it's easy and cost-efficient to create numerous chunks of learnings, and even connect them to competency schemes and job profiles. So, developing entire work forces becomes easy and very targeted at business' needs.”**

Founder/CEO, G2 reviewer

> **The built-in power of AI makes it more unique, which helps not only to track the progress of students but also helps to design more interactive learning experiences for all."**
>
> SMB Professional, G2 reviewer

> **This tool will give me back countless hours to grow and develop our organization. It will us to create timely training in hours as opposed to days or weeks!"**
>
> Training and Support Manager, Customer survey

> **AI 360 is a game changer. My creativity in course offerings was transformed. I can use AI 360 in aspects of marketing, branding and new content creation I never thought possible for us without dramatically expanding our staffing model."**
>
> Associate Director of Educational Programs, Customer survey

> **AI 360, particularly the AI prompting for teachers, streamlines lesson planning and ensures smoother classroom engagement. This not only benefits educators by saving time and enhancing teaching effectiveness but also enriches my learning journey by providing tailored support and resources."**
>
> Teacher, G2 reviewer

CUSTOMER TRANSFORMATION STORY

Read the story ›

EDUCEM

Leveraging CYPHER AI 360, EDUCEM developed 2,561 courses in just four weeks, significantly improving the educational experience.

This rapid course creation resulted in a 400x improvement in efficiency, a 15% reduction in annual dropout rates, and is projected to boost enrollment by 10%.

" CYPHER AI 360 allows us not only to expand our reach to students but also to reduce costs and execution times."

" Inclusion is a fundamental pillar for EDUCEM, and we are proud to provide personalized, interactive, immersive, and accessible learning experiences for all our students."

Bachelor of science

10 lessons

2,561 courses

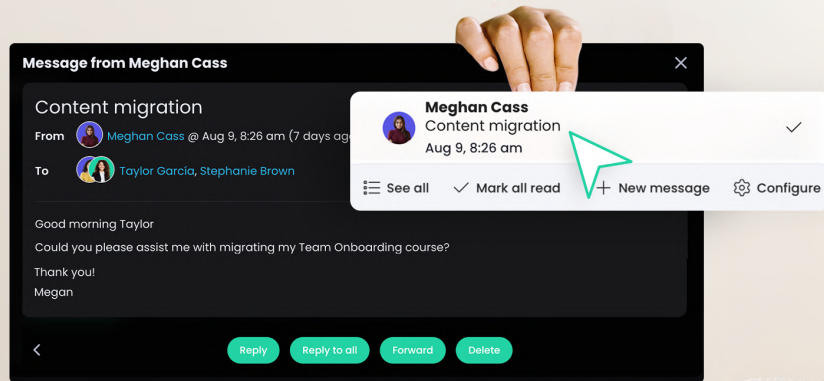**4 weeks** creation time

400x improvement in efficiently

15% reduction in dropout rate

CUSTOMER SUPPORT

A key factor in customer satisfaction is the quality of support provided by the CYPHER Learning team. Customers value quick, effective responses that help them resolve issues and maximize the platform's features.

90% OF CUSTOMERS COMMEND RESPONSIVE AND HELPFUL SERVICE

> " I like the after sales service of the vendor. I really feel their care and concern not only during the time we are setting up but up until we have deployed the product."

Senior Learning Officer, Gartner Peer Insights reviewer

> " Their customer service is superb and very helpful. They are available 24/7 and they respond very quickly to our requests."

Product Development Engineer, G2 reviewer

> " The team is extremely friendly, knowledgeable, and responsive, and helped us migrate our content over in a very short timeframe. The 24/7 technical support is excellent; we always receive responses very quickly, and all our queries have been resolved successfully."

Publishing Professional, G2 reviewer

> " Communicates in a timely manner for help with the platform, training and resolution of questions about the platform. Excellent user service."

Teacher and Platform Manager, Gartner Peer Insights reviewer

CUSTOMIZABILITY

One of the standout features of CYPHER Learning is its ability to be customized to meet specific organizational needs, from branding to personalized learning paths. This flexibility allows organizations to create training programs that are truly unique to their goals and culture.

It was easy to customize it so as it can match your own organization branding which helps boost the learners morale."

Senior Software Development Engineer, G2 reviewer

I like the tool's flexibility and customization capabilities which makes it possible to personalize the tool to our own liking."

Market Analyst, G2 reviewer

The UI is clean and simple. It is easy to create a custom learning path and roll it out to targeted users. The ability for our users to finish courses at their own pace is a value-add."

Small Business Professional, G2 reviewer

Their platforms are intuitive, customizable, and foster collaborative learning. The user-friendly interfaces make navigation effortless, while customization options cater to diverse teaching styles."

Education Manager, G2 reviewer

We were able to customize almost every aspect of the platform with our own branding and to suit our needs. We've also set up an integration with our credential provider so course completion certificates are sent out automatically, which is a great timesaver for us."

Publishing Professional, G2 reviewer

www.YourPersonalizedURL.com

YOUR LOGO

Primary accent color

+ Custom color

Primary navigation color

☑ allow dark mode

87%
OF CUSTOMERS HIGHLIGHT FLEXIBLE CUSTOMIZATION

CUSTOMER TRANSFORMATION STORY

Read the story ›

MILADY

With over 180,000 learners and 50 million exams completed, Milady has achieved a 30% increase in learner engagement (as reported by select customers) and an 8-10% improvement in state licensure exam scores.

Over three years, Milady grew their digital customer base from 21% to 54% and became the first beauty education provider to offer 100% of their course content in Spanish.

Milady.

> " ...to have a platform that gives learners the ability to pursue their dreams while they're living their lives, ... it's life-changing for them."

> " We needed a platform that was flexible enough to allow us to build a curriculum out of the box and then give it to a school. And they could easily rearrange it to match exactly how they use it in their school."

> " We serve a clock hour industry and needed a partner that would work with us to develop the time tracking that would meet the very strict requirements of accrediting bodies and the Department of Education to enable schools to offer distance education for their students."

50 million exams

180,000 learners

1st beauty education provider to offer courses in Spanish

8-10% improvement in state licensure exam scores

33% increase in customer base

30% increase in engagement

EASE OF USE

Customers consistently emphasize how easy it is to navigate and use CYPHER Learning, both for administrators and learners. The simplicity of the platform reduces time spent on onboarding and enables users to focus on delivering impactful learning experiences.

98% OF CUSTOMERS PRAISE THE INTUITIVE DESIGN

> "The platform is very easy to use and helps learners navigate each module without any hassle."
>
> Project Officer, Gartner Peer Insights reviewer

> "The software is very innovative, intuitive, and complete."
>
> Program Manager, G2 reviewer

> "We've been using CYPHER Learning for many years. Our students can easily navigate their courses, and track their completed courses, and their parents can view their progress at any time."
>
> Executive Director, Capterra reviewer

> "The tool is an all-round amazing tool in helping us teach new staff and also offers a conducive environment to reach our members located in different parts of the globe easily."
>
> Market Analyst, G2 reviewer

> "It is a great platform, and my overall experience has been wonderful as this platform is very user-friendly. It not only assists in education but also caters to training for employees. Since our team gives quality training sessions every once in a while, this platform helps make it creative and easy. Its integration with Google Meet and Google Drive makes it more impressive. It's one of the best platforms I have used so far."
>
> Data Analyst, Capterra reviewer

FLEXIBILITY & SCALABILITY

Respondents especially appreciated how it allows them to manage complex organizations and handle training across various regions.

" **An engaging platform that offers flexible eLearning delivery."**

Course Creator, G2 reviewer

" **Creating classes, enrolling students, and designing modules is incredibly easy with the platform's flexibility. I especially love the gradebook—it makes grade computation simple."**
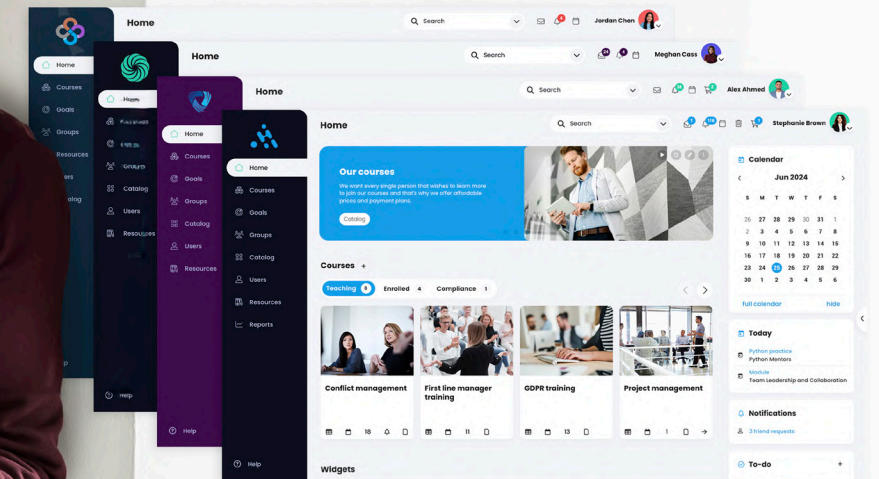
Educator, G2 reviewer

" **The flexibility of the platform allows us to train globally without needing in-person sessions, which has significantly reduced our costs."**

COO, PeerSpot reviewer

" **The LMS is optimized for mobile devices, offering flexibility for learners to access content anytime, anywhere. The platform offers interactive tools, quizzes, and multimedia features that keep our learners engaged and motivated."**

Corporate Trainer, G2 reviewer

87%

OF CUSTOMERS APPRECIATE OUR PLATFORM FLEXIBILITY AND SCALABILITY

CUSTOMER TRANSFORMATION STORY

Read the story ›

Kerridge Commercial Systems

Kerridge Commercial Systems, a global software provider, used CYPHER Learning to transition from in-person to hybrid training, reducing travel costs and saving 30% in administrative work. With 13 branches worldwide, Kerridge now provides global training to staff and clients, streamlining pre-certification for resellers and expanding their training reach.

Kerridge
Commercial Systems

"Since implementing CYPHER in Kerridge Commercial Systems, we have added multiple training portals and active courses. Our opportunities have increased substantially as we now can reach larger markets."

"We successfully trained 198 resellers who had their sales certifications training on the platform. We've also trained 128 leaders in a three-step leadership program and added over 250 internal employees to our product knowledge curriculum."

30%
less admin work

13
branches worldwide

SKILLS DEVELOPMENT

The CYPHER Learning platform is designed to align training with job roles and skill development, providing users with tailored learning paths that ensure individuals are gaining the skills they need to succeed in their roles. This capability is especially important for organizations focused on upskilling, reskilling, and career progression.

85% OF CUSTOMERS VALUE THE FOCUS ON PERSONALIZED SKILLS DEVELOPMENT

" I use it for competency mapping to track learner performance - see what skills they are achieving and skills that need to be improved."

Enterprise Professional, G2 reviewer

" We have been using CYPHER Learning to train employees so as to develop and improve their skills at their field of work. Since we started using it, we have seen a massive improvement in terms of performance at individual levels as well as at the team level. It makes it easy to administer role-based training to employees."

Software Engineer, G2 reviewer

" I joined a SaaS-driven company in a sales role, and my organization needed to ensure I was well-versed in sales principles before engaging with customers. They used CYPHER to create a tailored course for our sales team, which boosted my confidence in the sales process and significantly enhanced my sales knowledge."

Sales Professional, G2 reviewer

" We have been using CYPHER Learning to replenish our skills and gain more skills at our fields of work. With CYPHER Learning, we have access to very qualitative and comprehensive learning and training content which are categorized according to our skills path. It has allowed us to gain the modern and upcoming skills needed to work more productively and efficiently in our work making it possible for us to offer the most satisfying services to our customers and clients."

Project Development Engineer, G2 reviewer

TRAINING & ONBOARDING

CYPHER Learning was named the Forbes Advisor Best Employee Onboarding Software for two consecutive years, a nod to its powerful features and ability to streamline the onboarding process. Our AI-powered tools, customization options, and platform-wide automation enable organizations to onboard new employees quickly and effectively, reducing time-to-productivity and enhancing overall engagement. This recognition underscores our commitment to delivering top-tier solutions for employee training and development.

CYPHER has provided a lot of improvements as part of our learning management system and our onboarding process."

Program Manager, Gartner Peer Insights reviewer

CYPHER transforms education by providing an intelligent learning platform for every learning need. Whether it's teaching students, onboarding employees, or selling online courses."

HigherEd Professional, G2 reviewer

We chose CYPHER Learning to offer training courses in software development and mobile applications to our employees. The platform allows us to easily track progress for anyone enrolled, and we can monitor individual performance by awarding badges to top achievers. We've also used the platform to create dynamic content, which has been especially helpful for training in our hiring processes. The tool's reporting and analytics features have been invaluable, enabling us to provide targeted support for course topics. Our instructors have found the platform incredibly effective and easy to use."

Training Professional, G2 reviewer

Enrollment actions

✉ Send the 'enrollment' canned message

👥 Add to group New employees

82% OF CUSTOMERS MENTION THE SMOOTH ONBOARDING PROCESS FOR THEIR EMPLOYEES

Find out what truly matters to our customers in each sector. Whether it's improving training consistency in franchises or boosting compliance in healthcare, this section highlights how organizations are achieving their goals with CYPHER Learning. You'll see how different industries are using the platform to cut costs, scale effortlessly, and enhance employee performance—all while simplifying processes and staying ahead of the curve.

INDUSTRY INSIGHTS

FINANCE & BANKING

Finance LMS ›

Financial institutions face the challenge of delivering consistent and efficient training, particularly in areas like compliance, certification, and skills development. CYPHER Learning helps finance organizations streamline training processes by offering personalized learning paths, AI-driven course creation, and robust compliance management. With features like skills mapping and advanced analytics, finance companies can track learner progress, ensure regulatory compliance, and enhance employee skills. CYPHER's platform helps reduce training costs and time while supporting scalable growth, making it an ideal solution for institutions aiming to meet industry demands and regulatory standards efficiently.

" The platform's ROI tracking features have allowed us to measure the direct impact of our training programs on business performance."

Training Manager, PeerSpot reviewer

" Our compliance training has become far more efficient with CYPHER Learning, and the real-time tracking features are invaluable."

Finance Officer, PeerSpot reviewer

" CYPHER Learning has saved us $2,000 per person in training costs, while ensuring that we meet all compliance requirements."

Operations Manager, PeerSpot reviewer

85% POSITIVE SENTIMENT

Most valued by finance and banking

Training ROI ›   Compliance tracking ›   Cost efficiency ›

FRANCHISE INDUSTRY

Franchise LMS ›

> "We reduced our logistics and travel costs by 70% thanks to the remote learning features, and overall annual savings are projected to reach $100,000."
>
> L&D Director, PeerSpot reviewer

89% POSITIVE SENTIMENT

Most valued by franchise organizations

✔ Training consistency ›   ⤢ Scalability ›   🐷 Cost reduction ›

Franchise organizations need efficient, scalable training to manage high employee turnover and ensure consistency across multiple locations. CYPHER Learning helps by offering an AI-powered platform that simplifies course creation, automates compliance tracking, and supports global franchise networks with multi-language capabilities. This allows franchises to deliver consistent, engaging training that improves employee retention and ensures compliance, all while reducing manual updates and administrative burden.

> "One of the standout features of CYPHER LMS is the ability to manage unlimited sub-organizations. This functionality allows us to efficiently create courses that can be copied and synced across all sub-organizations, significantly streamlining operations. Additionally, the platform supports language translation and literacy features through the Immersive Reader, offers robust reporting capabilities, and provides excellent technical support."
>
> Director of Product and Services, G2 reviewer

> "I love the ability we have to create various sub-organizations, vary permissions for specific client-administrators, create courses with AI, and integrate with other platforms our clients use."
>
> Director of Product and Services, Gartner Peer Insights reviewer

> "CYPHER Learning enabled us to reduce training time by 50% and automate the onboarding process across our 500 stores."
>
> Vice President, PeerSpot reviewer

HEALTHCARE & BIOTECH

Healthcare LMS >

Healthcare organizations need effective training platforms to ensure compliance, upskill professionals, and meet the fast-paced demands of the industry. CYPHER Learning offers a comprehensive solution with features such as AI-powered course creation, personalized learning paths, and competency-based assessments. These tools help healthcare institutions quickly develop and adapt training to stay compliant with regulatory changes and improve the quality of care. The platform's automation and scalability reduce the burden on administrators, enabling organizations to deliver high-quality training efficiently while boosting staff retention and engagement.

> **"** For our extended enterprise, CYPHER has helped us successfully deliver partner and customer training, as well as product enablement, which is particularly crucial in our industry where compliance, and continuing education are essential to stay competitive.
>
> Employee training and product enablement have not only driven individual growth but also contributed to our company's overall success. Additionally, they have supported skill development, as well as diversity, equity, and inclusion initiatives, ensuring that all employees benefit from the learning process.
>
> CYPHER provides a human-centered learning experience with limitless possibilities, such as mentorship, career development, extended enterprise, instructor-led training, and certification, all contributing to increased sales and revenue through the education of employees, partners, and clients."
>
> Healthcare and Biotech Professional, Gartner Peer Insights reviewer

88% POSITIVE SENTIMENT

Most valued by healthcare and biotech

- 🛡 Compliance management >
- 📣 Skills development >
- ⤧ Flexibility >

HIGHER EDUCATION

HigherEd LMS ›

As the person that builds our courses, having a course built so quickly with AI 360 was amazing."

Associate Director of Educational Programs, Customer survey

89% POSITIVE SENTIMENT

Most valued by higher education

📁 Centralized resources ›   🎮 Competency-based learning ›   📄 Accreditation ›

Universities need efficient tools to deliver personalized learning at scale, keep students engaged, and prepare them for future careers. CYPHER Learning helps by automating course creation, tracking student progress with advanced analytics, and offering gamification to boost engagement. This saves time for educators and ensures students receive tailored learning paths that improve outcomes, all while reducing administrative overhead.

It provides a complete learning experience, with user-friendly features and centralization of learning materials for students."

Education Coordinator, Capterra reviewer

Attaching program outcomes to assignments with the competency tool has greatly enhanced our accreditation assessment process. This is a major value-add for us."

Program Manager, Capterra reviewer

We love the ability to visualize competencies and competency-based goals for our learners. The course creation tools are robust and flexible."

Associate Director of Education Programming, Gartner Peer Insights reviewer

The gamification feature is a game-changer. My students look forward to receiving their points, badges and rewards after completing an assessment or a module. The rewards that they received were life savers."

Educator, G2 reviewer

IT & SOFTWARE INDUSTRY

IT training LMS >

IT organizations need to quickly upskill their teams to stay competitive and address the widening skills gap in areas like AI, cybersecurity, and cloud technology. With CYPHER Learning, they can create personalized, competency-based courses rapidly, ensuring their teams are up to date with the latest tech developments. The platform's automation and analytics save time, reduce costs, and ensure employees reach proficiency, enabling IT departments to train internally and maintain peak performance without relying on external hires.

> One of the most interesting training platforms distinguished by highly developed automation possible through the use of artificial intelligence. Supports a wide range of course formats, including online courses, blended learning, and task-based learning."

Sales Officer, G2 reviewer

> The platform offers interactive tools, quizzes, and multimedia features that keep our learners engaged and motivated. CYPHER Learning serves as our central platform for delivering online courses, training materials, and resources. We use it to educate our team, clients, and partners on various photography and videography techniques, technologies, and industry trends."

Media and Communications Professional, G2 reviewer

> The platform saved us 30% in administrative time, and its hybrid learning capabilities allow us to scale globally with ease."

Global Talent Development Partner, PeerSpot reviewer

88% POSITIVE SENTIMENT

Most valued by IT organizations

🕐 Efficiency >   🌐 Global scalability >   🔄 Automation >

NON-PROFIT INDUSTRY

Non-profit training LMS ›

Non-profit organizations need an efficient way to manage training for employees, volunteers, and partners while keeping costs low and impact high. CYPHER Learning provides a scalable platform that simplifies the creation of personalized courses for compliance, product training, and continuing education. With advanced analytics to measure progress and support for multiple languages, nonprofits can maximize their resources and reach more learners globally, helping them achieve their mission more effectively. This ensures that every training effort contributes to organizational growth and community impact.

87% POSITIVE SENTIMENT

Most valued by non-profits

🌐 Global reach ›   Learning pathways ›   ♥ Volunteer engagement ›

"We can now reach a global audience, and the ability to track volunteer engagement has made training more effective."
Executive Director, PeerSpot reviewer

"CYPHER Learning's automation features have improved our training programs by significantly reducing administrative time."
HR Director, PeerSpot reviewer

"The platform's scalability has allowed us to engage volunteers across multiple regions, providing a consistent learning experience."
Program Director, PeerSpot reviewer

PUBLISHING INDUSTRY

Publishing industry LMS ›

Publishers need efficient tools to create engaging, personalized content at scale while driving revenue growth. CYPHER Learning helps to enable publishers to quickly produce high-quality, gamified courses, helping them meet demand faster. With built-in e-commerce capabilities and advanced analytics, publishers can easily sell courses, track performance, and optimize offerings to boost revenue and stand out in a competitive market.

"We've been able to increase our course offerings and support learners across different regions, thanks to the platform's mobile capabilities."

Training Director, Customer survey

"The platform's ability to support multiple languages has been a game changer for our global training programs."

Operations Manager, Customer survey

"CYPHER Learning has made it easy to deliver courses in multiple languages, helping us reach new markets globally."

Publishing Specialist, PeerSpot reviewer

"CYPHER collaborates with our support staff to maintain the infrastructure behind certificate-granting and course-selling online learning modules. Optional access/fee structures can also be implemented via membership groups."

Director of Product and Services, G2 reviewer

95% POSITIVE SENTIMENT

Most valued by publishing

A⭐ Multilingual capabilities ›   🛍 E-commerce ›   ♥ Learner engagement ›

TRAINING INDUSTRY

Training org LMS ❯

Training organizations need to deliver effective, personalized courses quickly to keep up with demand and grow revenue. With CYPHER Learning, they can create engaging courses faster, automate administrative tasks, and easily sell courses through integrated e-commerce. This allows organizations to focus on scaling their business, improving learner outcomes, and staying competitive in a rapidly evolving market—all while reducing time and costs.

❞ We've automated most of our course delivery, which has allowed us to scale our training programs without increasing headcount."
Executive, PeerSpot reviewer

❞ Our ability to automate learning paths has reduced the manual workload by about 70%, freeing up time for other critical tasks."
Program Director, PeerSpot reviewer

❞ The gamification tools have significantly increased learner engagement and course completion rates."
Training Manager, PeerSpot reviewer

87% POSITIVE SENTIMENT

Most valued by training organizations

🏆 Gamification ❯   ⛶ Scalability ❯   🔄 Automation ❯

Zero in on what professionals across various roles are gaining from CYPHER Learning. Whether you're in L&D, HR, operations, or at the executive level, this section highlights how the platform is helping you meet your specific goals—be it scaling programs, improving compliance, automating tasks, or driving ROI. You'll get a clear picture of how CYPHER is empowering people in different roles to work smarter, not harder.

ROLE-FOCUSED FEEDBACK

EXECUTIVES

90% POSITIVE SENTIMENT

Most valued by Executives

- Scalability
- Cost savings
- Training ROI

> "We've been able to scale our training programs globally with CYPHER Learning, while maintaining a high return on investment."
>
> CEO, PeerSpot reviewer

> "The flexibility of the platform allows us to train globally without needing in-person sessions, which has significantly reduced our costs."
>
> COO, PeerSpot reviewer

> "The platform's scalability and ability to generate high ROI on our training initiatives have been key to our growth."
>
> Executive Director, PeerSpot reviewer

> "The reporting is incredible. I can easily run reports on the data points that matter to the business whenever I need. It's powerful to access real-time data, like how many active learners we have, without relying on a data team. It's awesome having that at my fingertips."
>
> Vice President, Customer survey

> "CYPHER offers the best LMS solution. Their support has been brilliant. They were the only platform that gave us separate portals for teachers, students, parents, and coordinators, making it easy to track each learner's journey."
>
> Managing Director, Customer survey

|

HR AND L&D

88% POSITIVE SENTIMENT

Most valued by HR and L&D

🔄 Onboarding automation ›   🛡 Compliance management ›   📊 Employee progress tracking ›

❝ The platform's compliance management tools have helped us reduce the time spent on administrative tasks, ensuring our workforce stays compliant."

HR Director, PeerSpot reviewer

❝ CYPHER Learning has streamlined our onboarding process, making it more efficient and ensuring that all employees meet their training requirements."

HR Manager, PeerSpot reviewer

❝ We've been able to automate progress tracking for all employees, which has greatly improved compliance and training efficiency."

HR Officer, PeerSpot reviewer

❝ CYPHER Learning's real-time reporting features make it easy for us to track learner progress and adjust training programs accordingly."

Training Manager, PeerSpot reviewer"

❝ The platform's automation tools have allowed us to scale our L&D programs efficiently while maintaining high levels of learner engagement."

Program Director, PeerSpot reviewer

TRAINERS

"The CYPHER platform brought unexpected benefits. One of the biggest is the powerful analytics, allowing us to track student progress through course materials and offering more flexibility with assessments. Another key advantage is that students can monitor their own progress and learn at their own pace, without the need for a physical classroom."

Training Officer, Customer survey

"Gamification has helped keep our learners engaged and motivated, leading to better completion rates and overall performance."

L&D Manager, PeerSpot reviewer

"The learning path feature is my favorite because, as an instructor, I want to ensure learners are fully engaged with the modules. It offers flexibility to either let learners automatically move to the next module or set a checkpoint before they proceed. Since my learning path combines LMS modules and scheduled workshops, it creates a holistic learning experience for the entire course."

Talent Management Trainer, Customer survey

89% POSITIVE SENTIMENT

Most valued by Trainers

🏆 Gamification › 🕐 Real-time reporting › 🔄 Automated learning paths ›

OPERATIONS

> " The platform has allowed us to scale our training programs while maintaining a high level of efficiency and reducing costs."
>
> Director of Operations, PeerSpot reviewer

> " We use CYPHER Learning to manage both internal and external training, and the automation tools have saved us countless hours."
>
> Operations Manager, Customer survey

> " CYPHER Learning's automation features have significantly reduced the manual work involved in managing our training programs."
>
> Operations Director, G2 reviewer

86% POSITIVE SENTIMENT

Most valued by Operations

- 🔄 Automation ›
- ⛶ Scalability ›
- 🐷 Cost efficiency ›

AREAS FOR IMPROVEMENT

No platform is without room for improvement, and we continue to listen to customer feedback to enhance our offerings. Common areas mentioned include further improving integration capabilities and optimizing the mobile app.

Integration

4% OF CUSTOMERS ARE INTERESTED IN ENHANCED INTEGRATIONS

Update and next steps

In 2024, significant progress was made with expanded integration capabilities, enabling more seamless connections between CYPHER Learning and third-party systems. These improvements have led to smoother operations and increased efficiency for users managing complex workflows. And this is just the start—throughout the rest of 2024 and into 2025, customers can expect even easier integration with enterprise applications and HRIS systems, further enhancing the platform's flexibility and scalability.

API 3.0

API 3.0 offers REST API advantages, with stateless operations, scalability, and support for multiple types of calls, making it ideal for integration with modern web applications. Compliant with the OpenAPI 3.0 standard, API 3.0 ensures a well-defined structure and documentation, providing enhanced clarity, and standardized design. The user-friendly interface makes it easy to explore and test API endpoints, while broad tooling support makes integration and development workflows effortless.

Marketplace

CYPHER Marketplace is your one-stop shop for discovering and integrating a wide range of third-party tools and services. From popular platforms like Google Drive and Microsoft Teams to specialized educational tools, you can easily filter and find exactly what you need to enhance your learning experience.

Mobile app

1% OF CUSTOMERS ARE INTERESTED IN MOBILE APP ENHANCEMENTS

Update and next steps

Our web version is already a powerful tool, offering robust features and a seamless user experience. As we continue to enhance our mobile apps, our goal is to bring the same level of power and functionality to mobile devices. This means users will enjoy the same powerful capabilities—like advanced reporting, AI-driven automation, and custom learning paths—right from their phones or tablets. We're dedicated to making mobile learning as efficient and effective as the desktop experience, ensuring our platform remains accessible and flexible, no matter the device.

Our team is working on it! Expect to see new mobile releases soon!

CALL FOR NOMINATIONS

CYPHER Customer of the Year Award

Submit nomination >

We're excited to announce the 2024 CYPHER Customer of the Year Award! This is your opportunity to showcase how your organization has leveraged CYPHER Learning to achieve exceptional results. Whether it's boosting learner engagement, driving efficiency, or using AI to transform training or education, we want to hear your story.

What's in it for the winner?

- 500,000 AI credits - that's half a million credits!
- Global recognition reaching thousands of professionals
- PR opportunities
- Exclusive trophy and digital badge

How to participate

Simply submit your nomination by sharing how you've used CYPHER Learning to drive success within your organization. We look forward to celebrating your achievements and recognizing the impact you're making in the world of training, learning, and people development!

Nominations close on December 6, 2024.