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Case Study
CYPHER Learning

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✔ Review by a Real User

🛡 Verified by PeerSpot

What is our primary use case?

We are utilizing CYPHER Learning to grant our users access to courses, along with all the tools and features available in Sharjah. Consequently, we are offering a comprehensive professional development process, which we publish on this particular learning platform. This allows users to conveniently obtain their certificates through the extended workflow. If any learning surpasses our expectations, it is treated separately and we incur a fee for the service.

How has it helped my organization?

The features of CYPHER Learning have been beneficial to our processes and efficiency. Our previous platform took time for us to see any benefits. With CYPHER Learning, we can easily

integrate with our ticket system and track issues related to learning courses. We already have a solution that requires less of our time.

Gamification helps with certification because it assigns points, making it easy for us to assign, share, and upload badges.

We have observed a substantial increase in enrollment on our platform, primarily attributed to the gamification feature. We can track the number of services users have enrolled in, and there has been a significant surge over the past three months.

CYPHER Learning has the ability to recommend courses or assignments to learners based on their job title or a set of competencies. One of our institutions in India utilizes CYPHER Learning, and we can readily implement other NTP governance and engineering in relation to this. This provides us with a competitive

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advantage in the market due to the multitude of courses we have developed and published, as well as the numerous certificates we have issued.

CYPHER Learning empowers us with a plethora of features in the program. Learners have been sharing their certificates associated with our platforms and mentioning our schools. The count of followers and enrollees has escalated. We have two stages: the first is the professional development program, and the second is the post-credit diploma. We use Citrix LMS for our professional development program, and Canvas LMS for our postgraduate diploma. Our business has increased significantly in the one year that we have been using CYPHER Learning.

We offer hybrid courses for individuals who are preparing for licensing examinations and postgraduate diplomas. The licensing examination is one of the most significant courses available on our platform and is a hybrid course.

It is important for our organization to be able to offer combined training for both business and education purposes.

The training is currently offered free of charge to everyone.

Since implementing CYPHER Learning, we have observed a decrease in our administrative workload compared to our previous platform. We now only need two dedicated individuals to handle all the tickets, whereas before, everyone was involved.

What is most valuable?

Customer service support is a valuable feature. They are quick to respond to the users.

Creating courses for our resources is one of the best features of CYPHER Learning.

What needs improvement?

The common cartridge format is not supported by the older version. On the dashboard, if we upload the common cartridge, it can be easily added, but unfortunately, it is not supported. Therefore, we have some older common cartridge files that we want to upload to the main system, but we are unable to do so. As a solution, we are creating a new common cartridge file.

The grade book is limited to only 1,000 learners. Therefore, we are unable to view any information beyond that number.

I would like to have the ability to search by certificate number in order to verify the validity of a certificate. However, at present, we do not have the capability to do so.

For how long have I used the solution?

I have been using CYPHER Learning for just over one year.

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What do I think about the stability of the solution?

CYPHER Learning has been around for a long time and we have not had any stability issues.

What do I think about the scalability of the solution?

CYPHER Learning is scalable and can accommodate our changes.

How are customer service and support?

The technical support is good.

How would you rate customer service and support?

Positive

How was the initial setup?

The initial setup is straightforward. The CYPHER staff creates a session for us and ensures that all the involved parties are present to attend the session. We are provided with a clear training schedule to facilitate the deployment. The deployment took one month and required three people to complete.

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

CYPHER Learning is more cost-efficient for us compared to others.

What other advice do I have?

I would rate CYPHER Learning seven out of ten. There are certain areas that require improvement, but those enhancements come with associated costs. For instance, during the implementation phase, we were unaware that the grade book had a limitation of 1,000 users. This compelled us to devise a workaround in order to issue certificates to the additional individuals.

Although we do not specifically utilize CYPHER Learning for onboarding, we do provide training for our staff and faculty to assist with data privacy and professional development.

Currently, we are not charging for our services. We continue to pay for CYPHER Learning, but the most important aspect for us is the knowledge that others are gaining through the use of our services. Perhaps in the future, we may begin to require payment for the services.

CYPHER Learning is deployed in a single building and is open for enrollment to everyone.

All 70 of our employees use CYPHER Learning in addition to the 11,000 users outside of our organization.

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Maintenance is necessary whenever the system begins to slow down due to the high volume of emails.

I have been using CYPHER Learning for one year and can testify that this platform has numerous benefits for us. It is easy to navigate, issue certificates, and create code. Additionally, it is a cost-effective option compared to other platforms. With its extensive range of features, CYPHER Learning does an excellent job.

I recommend CYPHER Learning.

Which deployment model are you using for this solution?

Public Cloud

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