

# Case Study

## CYPHER Learning



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

### What is our primary use case?

Our company is both a reseller of CYPHER Learning solutions in South Africa and we use it ourselves.

### How has it helped my organization?

One of our clients has implemented CYPHER Learning into their company. They have different divisions, contractors, and outside partners all learning on the platform. It is great for them to make training available to everyone across the globe. Through features such as creating organizations within the platform and using filters, they can make content available to the relative parties.

CYPHER Learning also offers the ability to make

a course part of compliance. This offering has numerous settings which work well. Through notifications, learners are reminded about upcoming training which needs to be completed.

Administrators are also able to report on various data sets with very little effort.

Learning and development within this company have reached new heights.

CYPHER Learning has, in most parts, replaced traditional training. This saves costs through printing, facilitation venue hire and catering.

### What is most valuable?

CYPHER Learning is a cloud-based solution. This means you don't have to do any updates. It is an easy system to understand with great UI/UX.

It is easy to report on learners' progress and



their competencies.

There is also a gamification aspect in the platform, which we really enjoy.

## What needs improvement?

When CYPHER Learning partners with an outside product/service (which you can find via the App Center), there are usually a few issues where the two systems don't communicate correctly. Perhaps a bit more testing before it gets released.

## For how long have I used the solution?

I have been using CYPHER Learning since April 2020.

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

It is very stable. I have no complaints.

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

The scalability is quite good. This solution is excellent for small, medium and enterprise companies.

We have clients with +3,000 users on the system. And they have stretched it like bubble gum, using the solution creatively and getting

great results.

## How are customer service and support?

They really have a fantastic support team.

You can ask questions/advice and they reply quickly and with relevant feedback.

## How would you rate customer service and support?

Positive

## How was the initial setup?

Setup from scratch is quite straightforward. If the company has multiple divisions, some upfront planning and mapping of the overview are advised.

If you are migrating from another system, it is advisable to first understand how the two systems are similar and different from each other.

## What was our ROI?

It is hard to put a price on having been able to map out training paths and carry on with developing the last couple of years during the pandemic.



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

If you go for an open-source solution, the development costs add up and the customisation process can be frustrating. Although CYPHER Learning is not cheap, especially from a South African point of view, because of the exchange rate, you definitely get your money's worth. CYPHER Learning has an online support team who always helps and guides you with any issue/question. Their response time is speedy as well.

## Which other solutions did I evaluate?

One of our clients moved from Moodle to CYPHER Learning. They moved as there was a lot of custom development which needed upkeeping on Moodle. CYPHER Learning is an out the box plug and play solution with automatic integrated updates.

## What other advice do I have?

The LMS is constantly being improved through new developments, integrations (new partners) and better UX/UI.

I would definitely recommend the CYPHER Learning, it's a great solution.



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