

Case Study

CYPHER Learning



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

What is our primary use case?

We use it for internal staff training. We're a large retail hospitality company. We have over 1,000 locations in Australia and we are also a Registered Training Organisation (RTO). That means we deliver nationally recognized qualifications. We use CYPHER Learning to deliver our qualifications to employees who sign up to complete one of those qualifications.

We also use it for our management training. Anyone who becomes a manager within our system goes through a training program that is administered through CYPHER Learning.

How has it helped my organization?

We have locations across Australia, with offices

in every major city where our trainers are based. One of the best benefits we've seen with CYPHER Learning is that it has allowed us to act more consistently on a national basis in how we approach the delivery of our training. Our trainers and assessors can now train and assess anyone in the country, as opposed to just where they're physically located.

When we were paper-based, the trainees would send in their coursework to their local training facility. Having a cloud-based solution has allowed us to better use our trainer resources across the country.

The transition from paper to digital has also been beneficial. As an organization, we were spending over significant money each year on printing and positing our training materials. We've seen huge cost savings in completely converting to an online digital learning system.



And when it comes to administration, another really great feature in CYPHER Learning is the flexibility in marking. We can choose which activities are auto marked and which have to be marked by a trainer, and that really allows us to save a lot of time. We know when something is a very simple yes/no answer, we can set that to be auto-marked. That way we can spend our trainer resources on marking the more complex responses, such as those that are essay-based.

What is most valuable?

The ability to build and customize our own courses is one of the most valuable features. When we launched with CYPHER LEARNING, their team helped us build our courses. They took our paper-based coursework and developed a really engaging digital solution on the platform. The best part, for us, is being able to continue to customize and edit it. We have been able to add and explore new features as we've grown with it.

We use the system's rules engine to help automate our training. For example, as a student completes one piece of training, the rules engine unlocks the next part automatically. We also send pre-written notifications at the end of courses or at certain touch points within courses. All of that is really useful as well.

Another good functionality is that we have full visibility into when students last accessed courses, because CYPHER Learning shows us when they last accessed the portal. That helps

our trainers to follow up with people who might be falling behind or who need help. And another great, related feature is that we can see how long trainees have spent on certain activities. With digital learning, it can be easy to just click-click-click and skip through things. Seeing how long students have spent on the material helps trainers have good conversations with their trainees and test their knowledge, just to make sure that they really are grasping the concepts.

There is good reporting functionality and there are good insights into trainee progress. That certainly helps our trainers to know where to target their efforts and who to follow up on. If we are looking at individual trainees, we get very good insights as to how they're tracking, what section they're up to, and how long they're taking on particular activities.

What needs improvement?

If there is one area that I would like to see more improvement in, it would be around detailed reporting. There are some little things that they could add that would give us more insights and we'd like to access those things through the reporting.

There's a lot of reporting functionality, but we've found it a bit challenging integrating it with our different organizations and getting some of the information that we need out of it. We'd like to see the kind of information that we get about individual trainees, but as a whole, across the organization. That's where we'd like to see



improvement.

For how long have I used the solution?

We've been using the solution as an organization for almost three years. I've been using it for about 12 months.

What do I think about the stability of the solution?

We have had no issues whatsoever. It seems to be very stable.

What do I think about the scalability of the solution?

With CYPHER Learning, there is a lot of untapped potential for us as an organization. I look at all the available features and the add-ons and the apps that are available, and I've got lots of different ideas about how we could start to incorporate different ways of delivering our learning. I am also thinking about other learning that we're not currently doing in CYPHER Learning, and moving it to this platform. There certainly is scalability there.

We definitely have plans to increase our usage by migrating other learning courses to CYPHER Learning and that will increase our active users quite significantly. We're three years in and, now that we're comfortable and happy with the

platform, we've got plans to put more courses on it.

And from a coursework perspective, there's definitely scalability. We feel comfortable that, as we start to put more learners in the system, it will scale.

We already have a large cohort of learners in the system. We have over 100,000 employees with access to the platform and there are about 10,000 people actively learning each month, but we have no concerns about scaling it. We've been in discussion with CYPHER LEARNING and we have plans that we can put in place to get more people onto CYPHER Learning.

The users are predominantly restaurant crew and managers. There are also restaurant supervisors who are responsible for coaching people through the platform, and there are the trainers and assessors within our corporate office who administer the learning.

How are customer service and support?

The technical support is very good. There's a support forum, which we utilize quite regularly and the responses come in quite fast. We usually get a same-day response or even within a couple of hours to any support tickets, which is quite good. You can choose whether your query is public or private. Unless it's company-specific, you can mark it as a public ticket and then other users of the platform get to learn from the answers as well.



How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

I've used other learning management systems before, and in my current company our previous system was a proprietary, home-grown solution. The benefit of going with CYPHER Learning was that we got their expertise in digital learning, which is probably something that we were lacking. Our platform did its job for a period of time, but as technology advanced, and the ways trainees can learn online advanced, we needed to keep up with our competitors, and CYPHER Learning has really helped us to do that.

How was the initial setup?

The initial setup was complex because it was quite a complex integration. We have 100,000 employees, so setting up data feeds to give users access, and revoking access when people are terminated, and those kinds of administrative tasks, can't be done manually. Setting up the API requests to handle those things took a little bit of time, until we got things right.

CYPHER LEARNING were very good to deal with and they assigned people to us. I wasn't part of

the initial setup, but from what I understand they worked very well with our organization.

From my perspective, having come in and managed the platform for the last 12 months, with CYPHER Learning we get notably less contact through our support desk around the system, compared to our other digital platforms. That's a really good thing; people aren't complaining about it. That's obviously a good sign that it's working as intended.

As for our implementation strategy, we did a pilot group first. We picked one region of learners and one particular course and that allowed us to make sure that we were capturing feedback, customizing the platform to our needs, and ironing out any problems before we launched it on a larger scale.

Once we were happy with that particular region and that particular course, we rolled it out for all courses in that state. We continued to capture more feedback and worked with CYPHER Learning to make any adjustments. We then rolled it out state by state.

What was our ROI?

There has been a clear return on investment for us. Even taking into consideration the additional implementation costs and the costs for building custom courses, we're still seeing that it's cheaper to run CYPHER Learning compared to the paper-based learning that we used to do.



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

Our pricing is based on active participants. We have a large employee base, but we made sure that we went with a pricing model that only charged us for active users, as opposed to all employees. We only enroll an employee into a course if they need to complete that course.

That just helps us keep our costs down. While we have over 100,000 employees, because we have fewer than 10,000 people actively participating in a course per month, we have a plan where we pay for 10,000 users per month.

Understanding how many active users you will have, compared to total users who may access the platform, is something to consider.

In addition to the standard licensing fees, we had some setup costs to build our custom courses. With CYPHER Learning you can either build your courses from scratch yourself or you can utilize their team to assist you in doing that. We've done half and half. We paid for CYPHER LEARNING to build some initial courses and, since then, we've actually built some of our own as well.

What other advice do I have?

The biggest lesson we've learned from using CYPHER Learning has been to be open to new ideas. The CYPHER LEARNING team has experts in marketing and the creation of digital

learning. We had courses that worked for us and that we wanted to do in a certain way, but they suggested new ideas and different ways of approaching them. Being open to those has allowed us to innovate the way that we deliver our training, which has been good for us. Being open to innovation and new ways of delivering our training has been a worthwhile lesson for us.



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