

# Case Study

## CYPHER Learning



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

### What is our primary use case?

We use CYPHER Learning to train our employees and the public.

CYPHER Learning is hosted on our users' website. Our users can access it by logging in.

### How has it helped my organization?

Several of our internal teams have joined the program, and they create training modules, which we then upload to CYPHER Learning and make available to everyone. CYPHER Learning has now put us in the position to provide better internal training than ever before, thanks to this tool that makes it easier. Since we have employees in multiple locations, we are now able to train our entire team more efficiently.

We have seen a small reduction in printing costs, but I foresee more savings as we ramp up our training.

### What is most valuable?

I like that CYPHER Learning can accommodate all types of media, including video and audio. It is also easy to use.

I really like that we can add third-party apps to make CYPHER Learning more useful.

The assessment tools are one of the reasons we chose CYPHER Learning, so we could provide instructional feedback for incorrect assessment answers.

The customization is very good because it allows us to completely brand the product so that it is our brand.



## What needs improvement?

I really appreciate the ability to provide feedback for assessments. However, the user interface for this feature is not very user-friendly. I think it could be improved by making it easier to understand.

CYPHER Learning has a lot of resources for finding answers. They have a search tool that allows us to search for answers on our own. However, I think it would be helpful if the resources were more structured in a how-to format. This would allow us to find the information we need without having to talk to a trainer or tech support. I think the current feature is good, but there could be more self-learning opportunities for how to use the product.

## For how long have I used the solution?

I have been using CYPHER Learning for almost eight months.

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

CYPHER Learning is stable. We have not had any issues.

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

CYPHER Learning is highly scalable. We are not using all the seats available yet.

## How are customer service and support?

The technical support is quick. I usually receive a response within just a few hours. If the support is not quite able to answer my question, they are very quick to respond to my follow-up questions. Once, a junior analyst answered my question, and then I think a senior analyst came in and added to the explanation to make it clearer. I'm not sure if it was to correct the junior analyst or to provide additional assistance, but it was impressive.

## How would you rate customer service and support?

Positive

## How was the initial setup?

The initial setup is straightforward. However, it is a very full-featured system, so it has taken a lot of training to learn how to use it effectively. CYPHER Learning has provided excellent training materials, and our IT department has been very helpful in setting up the system and connecting it to our other systems. Overall, I



think the setup process has been fairly straightforward.

We had several meetings with our IT and project management teams. It took some time to convince them of the benefits of using CYPHER Learning. I am on the education team, and our job is to train both internal and external users. We held several meetings and demos to explain what we wanted to use CYPHER Learning for and why we chose it. Once we had their buy-in, it was just a matter of getting the paperwork and approvals in order. Now we are in the process of creating half a dozen courses. We are still in the early stages of implementing CYPHER Learning, but we are excited about the possibilities.

Three people were involved in the deployment: two from the education team and one from IT.

## What about the implementation team?

The implementation was completed in-house.

## What was our ROI?

We are still in the development phase. At this time, we are not seriously considering generating revenue through courses. Instead, we will be relying mostly on savings, travel expenses for training, and other expenses. As a result, I cannot say that we have seen a return on investment yet. CYPHER Learning is still in the investment phase.

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

We were happy with the pricing for CYPHER Learning. As a nonprofit, we received a discount. They were also able to work with us on some other questions we had. This was one of the reasons we chose CYPHER Learning. The price was fair for all the features we received.

## Which other solutions did I evaluate?

We evaluated dozens of solutions and considered all of their features, prices, and reviews. In addition to CYPHER Learning, we narrowed down our choices to Moodle and Tovuti LMS.

We selected CYPHER Learning primarily because of positive customer reviews and a competitive price. Customer reviews praised its ease of use, and the price was fair for the features we received. Additionally, CYPHER Learning appeared to have plenty of room for us to grow into. The features were robust enough that we would likely not use them all at first, but we would learn to use them as we needed them. CYPHER Learning seemed like it would challenge us, and it has.



## What other advice do I have?

I give CYPHER Learning a nine out of ten. There are a few tweakable areas but I have no regrets about selecting CYPHER Learning.

We currently do not use the competency-based learning features of CYPHER Learning.

However, one reason we chose CYPHER Learning is because it has the capacity to support our future growth in this area.

Therefore, it is something we may use in the future, but not yet.

We do have some audit automation as far as emails, reminders, and things like that, but not specifically gamification.

Since CYPHER Learning is a new system in our organization, we have not yet seen a reduction in our training costs. However, we anticipate a reduction in training costs as we begin to train employees remotely and no longer have to fly trainers to different locations.

We currently have 50 users, and we expect to have many more as we increase our training volume.

CYPHER Learning has not required any maintenance as of yet.

CYPHER Learning is a very powerful tool with many features. However, this also means that it has a steep learning curve. If we don't have a lot of time or are not comfortable with technology, CYPHER Learning may not be the best solution for us. However, if we are looking for a scalable and powerful tool that can grow with our needs, CYPHER Learning is a great option. Just be

aware that it will take some time to learn how to use it effectively.



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