

Case Study

CYPHER Learning



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

What is our primary use case?

We are using it for our technical training and onboarding.

How has it helped my organization?

Before the pandemic, almost all our training interventions occurred in physical spaces and simulation areas. Our trainees were mostly asked to report to the head office for a minimum of five days up to months (for some critical positions). Since we started to use the CYPHER Learning, we have been able to see a drastic improvement the length of our learning duration to about half of the previous number of days that we conducted these training interventions.

CYPHER Learning is instrumental in enabling Potato Corner to be at the forefront of remote learning engagement practices in the Philippines. In fact, Potato Corner is an active case study for some local companies, in terms of bringing value and cost savings - locally and abroad.

The ability of the system to be used by our international support and store network is an advantage. For example, CYPHER Learning has the capacity to translate dialects or languages which helped us conduct a learning experience similar to how an actual hands on session is done. Just recently we had pilot runs using the translation capability of the system for new store openings in China and the Middle East China using Mandarin and Arabic as medium of discussions.

In terms of the platform availability, there is



access to 24 hours, so we don't need to determine a specific time for training. We just give them a link, password, and period for them to complete, e.g., 5 days, then it is up to them. What's important is they pass the minimum requirements to pass the training like periodic exams and the certification process.

The solution has helped us not just survive, but get through the challenges of the pandemic with flying colors. Before, we were quite adamant on remote training practices, since for close to 28 years, our company did not venture into remote training practices. Only two years ago, that we took a major step to prove that remote training can actually be a part of the company's core programs to ensure an engaged and competent workforce.

What is most valuable?

We use almost all the functionalities of the platform especially for product training videos, lectures, onboarding, assessment, and exams. We also use the gamification function to engage our employees and effectively reward them. In terms of portal usage. With these developments, we are able to automate almost all the onboarding and training requirements for both our new and existing workforce.

The rules engine has helped us personalize content based on users' goals and performance. For example, we are now working on further improving the training process for

China, Middle East, and soon India markets.

There is also a wide range of analytics in the platform that show level of engagement and interest - logged in hours, percentage of trainees / attendees taking exams and those actively using the platform. Since we have drastically lessened onsite training to almost none, we rely heavily on trainees' consistent use of the platform.

CYPHER Learning's competency-based learning feature is very important for helping ensure content is compliant with the goals of the course.

A case in point would be our crews that are assigned to stores. They go through the program and thereby complete and pass the required exams and related "certification processes". Getting them "certified" to man stations and shifts are enough proof of competence to be deployed. For those who do not pass the certification, we have them go through retraining until they eventually get certified.

What needs improvement?

There is further work to be done on the translation accuracy of international languages. It is really a challenge to have a system for perfect translation, especially as there are unique dialects embedded in different languages. In the future, the platform can have an integrated application that can "precisely" translate languages.



For how long have I used the solution?

We have been using CYPHER Learning for around two years.

What do I think about the stability of the solution?

So far, we haven't had any major issues affecting business continuity. In the two years that we have been working with the solution, we have been able to maintain the continuity of the business, and this is the most important measure of success for us.

What do I think about the scalability of the solution?

There have been no problems with scalability even if Potato Corner has close to 700 Franchisees in the network. Before, we started to have LMS in 40 stores, then we went to a 100 stores in a matter of weeks. To date, we are now at almost 500 stores using CYPHER Learning for training and onboarding purposes. The plan for this year is to start involving more of our new international territories as we are on track to opening in more locations like India and other counties in the middle east.

How are customer service and support?

Like Potato Corner, the World's Best Flavored French Fries Brand, Organizations and decision makers should seriously look at CYPHER Learning as a strategic partner in growing the business.

Overall, I would rate the solution including its customer service and support extension a 9 of 10.

How would you rate customer service and support?

Positive

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

The entire platform has helped us automate all our company's learning and development practices. When we didn't have CYPHER Learning, we did everything onsite, e.g., we had physical and classroom training. All of that has been removed since we started using the CYPHER Learning platform.

How was the initial setup?

The deployment process was very straightforward.

During the first six months of the



implementation, we were deeply involved, as we worked on getting the system used by different stakeholders. The plan was to get everyone on the same page and be accustomed to using the solution and see it as a regular way to train and develop competencies. After that, the following months were more stable, as we continued to make notable improvements along the way.

To support this major change, we did a series of Town halls which we call a NetMeet! In these town halls, we communicated the need to invest in a platform that will be used for the long-term.

After our Town halls, we conducted mini-virtual meetings where we met with key groups in operations, international, finance, human resources, and franchising and told them about the new Learning Management System. We had open dialogues on how the LMS will be beneficial to the users of the system.

For a period of 3 weeks thereafter, we chose certain pilot groups where we gave access to use and navigate the system. When there was immense buy-in on the solution, we started to launch the LMS for all company-owned stores in the Philippines. Then we picked locations outside Metro Manila, such as Visayas and Mindanao. Eventually, we started implementing the LMS in Southeast Asia, Middle East, and just recently, the Asia Pacific region.

What about the implementation team?

Before, the company tried to do learning and

development via in-house. We found this a little difficult as we had to regularly change certain functions which took time to accomplish, eventually resulting in a great deal of time spent on communicating such changes. When we came across CYPHER Learning, it was more of a plug-and-play solution where there was very little customization, so we started to implement changes/improvements faster. In terms of level of expertise, the vendor side showed competence and excellence.

What was our ROI?

Over the past couple of years, we have opened several stores in new territories. Aside from the local operations, we have used CYPHER Learning in China, the Middle East, and Canada. Conservatively, CYPHER Learning has brought our costs down by 50% overall, which includes headcount. In the department where the LMS is currently managed, the workforce is down by 50% as well. From 4 individuals, there are only 2 people managing the entire learning and development process for our company. Aside from these, the cost of logistics and travel has been greatly reduced (by 70%). We no longer need to be in the different regions in the Philippines and our international territories for our expansions, as we can now conduct training 24/7 virtually. In terms of cost savings, we have reduced our annual costs by roughly 5 million pesos or 100,000 USD, with projected savings to be higher in the years to come.



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

Because our cost went down by 50%, I would say that the pricing is competitive.

Which other solutions did I evaluate?

Before (and even during the pandemic), the company tried to create our own Learning Management System which we found to be quite difficult especially since there were a lot of changes affecting certain functions which had to be done quickly. It took the team a great deal of effort and time to communicate with all stakeholders and get the changes done. At the time we were looking for an outsourced solution, we came across CYPHER Learning, which we found to be more of a plug and play solution for us. There was a little customization and we could start to implement quickly. Eventually we ended up evaluating the platform's capabilities and ended up launching it for Potato Corner's domestic and international operations in barely 3-6 months of pilot testing.

What other advice do I have?

We have started using CYPHER Learning's competency-based learning feature starting with a pilot batch in the Philippines and will encourage our global partners to do the same.

Businesses, whether big or small, should take a good look at CYPHER Learning in terms as it can really help improve remote training for companies. Teams should be open to exploring the functions of the product and what the solution can offer in terms of long-term plans. In our company, we wanted to ensure a good balance of physical training and remote training. I encourage decision makers to carefully assess if a virtual / remote training environment suit their businesses. In general, before investing in any solution, decision makers should carefully weigh strategic goals, impact to operating costs / bottom line, and performance management.

For Potato Corner, the solution came at a very opportune time, as we were able to proactively manage the ill effects of the global pandemic.

I would rate the solution as a 9 out of 10.



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