

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 employee training.

How has it helped my organization?

It has helped us in moving to digital training sessions from in-person training sessions and that has reduced our costs. We used to spend around \$15,000 to \$20,000 annually on training.

And indirectly, it has helped increase profits by improving the efficiency of our employees. That benefits our business.

What is most valuable?

The most valuable feature is the gamification of the training courses. Learners can compete with

their colleagues and access the leaderboard, and this enhances our efficiency and our learners' creativity. The employees can also compete with their colleagues and they get awards and badges, which motivates them.

We also like the automation features because it makes the training interesting and interactive.

And the competency-based learning helps teams acquire the desired skills. It displays the available skills and puts an emphasis on progressing on what the employee lacks. The competency-based learning systems that we have created are very important. Before, we were using Talent Elements and the reason we shifted to CYPHER Learning was because of this feature. They are the reason for buying this product. Competency-based learning helps us certify the skills of learners and make decisions about promotions and redundancy.



CYPHER Learning's ability to recommend courses to learners based on their job title or set of competencies is great and helps the employees a lot. It's like a non-financial reward for them to keep them motivated.

What needs improvement?

The mobile app has quite a lot of bugs and it has many fewer integration options.

For how long have I used the solution?

I've been using CYPHER Learning for two years.

What do I think about the stability of the solution?

The platform is very reliable.

What do I think about the scalability of the solution?

It's scalable as well.

How are customer service and support?

The support team is great but it takes them some time to answer queries. Also, because the support chat box is integrated into the website, we actually can't open two different tabs, one for

customer support and another for the product. We have to open the customer chat box inside the solution and it can be quite confusing. It would be better if we could get email or phone support.

How would you rate customer service and support?

Positive

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

Previously, we used Talent Elements. In addition to the lack of competency-based learning, in which there were only a few ways to track learner progress, there were relatively few gamification features.

What was our ROI?

Our return on investment is in the improvement of our efficiency and productivity.

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

It's affordable, but they have doubled the pricing at random times. That's a problem. They have to change that for forecasting purposes.



What other advice do I have?

I strongly suggest changing your training solution to CYPHER Learning. If you are doing it on your campus right now, this will help you save costs.

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