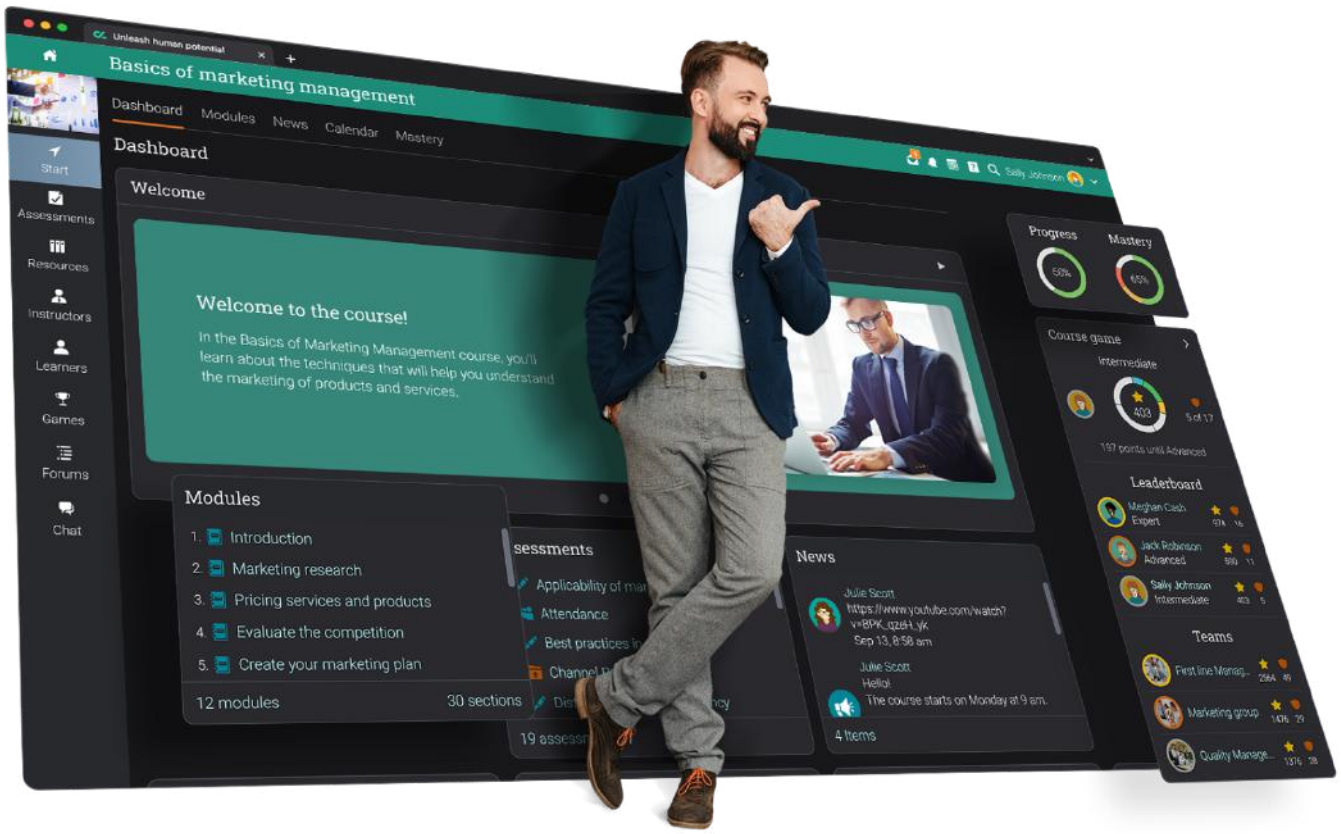
CYPHER Learning

Unleash human potential



General Proposal

December 2023

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Introduction

CYPHER Learning is leading the necessary disruption of learning platforms to unleash human potential. The company combines Learning Management System (LMS), Learning Experience Platform (LXP), and content development into one platform, streamlining efficiency for businesses. Using controlled generative AI, CYPHER reduces administrative tasks and accelerates time from content ideation to delivery for trainers and L&D professionals. Industry analysts say CYPHER is the "best Gen-AI content creator" and is a "supercharged technology platform that rocks skills-based learning". Millions of people worldwide experience their “just in time, just for me, just the way I want it” approach in **50+ languages**.

This proposal provides a detailed overview of CYPHER Learning. We are happy to provide a live demo of our modern learning platform if you require additional information. If you would like to schedule a demo or have any other questions, please contact our head office at:

CYPHER Learning
7250 Dallas Parkway, Suite 400
Plano, TX, 75024

Demo: **www.cypherlearning.com/contact-sales/schedule-a-demo**
Phone sales: +1 972 634 3401
Email sales: **sales@cypherlearning.com**

Why choose CYPHER Learning

We believe learning is the heart of innovation and progress. Everything we do is about empowering businesses and academic institutions to inspire, develop and celebrate their learners. We just happen to make a beautiful and modern learning platform to get them there.

The challenge CYPHER solves

In today's accelerated landscape, the time and budget to develop and deploy high-demand courses are increasingly scarce commodities. Plus, allocating resources for seamless delivery and timely updates adds another layer of complexity. It's costly. It's convoluted. It's complex. Traditional LMSs force organizations to cobble together a complex and confusing technological learning ecosystem to meet learning expectations.

Even with technological advancements and jam-packed tech stacks, creating relevant and engaging courses at a fast pace remains an uphill battle for many content developers.

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From all of the language and format requirements to addressing neurodiversity, creating courses just keeps getting more complex. The handoff from creation to delivery is rife with complications, each stage having its own list of prerequisites.

Also with a jam-packed tech stack, traditional learning management systems involve a convoluted series of steps—from uploading content, devising quizzes, and mapping competencies to supporting multiple languages, formats and neurodiversity—that devour precious time.

Personalized learning is a whole other dimension to layer on.

The CYPHER solution

CYPHER obliterates these challenges
1 platform, 3 powers
LMS + LXP + content development

CYPHER is more than an LMS. It unifies the two siloed and confusing worlds of content development and delivery, not only consolidating your tech stack but simplifying your workflow, too.

We simplify, streamline, and save you time and resources by offering 1 platform with 3 powers: Learning Management System (LMS) + Learning Experience Platform (LXP) + content development enabled by AI.

We fuse content development and delivery to:

- Elevate the learning experience at every juncture
- Move learning at the speed of change
- Create measurable and impactful learning with a maximum ROI
- Provide personalized learning at scale
- Reduce the financial and people resources needed for creating and delivering learning

This powerful combination is delivered via our generative learning platform.

Generative – Generate what you need with ease

- Complete course creation: AI 360
- AI media options: visuals, voiceover
- Learner creation (coming early 2024)
- Generate courses in 50+ languages

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Learning – Deliver the modern learning experience

- Competency-based approach
- Personalized skills development
- Assessment and evaluation
- Human connection
- Leveled-up gamification

Platform – Start from a position of strength

- Sophisticated automation
- Enterprise-class integration
- Insightful reporting and analytics
- Gorgeous interface and experience
- Sell online courses
- Manage everything
- Security and support

CYPHER Learning differentiators

Unified content development and delivery

The CYPHER platform offers a united solution for developing comprehensive content. You can develop courses, assessments, gamification elements, and map competencies to content. Tailoring courses to individuals is effortless with unique digital learning profiles, ensuring customized learning at scale.

Controlled generative AI

Control the generative AI experience with CYPHER's simple and packaged approach.

- Control content by uploading your own videos, PDFs, slide decks, and other resources to create customized courses that use your terminology, branding, and style to truly make your courses, yours. Rest assured, all of this is private.
- Control content credibility with CYPHER AI cross check that uses multiple AI technologies that check against one another to decrease the risk of AI hallucination and false positives.

Personalized skills development

CYPHER revolutionizes conventional and uniform skill training with its competency-focused strategy. CYPHER provides insight into mastery levels of each competency and offers tailored learning recommendations. With AI 360 with Copilot, courses are automatically competency mapped, allowing for personalized learning at scale.

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Intuitive user interface

The allure of CYPHER's interface lies in our stunning design – it's gorgeous, intuitive, and easy to use. From our graphical dashboards to adaptive learning paths, find everything you want exactly when and where you expect. Our human-centric approach focuses on clarity over complexity, so users remain in control without sacrificing on capabilities. "The best way to describe the tech is to say it anticipates the moves of the learner," said Brandon Hall Group.

Automation

CYPHER is the only platform built around sophisticated automation from the ground up to heighten efficiency and scalability. Our advanced automation powers CYPHER's platform-wide gamification, the largest of its kind, with 120,000 learners participating in weekly periodic leveling challenges. Points frequently reset to encourage active participation and motivation. It's also allowed CYPHER to be the leader in deploying AI broadly throughout the platform.

Global

CYPHER stands out as the sole platform offering a real-time communication universal translator, encompassing messaging and posts. The platform supports an impressive range of over 50 languages, and with AI 360, courses can be automatically created in each of these languages.

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Experience and accolades

Industry analyst perspectives and insights

Brandon Hall Group – Michael Rochelle, Chief Strategy Officer

Competency-based learning

- "This is a supercharged next-generation technology platform that rocks competency and skills-based learning."

Artificial intelligence

- "CYPHER Learning is disrupting the learning and development space by creating an intuitive, AI-powered platform that offers engaging content and measurable results."
- "Moving through the platform is intuitive and fast. The best way to describe the tech is to say it anticipates the moves of the learner. And it's super powerful."

Intuitive user interface and scalability

- "CYPHER Learning is an admin's dream. Forget the steep learning curve, this tech is as intuitive as it gets. This tech truly does save time and energy and is infinitely scalable."

CYPHER Learning is Certified as a Smartchoice® Preferred Provider by Brandon Hall Group.

The Craig Weiss Group – Craig Weiss, Lead Analyst and CEO

Artificial intelligence

- "The best Gen-AI for course content builder I have seen – regardless if it is a learning system (LMS, LXP, Learning Platform, etc.), a TM/PM platform, and even an authoring tool."
- "It is truly amazing in everything you can do, including synthetic audio."
- "CYPHER uses multiple LLMs, which is another massive win for me, as it is an excellent route."

Talented Learning – John Leh, CEO and Learning Systems Industry Analyst and Consultant

Competency-based learning

- "For anyone who's an instructional designer, it'll just knock your socks off to see all of the steps you used to have to do manually that you don't have to do anymore."

AI 360 with CYPHER Copilot

- "In the industry, it takes a minimum of 40 hours to create an hour's worth of content. Here you're getting to 80-90% in 10 minutes."

Automation

- "They have one of the best automation engines in the industry."

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Customer reviews

“The most amazing advantage of using CYPHER Learning for learning and training is that it offers a complete learning solution which makes it possible to personalize training based on individual skills and competency.”
Rony H.
Senior Software Development Engineer
Mid-Market (51-1000 emp.)

“The evaluation resources offered by CYPHER Learning are both lively and engaging. One effective way to assess staff knowledge is by creating a variety of projects, evaluations, and quizzes that incorporate different types of questions. The user interface of CYPHER Learning is sleek, modern, and user-friendly.”
Libby S.
Human Resources Administrative Assistant
Enterprise (> 1000 emp.)

“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.”
Karri H.
Instructional Designer
Mid-Market (50-1000 emp.)

“We now have a powerful learning management system with CYPHER Learning that enables us to design, deliver, and track different training courses from a single platform. Our training procedures have been made easier, faster, and with better overall learning results thanks to this centralised approach.”
Cole M.
Research and development analyst
Mid-Market(51-1000 emp.)

Read more reviews on G2 and PeerSpot

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Award-winning platform

CYPHER has over 100 awards and recognitions from industry leading organizations including Forbes Advisor's "Best Overall Employee Training Software", "Top Enterprise LMS", and "Overall Best LMS" and U.S. News & World Report's "Best LMS for Skills Development." To learn more about the recognitions and awards that CYPHER has received, see our **awards page**.

"The intuitive user interface (UI) and multiple ways to award employees for using the CYPHER Learning platform scores major points—it's visually pleasing and keeps employees engaged. Aside from the user experience (UX) though, it's a comprehensive platform that's simple to use to create courses and track analytics of employee performance. It doesn't require advanced coding to create great-looking training modules, and it offers a mobile app to make learning easy on whichever device your employees prefer."

Amy Nichol Smith, Forbes Contributor

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CYPHER strategic partnerships

Driven by innovation and collaboration, CYPHER Learning has emerged as a formidable player in the ed-tech sector. This rise to prominence stems from its strategic collaborations with industry powerhouses. Intent on reshaping the educational canvas, CYPHER Learning crafts a network of alliances that not only boosts its proficiency but also broadens its influence.

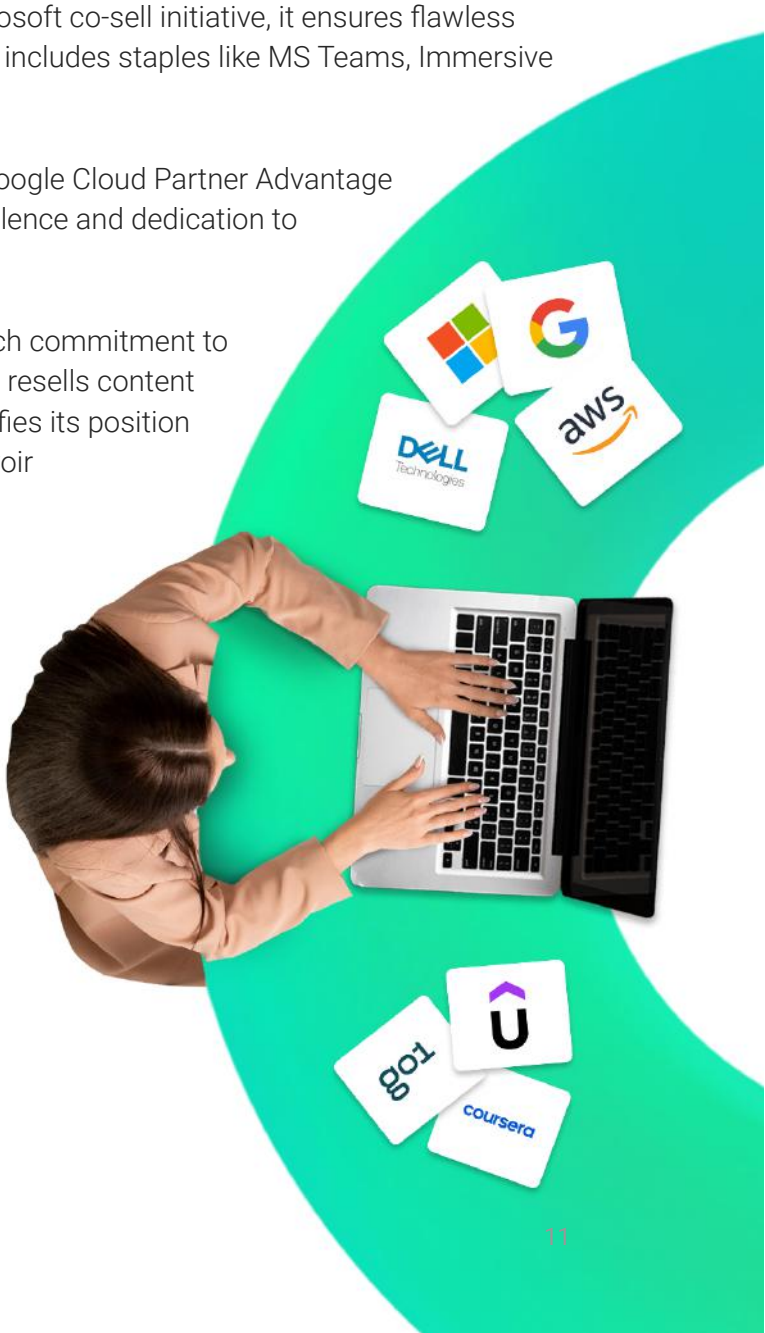
- **AWS**: Solidifying its relationship with AWS, CYPHER Learning engages in their co-sell initiative. This collaboration showcases the trust and mutual growth objectives shared between the entities.

- **Dell**: Recognized by Dell Technologies as a global educational ally, CYPHER Learning provides comprehensive learning solutions packaged with Dell's renowned products. Catering to academic establishments, governments, and districts, the CYPHER platform is instrumental in delivering an all-encompassing and cohesive educational experience tailored for diverse learning requisites.

- **Microsoft**: CYPHER Learning stands tall within the Microsoft Partner landscape. As a Global Trainer Partner and an active member of the Microsoft co-sell initiative, it ensures flawless integration with Microsoft's diverse toolset, which includes staples like MS Teams, Immersive Reader, OneDrive, and OneNote.

- **Google**: CYPHER Learning's participation in the Google Cloud Partner Advantage program attests to its unwavering pursuit of excellence and dedication to best-in-class services.

- **Go1, Udemy, & Coursera**: Demonstrating a staunch commitment to holistic learning, CYPHER Learning integrates and resells content from Go1, Udemy, and Coursera. This move solidifies its position as a gateway that links learners with a vast reservoir of knowledge.



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Solutions that accelerate people and business performance

Our solutions deliver dynamic, personalized, and modern learning across 3 major categories: Extended enterprise, employee and growth, and product and enablement.

Extended enterprise

- Customer training
- Partner training

Employee and growth

- Onboarding
- Employee training
- Career development
- Diversity and inclusion training
- Mentorship and coaching

Product and enablement

- Compliance
- Product training
- Sales enablement training
- IT skills training
- Continuing education

Enduring benefits of our human-centric approach

Learners desire and demand modern, holistic learning - to keep competitive, entertained, and ready for what's ahead. Our human-centric approach delivers benefits and outcomes that have lasting positive effects on their personalized career path and life path.

- Increased employee engagement
- Better employee lifecycle outcomes
- Increased competitive advantage
- Stronger culture of continuous learning
- Increase revenue
- Decrease costs
- Improve customer and partner satisfaction
- Lower trouble ticket requests
- Scale personalized learning

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Features that will forever change your training experience

CYPHER delivers a centralized environment for creating content, providing online training, evaluating learner performance, covering administrative needs associated with training, increasing revenue through selling courses, and allowing users to collaborate and connect.

AI-powered course creation

AI 360 with CYPHER Copilot, our AI-powered tool, accelerates the creation of gamified, multimedia courses, and assessments in minutes - laying the foundations for personalized learning at scale.

AI 360 can help build every part of a course. From course outlines to course content. From quizzes to essay questions. From rubrics to gamification. Ask Copilot to build the whole course or just parts - it's up to the trainer. AI 360 can help you create:

- Course outline with description
- Courses from your uploaded content – PDFs, videos, and more.
- Course content
- Competency mapping and tagging
- Rubric creation
- 50+ languages
- Question banks
- Images with AI
- Assessments
- Group/Individual project
- Glossary
- Study guide
- Voiceover

CYPHER AI 360 is a simple and packaged approach to AI. Control content by uploading your own resources – videos, PDFs, etc. – to create customized courses that use your terminology, branding, and style. Rest assured, all of this is private.

Specify writing style (academic, casual, humorous, etc.), automatically tag content by outcome and purpose, specify your audience (child, adult, etc.), specify AI-generated image style (photographic, digital art, analog film, etc.) and create your entire course in your native language (50+ languages are supported on our platform).

AI 360 with CYPHER Copilot takes care of 80% of the work required to design and curate courses, competencies and assessments, meaning trainers and L&D teams can focus their attention on the final 20%. The final 20% needs: human intelligence, validation of content and the overall learning experience.

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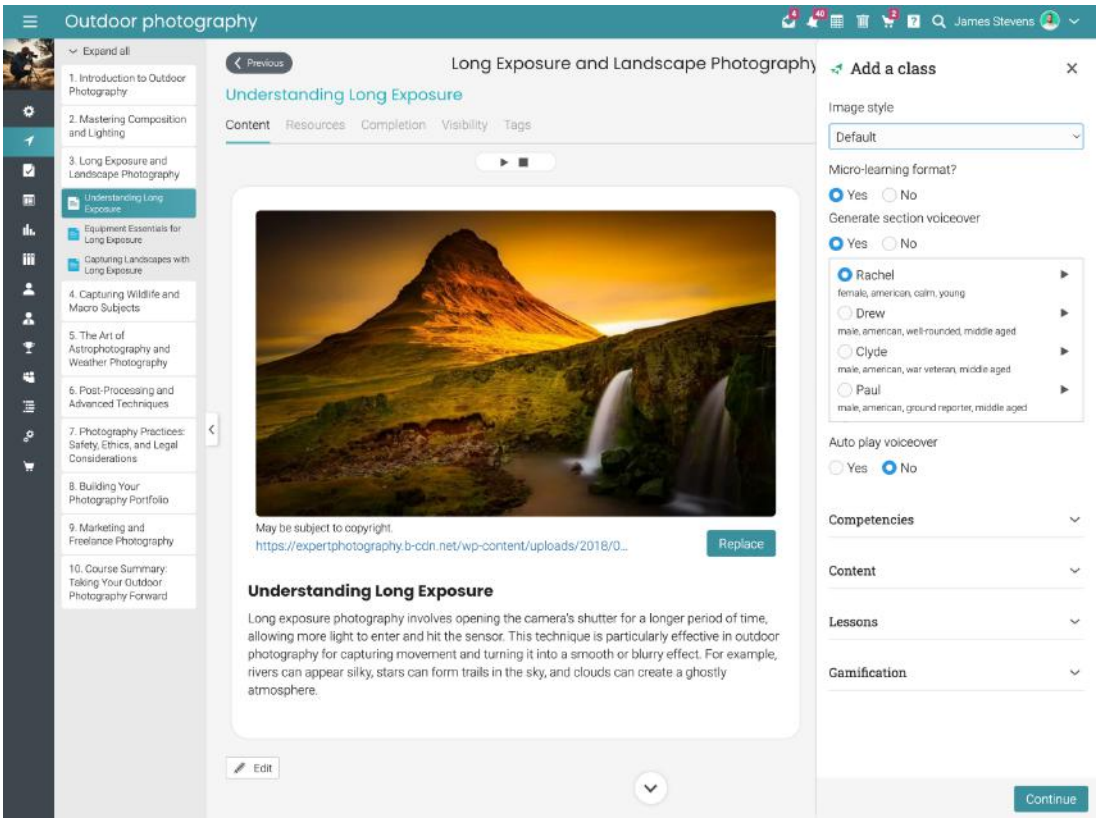
AI-powered voiceover

Transform static lessons into engaging, multisensory experiences with CYPHER AI 360's cutting-edge voice synthesis capabilities. Explore 35+ voices or upload your own. Easily adjust reading speeds, and effortlessly navigate through lesson content. Combining visual and auditory learning enhances comprehension and listening to lessons can boost interest and engagement.



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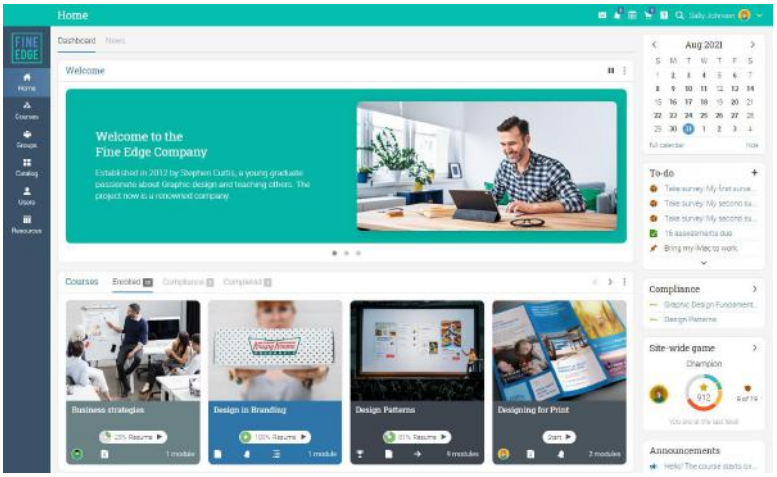
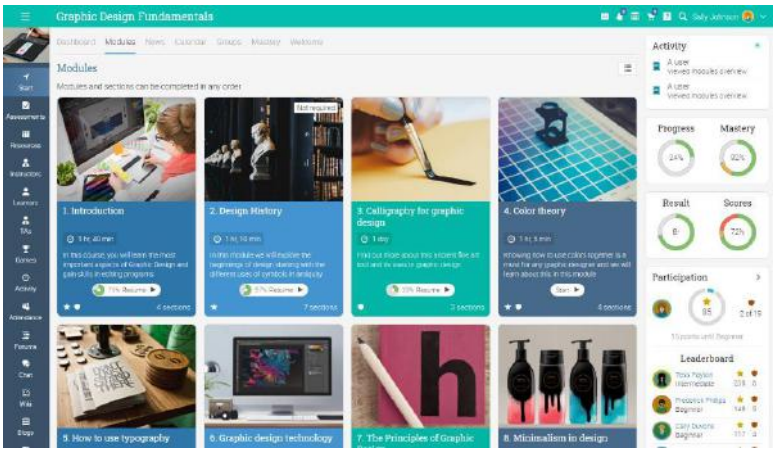
Trainer-powered course creation

Even without AI-powered tools, trainers can select the type of course that best suits their training style, whether it's blended, instructor-led, or self-paced. It's easy to create and deliver educational content and each course has useful features based on its style. They can also create micro courses that are designed to be consumed in small pieces by learners. Instructors also save time by teaching multiple sections of a course and use our unique course sync feature to push changes from the master copy of a course to the others. Courses can be created based on templates that can be reused and stored in the Resources library.



Content authoring and navigation

Streamline course creation effortlessly, regardless of your technical proficiency, with our integrated content authoring tool. Seamlessly embed diverse content types like audio, video, Office documents, Google Docs, and OneDrive files. What sets us apart is AI 360 with CYPHER Copilot, which takes content creation a step further by generating 80% of your course material, complete with competency/skills development mapping, gamification elements, assessments, and AI-generated visuals. This transformative tool significantly reduces time-to-instruction while revolutionizing personalized learning. This not only enhances efficiency but also unlocks unprecedented potential for scalable, tailored learning experiences that cater to individual needs and accelerate skill development.



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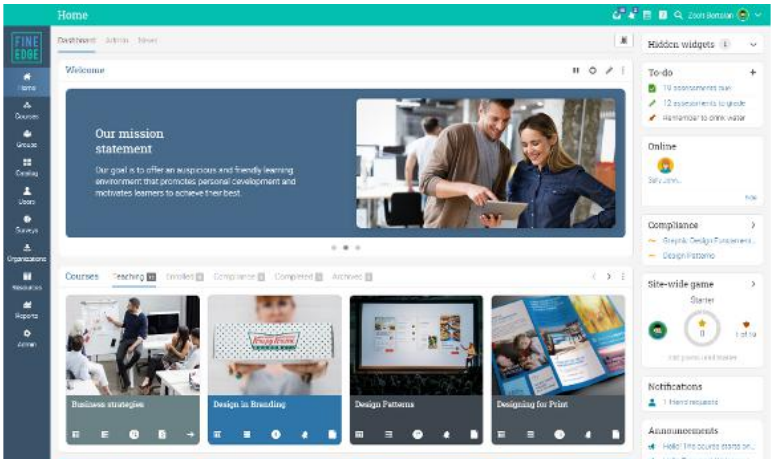
Graphical dashboards

Our platform offers visually appealing tile-based Home dashboards tailored for learners, trainers, and administrators. These dashboards grant users swift access to pertinent information pertinent to their respective roles. Designed with simplicity in mind, these dashboards deliver insightful data to trainers, empowering them to steer learner progress and evaluate performance effectively.

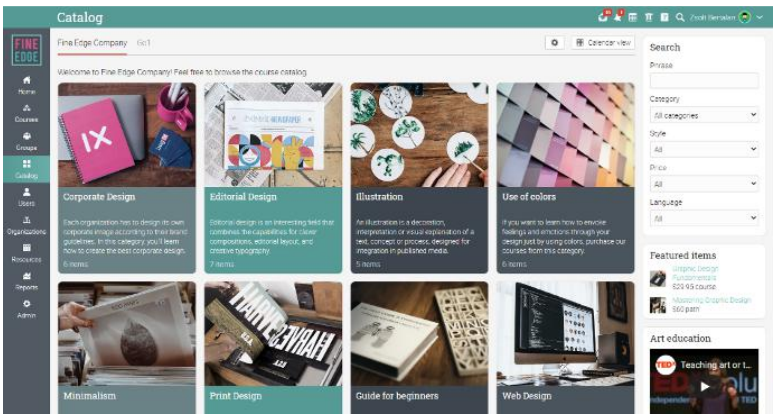
The value of these dashboards lies in their user-centric design and the actionable insights they provide. By offering an organized, easy-to-navigate interface, learners, instructors, and administrators can quickly find the information they need. For trainers, these dashboards act as valuable compasses, highlighting crucial indicators that aid in shaping effective learning strategies. This streamlined access to essential data saves time and enhances decision-making, contributing to a more informed and efficient learning ecosystem.



Graphical course catalog

Present courses in an easy-to-use, visually appealing catalog that helps learners stay organized and get a quick look at personalized information. If e-commerce is enabled, you can also sell courses directly from the catalog.

Make it simple for learners to find and understand courses while also offering the option to purchase them directly, boosting convenience and potentially increasing revenue.



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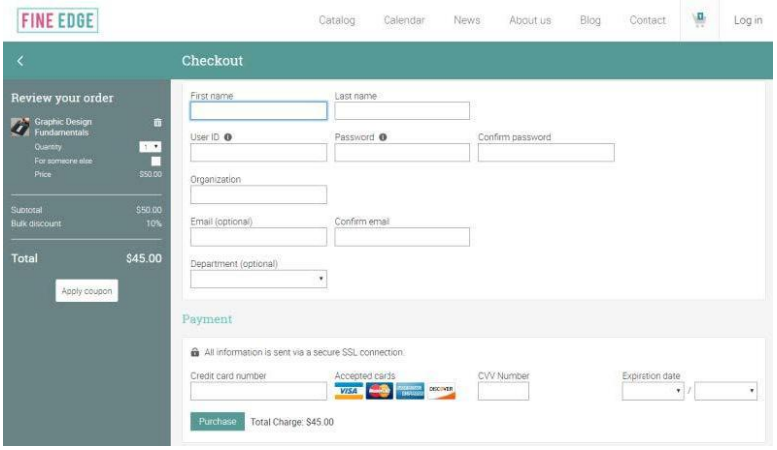
E-commerce

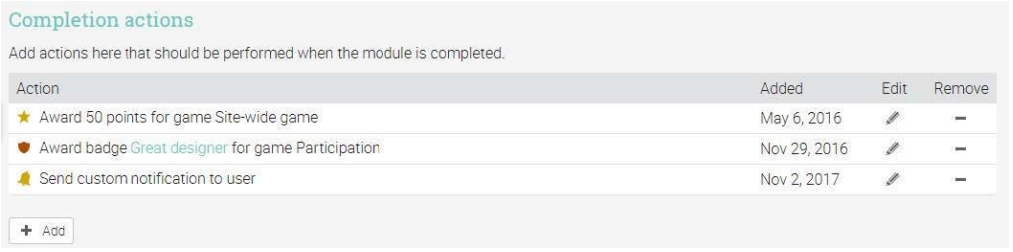
Our integrated e-commerce functionality equips companies with comprehensive tools to boost revenue by selling online courses. In addition, you can create bundles, subscription plans, and even sell digital media. We seamlessly integrate with leading payment gateways like PayPal, PayPal Payments Pro, Stripe, and Authorize.net, and provide support for various currencies.

Open a lucrative avenue for generating income through customer and partner training within your business ecosystem. By enabling your extended enterprise, you not only enhance your brand presence but also foster stronger partnerships, expanding your reach and influence. This revenue opportunity aligns with broader business goals while enhancing your business relationships.



Automation

The CYPHER platform is conceived and constructed around automation. Utilizing the capabilities of AI-driven tools, it handles the repetitive and monotonous tasks that facilitate skill enhancement, gamification, competency assessment, curriculum construction, induction, proficiency attainment, and other functions. Even in the absence of AI technology, we furnish over 25 automated functions that provide trainers, L&D experts, HR personnel, and administrators with the invaluable resource of time. Time that can be devoted to training, channeling creativity, resolving issues, and engaging with learners. For those aiming to optimize their time utilization, our AI-powered tools are at your disposal, enabling you to generate a comprehensive course complete with competencies, gamification, evaluations, and more—in just minutes.



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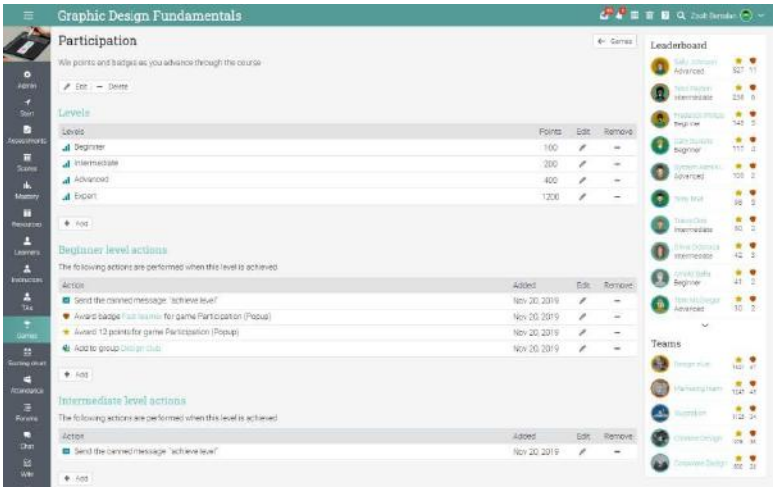
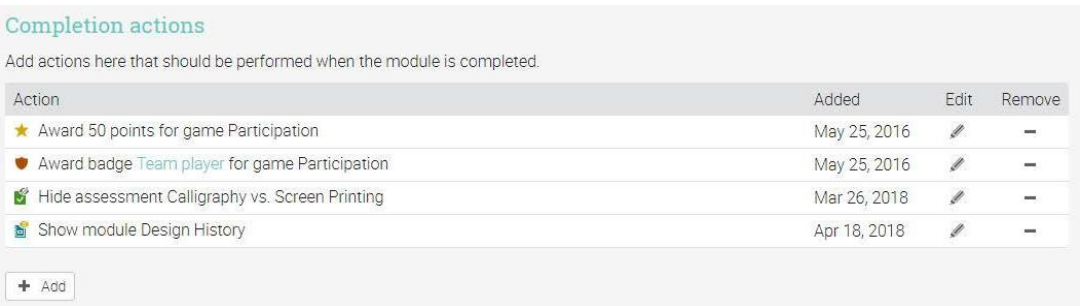
Gamification

Move past mere badges. Elevate engagement for learners through CYPHER's advanced gamification, encompassing awards, competition, and motivational elements. Employ leaderboards, progressive leveling, and game elements within courses and learning paths, enabling accumulation of individual, group, and site-wide points contingent upon participation, scores, and more. Bolstered by the world's most expansive gamification implementation, catering to over 120,000 users. Seamlessly integrate gamification using our AI-driven tools, which automatically embed this feature. Infuse learning with enjoyment and rivalry via gamification, crafting games that allow learners to amass points and badges upon accomplishing tasks throughout course activities. Customizable game levels, leaderboard tracking of learners' advancement, and personalized badge creation are at your disposal. Utilize this functionality to fashion course materials, learning journeys, comprehensive site-wide competitions, and collaborative team-based games.



Adaptive learning

Leverage automation to dynamically personalize a course based on the previous actions of a learner, enabling you to create adaptive learning modules, assessments, and learning paths. For example, if a learner demonstrates existing mastery of a competency in an early quiz, you could automatically hide basic modules and show more advanced ones instead. Additionally, the system can offer proactive recommendations, suggesting relevant materials and activities based on the learner's progress and interests, further enhancing their learning experience.



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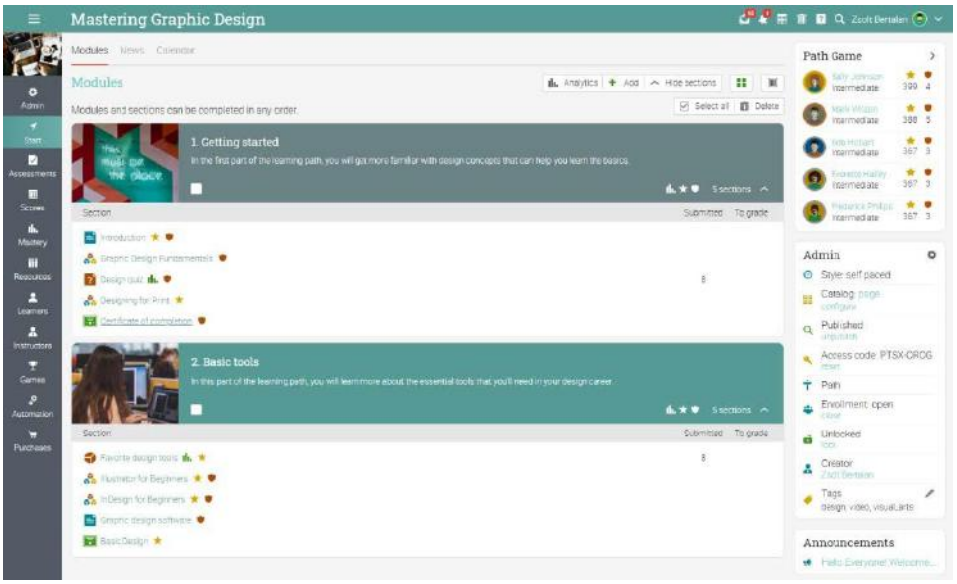
Learning goals, paths, and groups

CYPHER's adaptive learning, enables managers to evaluate employees' knowledge, skills, and preferences, resulting in customized learning paths. However, what truly sets CYPHER apart is our innovative approach called Learning Goals. Here, employees take charge of their learning, driven by the desire to excel in their roles or acquire specific skills for tasks. Learning Goals adopts a competency-based strategy, contrasting with adaptive learning's singular assessment approach. Starting with a digital profile and layering on learning goals, employees embark on learning paths shaped by **multiple** assessments, ensuring mastery is thoroughly gauged. Upon mastery attainment, redundant content is excluded, preventing monotony by focusing on areas needing improvement.

For employers, a comprehensive dashboard gauges mastery levels for individuals or groups. Collaborative learning takes center stage as employees with similar learning goals are grouped together. This finely tuned approach delivers precise insights into competency mastery, enabling managers to showcase progress and organizations to validate personalized skills development. Trainers benefit from CYPHER's learning paths, competency assessments, and automatic competency-content mapping. Over 3,000 preloaded job descriptions with competencies expedite the process, allowing seamless competency-content mapping, assessment, and reporting in mere minutes.

Elevating learner engagement thrives on their pursuit of well-defined goals. Elevate learner motivation by enrolling them in tailored learning paths, fostering a sense of purpose, and acknowledging their achievements through rewards. By integrating learning goals into the equation, individualized learning experiences gain momentum, while the inclusion of learning groups amplifies this effect by facilitating connections among learners with similar objectives. This synergy between personalized learning paths and shared learning goals cultivates both individual growth and meaningful human connections, enriching the learning journey as a whole.



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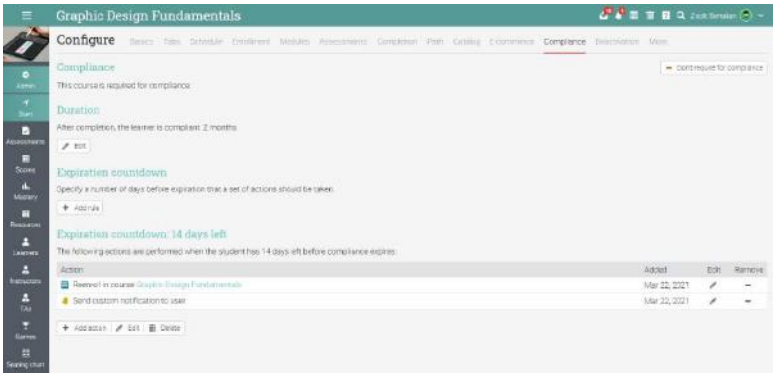
Compliance

Compliance stands as a valuable asset for companies aiming to ensure regulatory adherence and uphold operational integrity. By selecting pertinent courses, businesses can actively mitigate potential risks and legal challenges. This tool is particularly useful for tracking employee compliance, allowing companies to choose essential courses aligned with compliance requirements. Trainers can set compliance periods and trigger actions when compliance is almost due, such as automatically sending a notification to learners or re-enrolling them in the course.

Configuring compliance not only maintains a compliant workforce but also showcases the company's commitment to professionalism and ethical conduct. Enforcing periodic compliance renewals bolsters ongoing education, ensuring that employees remain up-to-date with evolving regulations. This proactive approach not only safeguards the company's reputation but also fosters a culture of responsibility and diligence among employees, ultimately contributing to sustained growth and success.



External and internal organizations

The Organizations feature holds significant value for companies engaged in employee training and those extending training services to other businesses. Administrators gain the ability to establish both internal and external organizations, catering to their own learners and the employees of client businesses, respectively.

This feature's value lies in its dual functionality. Firstly, for companies conducting employee training, internal organizations allow streamlined management of their own learners, facilitating targeted training initiatives and ensuring the growth of their workforce's skills. This capability contributes to enhanced productivity, better job performance, and overall business efficiency.

Secondly, the creation of external organizations offers a competitive advantage for companies providing training as a service. They can seamlessly accommodate the training needs of client businesses within a dedicated framework. This fosters strong client relationships by enabling tailored training programs and easy administration for each client's employee base.

In essence, the Organizations feature maximizes operational efficiency for both internal training processes and external client interactions. It simplifies management, customization, and delivery of

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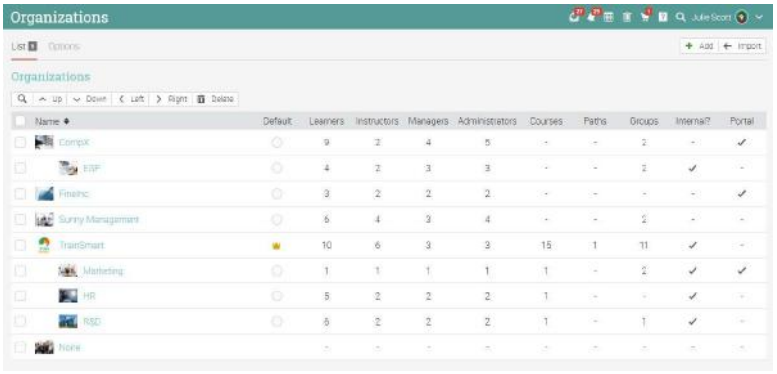
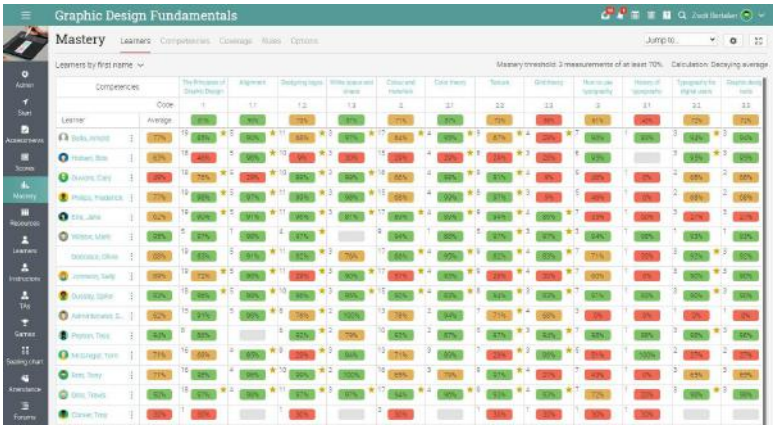
training, positioning businesses to thrive in both their core operations and as valuable training providers.



Mastery and competencies

Leverage the CYPHER platform to scale competency-based learning and closely track skill development. Ensure seamless integration of course content with specific skills. Design tailored competencies, conveniently stored within the Resources library. CYPHER harmonizes content and assessments with competencies, enabling comprehensive progress tracking and skill mastery assessment. This comprehensive method enhances understanding by analyzing how well skills are addressed, ultimately fostering skill mastery.

We understand that competency mapping can be very time-consuming. CYPHER offers an AI-powered alternative. With a repository of over 3,000 competencies (constantly expanding), we streamline the process. You can conveniently view learner mastery progress in a single view, providing a unified perspective on the learning journey.



Assessment

Choose from a diverse array of **16 assessment types**, encompassing quizzes, essays, debates, team projects, Dropbox assignments, discussions, surveys, H5P assessments, and more. Notably, our

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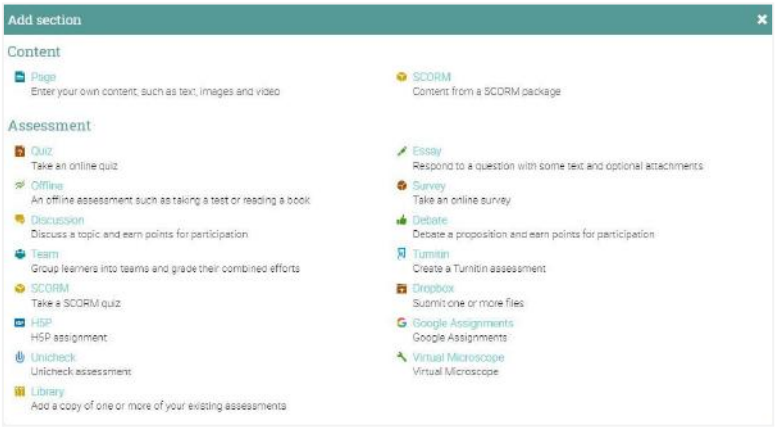
platform seamlessly integrates with Turnitin and Unicheck, offering robust plagiarism detection capabilities. Simplify the process of performance evaluation with our intuitive scoring and customization tools.

This comprehensive suite of assessment options is indispensable for businesses aiming to ensure precise and well-rounded evaluations of learners' skills and knowledge. By providing a wide spectrum of assessment choices, businesses can tailor evaluations to align with their training programs' distinct learning outcomes and objectives. Moreover, our **AI-powered tool** adds a layer of convenience, embedding quizzes and essays seamlessly into the learning experience. **Integrated plagiarism detection** tools fortify the assessment process, guarding against dishonest practices and ensuring integrity. The scoring and personalization tools streamline the assessment procedure, furnishing insights that guide training enhancements and individual skill development. Ultimately, this feature fosters an efficient learning ecosystem, equipping employees with the essential skills vital for business success.



Scoring

Our efficient scoring system streamlines the grading process, offering a user-friendly way to evaluate learners' performance. With a centralized view of all scores, you can swiftly input results and make necessary adjustments, saving valuable time in your assessment procedures. Additionally, these scores provide insightful pop-up analytics, offering a real-time snapshot of learners' progress across assessments. This visibility empowers you to make informed decisions promptly, enabling targeted interventions and tailored support where needed.

This feature holds considerable value for businesses by optimizing the grading workflow, allowing trainers to dedicate more time to strategic instruction and skill development. The pop-up analytics offer actionable data, enabling agile adjustments to learning strategies and ensuring that training goals are met effectively. The integration of rubrics enhances the accuracy of evaluations, fostering fairness and consistency in assessment outcomes. With the option to easily export grades, this feature also facilitates seamless record-keeping and robust reporting, essential for maintaining compliance and tracking progress.

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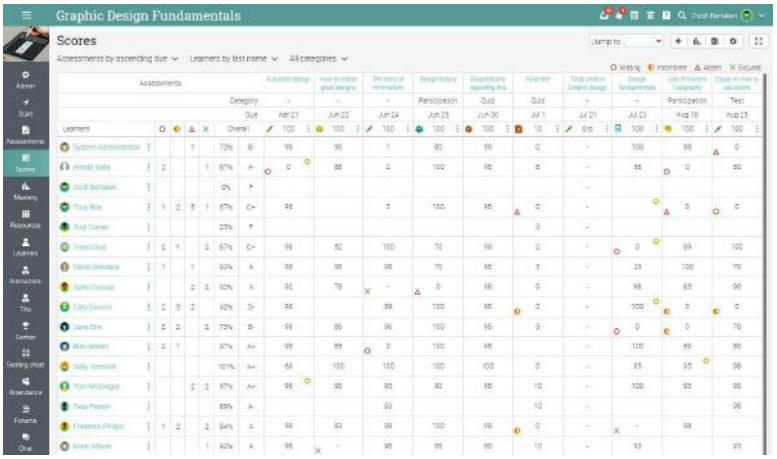
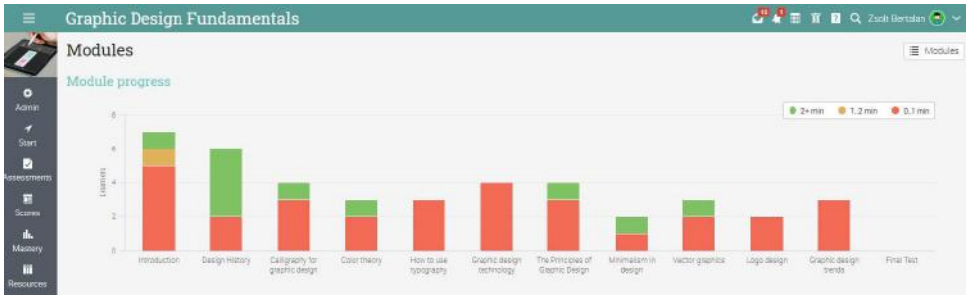


Analytics

Instantly access learner progress analytics to identify areas needing extra support. Visualize insights through graphics for modules, assessments, mastery, completion, and more.

This tool is crucial for businesses aiming to enhance training outcomes. Rapid insights into learner progress allow targeted support. Graphic visualizations provide a quick overview, guiding effective interventions. This data-driven approach optimizes resource allocation, leading to improved skill development and aligned business goals.



Reporting

Attain critical insights through the generation of reports covering module progress, competency coverage, outstanding tasks, learner engagement, course status, completion rates, and more. Utilize custom reports to focus on specific data categories, including users, courses, paths, and organizations. Enhance visibility by incorporating report widgets that display custom charts directly on the dashboard.

Make informed decisions. By accessing pertinent data through these reports, you can evaluate the effectiveness of your training programs and identify areas for improvement. Customizable reports allow a tailored analysis, supporting targeted interventions and refined strategies. The inclusion of report widgets ensures real-time visibility of key metrics, facilitating quick decision-making and proactive adjustments. Ultimately, this feature enables businesses to optimize their training initiatives, align them with organizational objectives, and drive better outcomes.

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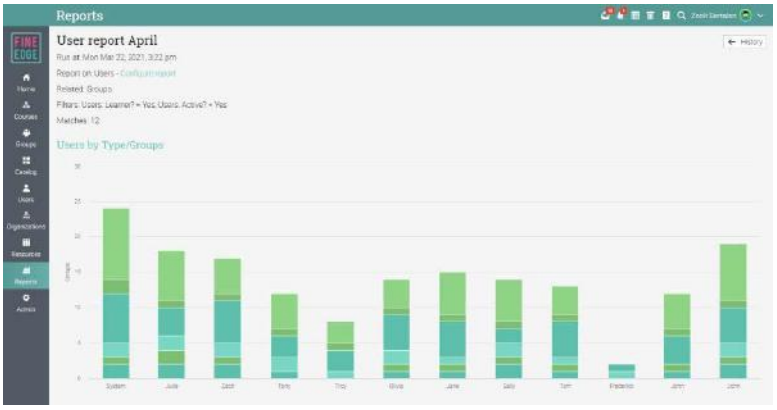
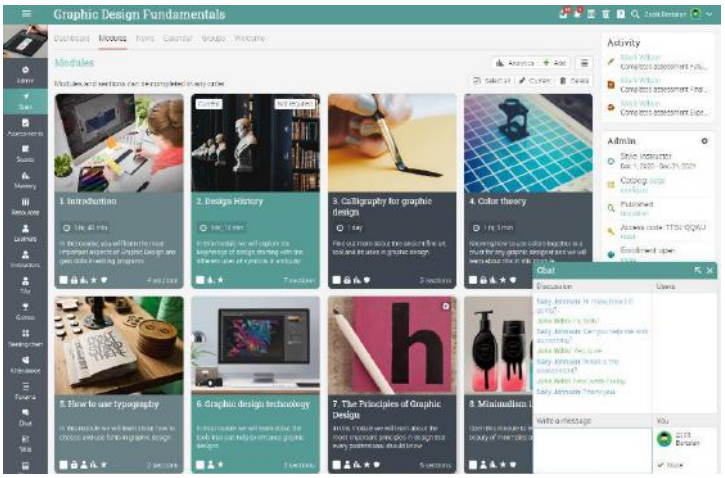


Collaboration and communication tools

Our unique platform features a Universal Translator, enabling real-time communication in over 50 languages. Establish connections with individuals who share your learning objectives through wikis, forums, chat, scrolling real-time widgets, and the Green Dot activity indicator. We simplify the process of fostering human connections for both learners and instructors, providing tools like groups, chats, wikis, forums, and web conferencing. Additionally, users can connect as friends and utilize our messaging system, receiving and responding to messages via email, further facilitating seamless interaction.

The significance of this lies in fostering meaningful human connections within the learning environment. The Universal Translator broadens the scope of interaction, transcending language barriers and facilitating global collaboration. Features like wikis, forums, and chats enable learners to engage, discuss, and share insights, enhancing the sense of community and collective learning. The convenience of email-based communication ensures continuous engagement, even outside the platform. This emphasis on human connection promotes a supportive and collaborative atmosphere, enhancing learning outcomes and enriching the overall educational experience.



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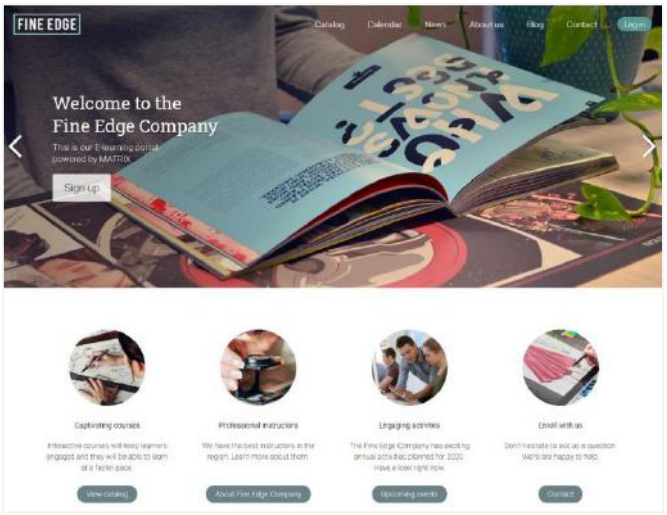
Customization

Tailor CYPHER to reflect your brand's unique identity by incorporating a personalized logo, color scheme, portal design, and other branding elements. When utilizing the Organizations feature, administrators can further enhance personalization by configuring distinct visitor portals for different organizations. These customized portals boast individual URLs, catalogs, logos, tailored pages, and more.

This customization capability is crucial for businesses to establish a cohesive and professional brand image. It ensures that learners and partners experience a consistent and recognizable visual identity throughout their interactions with the platform. By offering organizations the ability to create unique visitor portals, the platform becomes a versatile tool that not only delivers tailored content but also reinforces each organization's distinct identity. This personalization not only enhances user engagement but also strengthens relationships, contributing to a more memorable and impactful learning experience.



Mobile access

Our platform boasts full responsiveness, ensuring it delivers a seamless and appealing experience across various mobile devices. Additionally, we offer dedicated mobile apps for both iOS and Android, enabling users to enjoy the functionality of CYPHER while on the move and even offline. The offline mode grants users access to content they've previously viewed online, even when not connected.

This feature is immensely important as it aligns with the modern learning landscape, where learners frequently access content through mobile devices. By providing responsive design and mobile apps, we ensure that learners can engage with CYPHER's offerings conveniently, regardless of their location or connectivity. The offline mode further enhances accessibility, enabling uninterrupted learning experiences, even in areas with limited internet access. This adaptability and accessibility contribute to enhanced engagement, making learning more flexible and accommodating for users' diverse needs and preferences.

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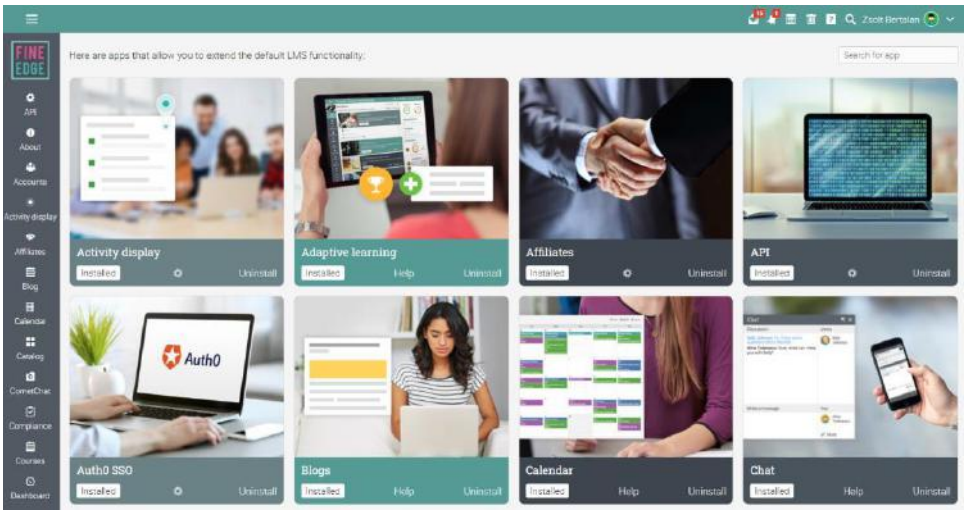
Integrations and standards

Integrate your preferred learning tools effortlessly with the CYPHER platform. Unlock access to thousands of applications and services that seamlessly merge with our ecosystem. Connect seamlessly with third-party apps and tools to enhance your learning experience.

The significance of this integration capability lies in its power to streamline processes and optimize learning workflows. CYPHER offers diverse integration options tailored to your unique needs:



Built-in Integrations: CYPHER seamlessly connects with essential systems like Google Drive, Google Workspace, MS Teams, Microsoft 365, OneDrive, GoToMeeting, PayPal, Authorize.net, Stripe, Go1, Kaltura, and xAPI. You can also integrate with popular course catalogs including Coursera, Go1, edX, LinkedIn Learning, and Udemy through the App Center, rendering them in the Course Catalog. EdTech standards like LTI and SCORM are also included, ensuring a standardized learning environment.

Zapier Integrations: With support for Zapier integrations, CYPHER empowers you to automate processes, link apps, and streamline workflows. This saves time, automates tasks, and boosts productivity across 5,000+ apps and services, all without the need for developer assistance or IT intervention.

API 2.0 Integration: CYPHER's API 2.0 enables seamless data access, system connections, and automated actions like user enrollment. This empowers you to export data, build custom integrations, and connect with third-party apps. The modularity of API 2.0 ensures compatibility and interoperability, reducing development costs while enhancing quality and reliability.

Connect by CYPHER: Simplifying workflow integration, Connect is a pre-built integration tool that seamlessly ties our learning platform with thousands of enterprise applications, including HRIS and CRMs. From simple tasks to complex workflows, you can swiftly create Connect workflow integrations through a user-friendly graphical interface. This enables smooth data flow between applications, aligning with your business scenarios without requiring IT support.

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Standards: CYPHER adheres to leading industry standards such as LTI, CCF, SMTP, LDAP, SCORM, H5P, QTI, and more. This ensures compatibility with a wide range of tools, promoting consistency and seamless interaction.

How LTI works: LTI, or Learning Tools Interoperability, is a standard developed by the 1EdTech Consortium. It allows different courseware and learning tools from various providers to be used within a learning platform. This technical standard, not a product, facilitates the integration of learning tools within an organization's learning environment.

With CYPHER, courses made on our platform can be shared with any Learning Management System (LMS) using the LTI standard. Unlike most LMSs, CYPHER serves as both an LTI consumer (embedding LTI tools) and an LTI provider. This means that courses created on CYPHER can be easily shared with other LMS providers that use LTI, streamlining content distribution and scaling.

Detailed features list

Artificial Intelligence
Course creation
Turn uploaded content into courses
Course tone options
Course level options
Competency tagging and mapping
Assessment creation
Question bank creation
Rubric creation
Gamification
Outlines, descriptions
Course content and modules
Image creation
Group project
Study guides
Glossaries
Voiceover

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User experience
Graphical dashboards
Beautiful, modern, easy-to-use interface
Fully responsive design works on all devices
Drag and drop dashboard widgets
Native mobile apps for iOS and Android
Offline mode for native apps
Graphical profile pages
Public profiles
Avatars and profile pictures
Accessibility features (WCAG 2.1 AA)
Support for 50+ languages
Animated activity indicators and widgets
Dark mode
Home dashboard welcome widget
Support for zero-widget layouts
Customizable profile background

Courses
Self-paced courses
Instructor-led and blended courses
Third party content via the course catalog (Coursera, edX, Go1, LinkedIn Learning, Udemy)
Drag and drop course dashboard widgets
Course dashboard welcome widget
Course dashboard
Splash pages
Course templates

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Course content synchronization
Table of contents
Course syllabus
Time limits for courses
Drip content
Waitlists
Required video completion
Certificates of completion
Course prerequisites
SCORM
HP5
Ratings and reviews
Course archival
Seating charts
Compliance features
Option to reorder courses in the Home / Teaching and Home / Enrolled areas
Personalized sections
Course auto-play
Bulk lock / unlock of courses
Optional completion requirements for modules

Course catalog

Graphical tile and text views
Display courses, paths, bundles, subscriptions, and digital media
Integrated e-commerce
Support for nested categories and cross-listings
Alphabetical ordering or customize using drag and drop
Catalog search

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Options for featured courses, category links, and custom content
Define items that will show in the course catalog using visibility filters
Calendar view of courses

Content authoring

Modern HTML editor
Image editor
Equation editor
Save / reuse / share HTML fragments directly from the editor
Spell check
Embed PDF, PPT, and other common formats into a web viewer
Record audio from browser
Record video from browser
Video transcoding
Embed web conferencing meeting links
Mini-html editor for phones
Slower / higher video playback speed
Closed captions for videos
Virus scanner for all uploads

Micro learning

Micro courses
Streamlined format for bite-sized learning

Learning paths

Create courses where you can add as goals other courses and certificates
Create paths that combine course and certificate goals with other kinds of sections such as content pages and assessments
Define the order that the items must be completed
Track progress towards the goal
Certificates of completion
Integrated with automation system

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Path templates
Path archival
Personalize path goals
Sell learning paths through the course catalog

Adaptive learning

Personalize courses dynamically
Hide / show modules based on assessment scores and mastery
Seamlessly integrated with the automation system

Skills development

Add competencies as learning goals
Add jobs as learning goals
Allow learners to add their own learning goals
Automated actions when completing goals
Recommendations engine
Q&A forum
Goals widget on the dashboard
Goals section on the user profile page
Goal overview dashboard

Customization

Custom logo
Custom color scheme
Custom terminology
Customisable portal
Visual portal editor
Customizable welcome widgets for home and course dashboard
Use your own URL
Branded mobile apps

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Custom CSS
Use your own email server
Customizable body and heading fonts
Simple portal editor

Automation

Integrated rules engine with point and click interface
Set rules at the course, group, path, and site level
Execute one or more actions when a rule is triggered
Rich set of rule actions to choose from
Rule browser
Tagging automation
Automated messages to AWS message queues

Gamification

Badges gallery and badge builder
Custom game levels
Use automation to award points and badges
Customizable leaderboard
Course, path, and site-wide games
Group players into teams

Quiz system

Modern user interface including drag and drop
8 types of question, including true / false, multiple choice and fill-in-the-blanks
Hotspot question type
Freeform questions that may be manually scored by instructors
Timed quizzes
Question banks
Multiple question banks per quiz

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Multiple criteria for how questions should be selected from each bank
Select questions based on tags
Select questions based on competencies
Option to randomize question order
Option to provide scoring and feedback as you go, or all at once at the end
Option to review quiz responses before submitting
Option whether students see the correct answers at the end
Option to select latest score or best score
Analytics on quiz results
Import / export question banks using the QTI standard
Quiz autocomplete on retake

Assessments and scoring
Quizzes and surveys
Essay, Dropbox, and many other assignment types
Scoring grid
Embedding and annotation of learner submissions
Rubrics
Portfolios
Plagiarism detection using Turnitin and Unicheck
Personalized assessments
Printable attendance forms
Export attendance data
SCORM assessments
Custom LTI assessments
H5P assessments
Proctored assessments
Peer reviewed assessments
Grading scales per business, course, and assessment
Point grading scales

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Option to display extra credit scores as points
Option to automatically give assessments on their start date
Extended Grading Scales

Mastery and Competency-based learning

Create or upload competencies
Associate competencies with a course
Tag modules and assessments with competencies
Track and view learner competency
Integrated with automation system
Coverage analysis
Associate competencies with rubrics
Associate competencies with individual quiz questions

Analytics and reporting

Completion progress
Time tracking
Analytics
Canned reports
Ad-hoc reporting
Integrate dashboard widgets with ad-hoc reports
Reports history
Saved and scheduled reports
Learner activity timelines
Compliance management

Organizations and teams

Organizations
Per-organization portals
Teams

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Support for job titles

Collaboration and communication
Graphical resources catalog
Groups
Social networking
Community groups
Activity feeds
Collaboration tools (chat, forums)
Collaboration tools (wikis, blogs)
Built-in messaging system with email integration, CC, BCC, and forwarding
Calendaring
Display of online users
Use with your favorite web conferencing product
Calendar integration with Web conferencing
Automatic translation of communications
Group catalog filters
Scheduled forum postings
Custom pop-up notifications
Add to-do items using automation

E-commerce
Shopping cart
Abandoned shopping cart recovery
Sell courses
Sell learning paths
Bundles
Subscriptions (requires Stripe gateway)
Digital media
Customizable PDF invoices

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Coupons
Bulk purchases
PayPal basic and professional payment gateways
Stripe payment gateway
Authorize.net payment gateway
Flywire payment gateway
PagSeguro payment gateway
PayUbiz payment gateway
PayU Latam payment gateway
YooMoney payment gateway
Mercado Pago payment gateway
Telr payment gateway
Conekta payment gateway
PCI compliant
VAT support
Integrated with automation system
Option to lock payment gateway settings
Per-organization currencies

Marketing features
SEO features
Social media integration
Affiliate programs
Mailchimp integration

Administration
App center
Super admin, administrator, instructor, and learner accounts
Mentor accounts and 4 other account types
Trash can

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Bulk import / export
User popups
Communications monitoring
Login history
Custom account fields
Inactivity management
Policy documents (including terms and conditions, cookie policies)
Session timeouts
Prevent simultaneous logins
Microsoft 365, Google Workspace, LDAP, Auth0, and custom single sign-on
Networking of sites
Default user settings
User tagging
Resell under your own brand

Standards
QTI question bank import / export
Common cartridge import / export
SCORM
H5P
iCal
LTI
LDAP
xAPI
SMTP / POP3

Integrations
Integration with 1,500+ popular apps via Zapier
MS Teams web conferencing
Google Meet web conferencing

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Webex web conferencing
GoToMeeting web conferencing
GoToTraining web conferencing
GoToWebinar web conferencing
Zoom web conferencing
Webhooks
Google Workspace
Google Drive
Google Assignments
Google Fonts
OneDrive and OneDrive for Business
MS Immersive Reader
OneNote LTI Integration
Turnitin
Unicheck
Safe Exam Browser
Microsoft 365 and custom single sign-on
Go1
Udemy
edX
Coursera
LinkedIn Learning
H5P
SAML single sign-on
Auth0 single sign-on
Equella
CometChat
MathJax
Kaltura
Panopto
Mailchimp

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Salesforce
Public LTI tools library

Open API
Create any number of individually customizable API keys
Admin user interface for managing API keys
Enable / disable API keys
Set expiration dates for API keys
Limit API key access to a specific set of IP addresses
Specify the set of methods that can be invoked for each API key
Open source clients

Help
Guides and how-to videos
Rapid-response technical support
Learner help desk
Auto translated online help

Security
All web pages and videos served over HTTPS
Encrypted personal passwords
Encrypted URLs to prevent unauthorized sharing
2 factor authentication

Storage
Unlimited storage
Max individual file size (2 GB)
Unlimited archiving of learners
Message retention (Forever)
Notification retention (1 month)

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Feed retention (6 months)
Chat retention (6 months)
AWS Content Delivery Network

Backups
Automated on-site and off-site data backups
Export account and assessment scores as CSV for backups
Export courses as Common Cartridge for backups

Technology used and performance

Our LMS is a 100% cloud-hosted solution that uses the Amazon cloud and Microsoft Azure for its infrastructure. Every part of our architecture is designed for fault-tolerance and resilience, and is built using Ruby on Rails, the most popular software framework for building modern applications.

Every software and hardware component has copies in more than one Amazon data center, with automatic failover in case one of the Amazon data centers has a problem. We perform automatic daily backups for disaster recovery, and these backups are stored in multiple locations for extra redundancy. We are happy to share more details of our systems architecture if you are interested.

We use the popular NewRelic monitoring system, as well as the AWS console and a 24/7 system administrator to keep our site running well.

We provide a dedicated **system status page** where you can check the real-time status of our platform. This page is regularly updated to provide you with the latest information on system performance, incidents, and any ongoing maintenance activities. In the past 12 months, our average uptime has been 99.999%.

We release new features several times a week, and we use Phusion Passenger to provide live rolling releases so that new features can be released without any site glitches. We always post notices of each new feature to our support forum.

We release a public roadmap every quarter that details all the features that are scheduled for that quarter.

We have a public suggestions box where our customers regularly suggest new features for future roadmaps.

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Customer service and support

With **CYPHER Care** (details below), we offer 24/7 full support and support for critical issues over the weekend. We provide support primarily via forums and email, which we have found to be the most efficient means for both our customers and our support staff.

Our site includes a built-in learner help desk feature that allows you to respond to internal requests from your learners, as well as the ability to override the help button so that help requests are forwarded to an external help desk if required.

We also have a Help Center that includes searchable help topics for each account type, how-to videos, getting started guides, a product news forum, a suggestions forum, and a link to our roadmap.

CYPHER Care

LMS Administrators:

Services	CYPHER Care
API version 2.0	Yes
Dedicated Customer Success Manager (CSM)	Yes
Support request per month	15
Client assigned admin users to access support / CSM	5
Initial response (Goal*)	1 hour
Support request resolution (Goal*)	24 hours
User training	Up to 10 hours within 6 mos
Support request reports	Upon request
Dedicated support representative	Add-on
Portal design and configuration	Add-on

* The number of hours indicated is the optimized goal of response time

Support / Services:

Services	CYPHER Care
Guided implementation	Yes
Content transformation / Content creation	Add-on

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Other professional services:

Services	CYPHER Care
Data migration	Add-on
Customer Advisory Board	Eligible
Workshops	Unlimited access
Support portal branding	Add-on
Webinars / Courses	Various
Referral Program Fee / closed new accounts	Reward program
Custom integration maintenance	20% discount
Unlimited community support	Yes
Unlimited access to CYPHER Learning Community	Yes
Unlimited access to CYPHER Learning LMS Admin Community	Yes
Custom CYPHER Connectors and recipes	Add-on

Additional services*:

Services
Incident reports
Sandbox environment
Custom development
Consultancy hours
Additional support incident

* Not part of CYPHER Care

Global support

On-going support for LMS administrators and instructors

CYPHER Learning offers 24/7 full support. Our support is mainly provided through forums and email to LMS Administrators, Instructors, and other users from different institutions. This approach has proven to be the most effective for our customers and support staff. Forums provide an efficient way to answer questions and resolve issues by allowing easy sharing of links, screenshots, videos, and other

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detailed information. This is preferred over phone support, which can be time-consuming and less effective. On average, we respond to support requests within 15-20 minutes. We can also provide email, phone, and web conference support when a customer specifically requests it.

As part of the CYPHER Care program, a dedicated Customer Success Manager (CSM) will be assigned to assist you with all your queries, follow up with any issues or concerns, and advocate for your organization. Additionally, CYPHER Solution Architects assist in overcoming learning challenges, both simple and complex, by identifying opportunities for improvement.

On-going support available to learners and all users
The Help Center is available to all the platform users, including other institutions' users. Learners, Instructors, and LMS Administrators will have access to the Help Center, which includes searchable help topics for each account type, Getting Started Guides, how-to videos, a product news forum, a suggestions forum, and a link to our roadmap.

It is important to note that the platform supports an automated password reset functionality for learners to be able to reset their password if they've lost it or forgotten it. Our platform offers a built-in Help Desk feature that allows you to assist your learners with any questions they may have. If you wish, you can also choose to redirect the Help Desk link to an external tool like Zendesk for added convenience.

Multi-tiered support
If you want to enable your own support within your staff, we can deploy a multi-tiered support framework that allows you to escalate any tickets to CYPHER Support with a click. Metrics and automation would be enabled to facilitate a streamlined multi-tiered support framework.

Geographical locations

The platform is deployed in over 23 countries. We support 50+ languages.

Accessibility

At CYPHER, we are deeply committed to ensuring equal access to educational opportunities for all learners. We firmly believe that every individual should have the opportunity to learn and showcase their abilities, even if they require specific accommodations. With this in mind, the CYPHER platform has been specifically designed to provide comprehensive support for users with disabilities or impairments, aligning with the WCAG 2.1 Level AA requirements. Our commitment extends beyond meeting the needs of individuals with disabilities to encompass anyone seeking enhanced readability on their device.

To this end, we have implemented an array of accessibility features that cater to diverse learning needs:

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Accessibility themes

- Recognizing the importance of visual adaptability, we offer users the option to choose an "accessibility" theme alongside the default setting. This customization is accessible through user profile settings. One of our default themes, "Blue III" comes pre-configured with accessibility options set.
- An administrator can enable the accessibility theme for the users by configuring it to the Admin Portal and enabling the "Allow users to select separate accessibility theme via their profile settings" option. Users can choose to use the accessibility theme via their profile settings.
- Along with other accessibility options, CYPHER provides an underlined links setting which, when activated, makes links easily discernible for those with vision impairments.

AI-powered voiceover

AI 360's voiceover capabilities can transform micro courses into multisensory experiences to enhance engagement and inclusivity. Voiceover aids users with visual impairments, dyslexia, ADHD, and other disabilities.

Other accessibility features

- CYPHER provides skip-to-content shortcuts, making keyboard-only navigation easier.
- CYPHER provides hidden screen reader text, making navigation using a screen reader easier.
- The CYPHER platform connects with MS Immersive Reader, enabling anyone with reading disabilities, such as dyslexia, to make their reading easier.
- The HTML editor includes an Alt text field, empowering content creators to furnish descriptive captions for embedded images. This feature enhances the learning experience for visually impaired users.
- Calendar accessibility: The calendar feature offers an Agenda View, presenting events in a streamlined list format. This design simplifies navigation for users who benefit from straightforward, concise content presentation.

Search functionality

Easily helps learners to find specific courses, and materials based on keywords, title, delivery format, and other tagged identifiers.

Light and dark mode

The ability to easily adjust the screen background cover to adjust to what is easiest for the viewer.

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Timeline for implementation

The timeline for implementing the project will vary based on several factors such as the organization's requirements and needs, the amount of content to be migrated, the availability of the customer's team members, and go-live and soft-launch dates. The project's scope of work will determine the timeline, but generally, it takes around 6 to 8 weeks to complete.

During the implementation process, the following communications can be expected:

Meeting	Purpose	Duration	CYPHER Learning's Attendees
Kick Off Meeting	Initial meeting to introduce the implementation team, introductions from your project team members, and discuss the implementation process.	1-hour meeting	Implementation Team: Edtech Specialist, CSM, S.A.
Discovery and Analysis	Meetings to gather requirements and understanding of the existing system structure	1-hour meetings (as required)	Implementation Team: Edtech Specialist, CSM, S.A.
Project Proposal Presentation	Meeting to present the implementation project proposal	30-minute meeting	Implementation Team
Training Needs Analysis	Training requirements analysis	1-hour meeting	Edtech Specialist
Training Proper	Training sessions catered to your different users (Admins, Managers, etc.)	2-hour meetings (up to 8 sessions)	Edtech Specialist
Pre-go-live	Meeting to address questions and concerns prior to the customer's go-live meeting	1-hour meeting (2 or more calls depending on need)	CSM
Post-go live	Meeting to address questions and concerns after the customer's go-live meeting	1-hour meetings (monthly for three months)	CSM

Pricing

To find out more about our pricing plans, please chat to our sales team.

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Conclusion

Our CYPHER Learning platform isn't just another LMS solution; it's the embodiment of our dedication to our partners, like United Educator. We recognize that our success is intertwined with yours, which is why every facet of our platform is crafted with an intimate understanding of your needs. Every member of the CYPHER team is fueled by a collective aim: to harness their unparalleled expertise and ignite human potential through education.

We've observed the limitations of conventional learning systems and challenged ourselves to redefine those boundaries. With CYPHER, you're not just getting an LMS; you're accessing the future of learning: AI-Driven Insights: Our AI 360 bundle, featuring CYPHER Copilot, brings to the table some of the most refined AI capabilities in the industry, making learning intelligent and proactive.

- **Unparalleled gamification:** We're proud to lead the world's most expansive gamification initiative, engaging over 120,000 users.
- **Tailored skill development:** Our system prioritizes personalized growth, using a competency-based approach that's not just innovative but also scalable.
- **Social learning revolutionized:** We've woven an all-encompassing social learning fabric that includes features like messaging, chat rooms, blogs, forums, and much more, fostering a rich, community-driven learning experience.
- **Intuitive interface:** At CYPHER, we believe that powerful technology doesn't have to compromise on aesthetics. Our platform is as visually appealing as it is functional.
- **True global reach:** We've integrated a universal translator for real-time communication, making interactions smooth across 50+ languages. Plus, our AI 360 feature allows course creation in all these languages, ensuring no one is left behind.
- **Beyond basic automation:** We've transcended the rudimentary automation of traditional LMSs, introducing platform-wide, intuitive automation.
- **Expansive integration capabilities:** Collaboration is at our core, and we ensure that by offering myriad ways to seamlessly integrate with over a thousand external applications and systems.

Your goals become our mission. Let's redefine the future of education together, harnessing the true power of technology to uplift and transform.

For more details about CYPHER Learning, please visit:

www.cypherlearning.com

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