

Case Study

CYPHER Learning



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Company Founder/Owner at a training & coaching company with 1-10 employees

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

What is our primary use case?

We use it to provide online courses for distance learning students.

We have both teachers and admin staff who work with the platform. Teachers can see student submissions and our admin staff can manage our course content and eCommerce.

How has it helped my organization?

We can customize our ordering system so we can have the data that we need to communicate with our students, their families, and our staff.

We can collect surveys, using the LMS platform, from our students on how their courses are going.

The ordering process is automated. When

students register for a course, their course is set up automatically. We can manually register them when needed, as needed.

CYPHER Learning has helped by providing a variety of activities to help students get engaged, developing their independence and higher-order thinking skills. The quizzes and tests help keep our students engaged in developing their skills. I would rate the importance of this as 10 out of 10 for our organization.

CYPHER Learning has helped us save time on intervention strategies for students, especially those who need guidance.

We provide a great program and having a top LMS system is essential. Our students love the platform, from what we hear. One of the things that they love about our courses is the LMS system's ease and use.



What is most valuable?

The navigation is easy to use.

It is very easy for educators to communicate with students using the CYPHER Learning messaging system, which is imperative for our organization.

There are many applications available as add-ons. There are so many that we have not used all of them, but are happy to know we have more than we currently need.

It can maintain an infinite database of our students.

The solution is top-notch for tagging classes and assignments. The tagging is great for ensuring that the content is compliant with standards.

For how long have I used the solution?

I have been using it for nine years. Our company started delivering programs in 2010, and we started using CYPHER Learning in 2013.

What do I think about the stability of the solution?

CYPHER Learning is definitely a stable solution. We have experienced less than 1% downtime.

What do I think about the scalability of the solution?

The platform is set up so there are no capacity limits. Our program can grow as much as we want it to grow. We don't have any constraints around how many more courses we can offer or how many students we can add. There are no constraints around that.

The scalability is infinite. There aren't any limitations on what we can or can't do.

How are customer service and support?

Their tech support is top-notch. When there is an issue, we are always able to find a workaround that meets our specific needs. The tech support team help us with that. An example is using the reporting feature. If there is something that we need in a report and we can't get all the data in the default template of the report, then we can work with the tech support team who will show us how to customize it.

I would rate the technical support as 9.9 out of 10. It is almost perfect.

How would you rate customer service and support?

Positive



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

Before we moved to the CYPHER Learning platform, we tried another vendor and it didn't work.

We used another vendor in the beginning, which was low cost. We were a brand new company then, so we used what we could afford at the time. We switched because CYPHER Learning has everything. We were going to have to keep adding to what we had with the previous solution, so it was going to become cost-prohibitive.

I had an IT specialist, who was looking at our current system, recommend CYPHER Learning. He did a little research, and said, "This is the one you need." When we started using them, he was more than right.

How was the initial setup?

The initial setup is easy.

It took just one day to get it up and running. We were up the day that we started using it.

It is so user-friendly. You can create a course, and have that course up the same day. Though, it does depend on how much content is in your course.

What about the implementation team?

One admin was initially needed for the deployment, which does depend on the size of the deployment. Now, we have four admins working on it. There are also teachers who upload content.

What was our ROI?

When I first started, I wanted the enterprise package. We had to build up our student base to get up to the number of students that we needed to be in that enterprise package. Then, we had a 100% return on investment within the first year of using the program.

Our time saving increased by 70%, going from manual to automated.

The solution has definitely helped us reduce our administrative work. It gives us the ability to provide distance learning for students who are not all in the same area, which is valuable.

The amount of time that we need to use the LMS system to quantify things is minimal.

CYPHER Learning has 100% helped us save on costs related to printing materials, textbook acquisitions, and license fees. It is instant for our students when we update or come up with a new version of our programs because we use this platform. If we need to modify a quiz, update a course, or add new material, all our students receive that instantly. There is no reprinting. There are no out-of-pocket costs for us. Also,



there isn't a time delay for students.

CYPHER Learning has helped reduce the number of staff needed to manage our learning management system (LMS). It would likely triple our staff and admin if we weren't using it.

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

We do a monthly subscription.

It is priced competitively. Their pricing is one of the best in the industry. They are not the cheapest solution, but they are not the most expensive. The value that they provide, for what we pay, is invaluable. There are no add-on costs.

Which other solutions did I evaluate?

We have been using it for so long, and we wouldn't use a different platform. It is the best platform out there. It has become part of our daily environment, where we use it all day long.

The solution's ability to bridge our student's learning gap is at the top of the industry.

I talk with other schools who discuss their platforms. They always want our platform.

What other advice do I have?

Don't waste a lot of time evaluating other programs. This is the best one out there.

We have plans to increase our usage of CYPHER Learning.

I would rate this solution as 10 out of 10.

Which deployment model are you using for this solution?

Public Cloud



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