

# CYPHER Care

We have a dedicated team of experts ready to assist you with your learning needs around the clock, 24/7.



CYPHER Care is a **complete support and services package** designed to assist organizations in maximizing the value of their CYPHER Investment. It features 24/7 support, a dedicated Customer Success Manager, integration and migration expertise, and

services such as training, implementation, customization, strategy and course creation. The program aims to **facilitate a smooth adoption of the platform through strategic guidance and technical support**, ensuring a seamless learning experience.



# Services provided by CYPHER

## Customer support

CYPHER Care offers 24/7 support and a **dedicated Customer Success Manager** to help companies extract the maximum value from their technology and foster

skills development. CYPHER Solution Architects assist in **overcoming learning challenges**, by identifying opportunities for improvement.

## Integration

Our advanced Bidirectional Data Synchronization creates a **dynamic bridge between CYPHER and third-party platforms, enabling a seamless exchange of data.** Activate synchronization with precision, whether in response to user actions or through automated scheduling.

### Explore our integration use cases

#### 1. Data synchronization

Unify your management systems with CYPHER for consistent and up-to-date learner data, enrollments, and performance analytics.

#### 2. Content expansion

Enrich the CYPHER experience with additional educational resources by seamless experience with diverse content providers.

#### 3. Enhanced analytics and reporting

Gain deeper insights with advanced analytics that complement CYPHER's existing capabilities, providing data-driven outcomes.

#### 4. Communication enhancement

Augment the platform's communication tools by integrating popular messaging and collaboration apps to foster better connectivity among users.

#### 5. Extended assessment tools

Broaden the scope of evaluations with additional testing and assessment services, enhancing the platform's inherent functionalities.



### **CYPHER Connect and Zapier integration**

Embrace the power of CYPHER Connect and Zapier to craft custom, automated workflows that bridge the gap between CYPHER and other software applications.

### **Custom Single Sign-On (SSO) solutions**

We now offer specialized SSO solutions for organizations requiring compatibility beyond OAuth 2.0, ensuring a secure and streamlined user experience.

## **Data and content migration**

Migrate your data with confidence using our blend of Robotics Process Automation (RPA) and Manual Data Transfer. Our experts **ensure a swift, meticulous, and trustworthy transition**, preserving the integrity of your data and minimizing downtime.

You don't have to worry about moving your content from one platform to another. We can assist with migrating your existing content to our platform, including the **creation of custom migration tools** when appropriate.

### **RPA migration**

Automate the migration of essential data with our custom RPA bots, designed for efficiency and alignment with the CYPHER platform.

### **Manual data transfer**

For intricate data sets that require a personal touch, our specialists meticulously transfer and adapt your data, ensuring a seamless integration into CYPHER.



CYPHER Solution Architects assist in overcoming learning challenges, by identifying opportunities for improvement.



## Training services

We deliver on-site training at your location or we can set up online training, depending on your institution's needs. All our instructors are experts with our platform, and the training includes **plenty of hands-on experience for you and your staff.**


We can provide customized training that covers a range of topics that you specifically request. We also do workshops, webinars, and we can **provide certifications for Professional Development for your team.**

## Implementation

CYPHER can help with every aspect of implementation, so you can **start teaching and learning online in no time.** We have experience with deploying to various types of institutions, from small schools and businesses to big districts of universities and networks of companies. We can provide implementation assistance, setting up your portal, creating accounts, setting up classes, integrating with your email and authentication systems, and more.



 Enroll in course

 Award certificate



## Course creation

With **CYPHER Copilot**, you can create a **gamified, multimedia, competency-based course in minutes**. Learn more about [CYPHER AI 360](#)! Our team of instructional design experts can help with transforming your e-learning content. We can assist with putting together outlines for classes,

creating competencies, improving the design of your content, adding media files, and more. We can assist with **importing existing content into the platform** and working together to make sure it's ready and visually appealing for your learners.

## Strategy

We can work with your team to **build a strategy for a smooth adoption of the platform in your institution**. We can create a personalized strategy for your learners and teachers **based on your goals**, so that everyone will use the platform successfully. Our team is made of professionals with

years of experience in education and we understand deeply the needs of academic institutions when it comes to integrating technology. We can also **create advocacy programs that promote personalized and inclusive education** in your institution.



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# CYPHER Care at-a-glance

## 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
Data migration	Add-on
Content migration	Add-on
Integration	Add-on
Strategy	Add-on



## Other professional services

Services	CYPHER Care
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

## Additional services\*

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

\* Not part of CYPHER Care

[www.cypherlearning.com](http://www.cypherlearning.com)