

# CYPHER Care

Our team of specialists is here to support you and help you grow.



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, both simple and complex, by identifying opportunities for improvement.



# Our services

Here's an overview of the services provided by CYPHER.

## Training

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, such as **setting up your portal**, creating **accounts**, setting up **classes**, configuring your **custom URL**, integrating with your **email** and **authentication systems**, and more.

## Migration

You don't have to worry about moving your content and data 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.

CYPHER has **instructional design experts** that are equipped to handle large migrations easily and we have done this successfully for many clients.



## Customization

We can help you customize many aspects of your portal to give it a more **personalized look** that matches your institution's identity. We can create a **custom color scheme**,

**prepare your logo** for embedding, add **attractive images** to your visitor portal, add **custom CSS and HTML**, and more.

## Course creation

With CYPHER Copilot, you can create a gamified, multimedia, competency-based course in minutes. Learn more about [Copilot!](#) 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	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 20 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



## 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

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