

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 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

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