



2025

# CYPHER CUSTOMER OF THE YEAR

Raising the bar, redefining success,  
and proving what's possible





# WHAT'S INSIDE



<b>Meet the winners!</b>	<b>3</b>
What you'll find in this report	4
And the winners are...	5
More winners, more breakthroughs	6
<b>The stories behind the success</b>	<b>7</b>
Daybreak AI	8
Claroty	11
Poulin Willey Anastopoulo	14
Halo	17
PSS USA	20
Wilcon Depot Ltd	23
Le Cordon Bleu - Perú	27
Orion International Virtual School	30
<b>Letter from our founder</b>	<b>33</b>



# Meet the winners!



## Raising the bar, redefining success, and proving what's possible

We are thrilled to celebrate the winners of the CYPHER Learning Customer of the Year Awards. This year's winners didn't just adapt to change—they led it. These organizations pushed boundaries, broke records, drove measurable impact and made learning their competitive advantage. Their stories aren't just impressive—they're proof that when you invest in learning, the results speak for themselves.

This year's winners represent a diverse set of companies across industries, but they all share something in common: for them, learning and training is core to who they are and is more than just checking a box, it is business-critical. Taken together, there's a clear pattern:

- Learning is no longer a support function—it is a **scalable system for driving performance**
- AI and automation are enabling **speed, scale, and consistency**
- Organizations that invest in modern learning are achieving **measurable, business-critical outcomes**



# What you'll find in this report

## The industries

- Technology
- Legal services
- Community services
- Retail
- Adult continuing education
- K-12 education

## The use cases

- Employee onboarding and enablement
- Customer education and enablement
- Partner enablement
- Compliance training and tracking
- Skills development
- Academic, standards-based learning
- Community and lifelong learning

## The wins

- Speed and efficiency gains
- Faster time to competency
- Increased engagement and adoption
- Improved performance and work quality
- Scalability without added cost
- Positive business and customer impact

## The learner types

- Employees
- Educators
- Customers
- Partners
- Community members
- Students

Some customers were supporting multiple learner types in the same instance!

So, who stole the show? Who set new standards?  
Who made us sit up and say, 'That's how it's done?'



# And the winners are...



## The CYPHER Customer of the Year 2025 is Daybreak AI!

At Daybreak AI, learning is viewed as a strategic investment with a measurable return. Daybreak AI has turned training into a repeatable system that accelerates execution and improves delivery quality. In under six months, they moved from having no formal program to managing a fully scaled ecosystem that serves both internal employees and global customers without a proportional increase in costs.

### Here are the Daybreak AI award-worthy results

**90%**

faster course creation with AI

**92%**

customer satisfaction score

**35%**

reduction in baseline errors

**30%**

increase in AI tool adoption



# More winners, more breakthroughs

Choosing just one winner? Impossible. That's why we're also celebrating standout organizations that have taken learning to the next level. From speeding up training to driving revenue growth, these companies are proving what's possible with CYPHER.



## CYPHER Select

Claroty is empowering a global workforce through an agile, adoption-first learning strategy.

<b>100%</b>	<b>6-person team</b>
custom white-labeling & branding	managing a global academy



## Best in AI Transformation

Poulin Willey Anastopoulo is scaling legal excellence with AI-powered training.

<b>60%</b>	<b>25%</b>
reduced course creation time	increased knowledge retention



## Best in Time-to-Proficiency

Halo is standardizing product knowledge to drive global growth and service.

<b>60%</b>	<b>15 hours</b>
reduced onboarding time	saved monthly by experts



## Best in Learning Engagement

Presbyterian Senior Services is scaling community education and caregiver support at a global level.

<b>1,500</b>	<b>40%</b>
learners reached in year one	reduction in vendor dependency



## Best in Productivity

Wilcon Depot builds personalized learning solutions while reducing costs and saving time.

<b>50%</b>	<b>7,200</b>
reduced onboarding time	staff-hours saved a year (600/mo)



## Best in Operational Efficiency

Le Cordon Bleu - Perú is scaling culinary standards through digital innovation and excellence.

<b>5x</b>	<b>25%</b>
increase in course offerings	improvement in knowledge retention



## Best in Training Velocity

Orion International Virtual School has transformed K-12 learning with AI-driven personalization and automated compliance.

<b>50%</b>	<b>99%</b>
reduction in administrative effort	on-time compliance completion



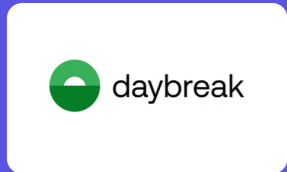
# THE STORIES BEHIND THE SUCCESS



Take a deeper dive into the success stories of top performers using CYPHER Learning, organizations that didn't just implement a platform, but transformed the way they learn, train, and grow. Explore the real challenges they faced.

Uncover the tangible outcomes, faster course development, higher satisfaction rates, and significant time and cost savings, and see how these organizations turned learning into a powerful driver of performance and growth.

Daybreak AI	8
Claroty	11
Poulin Willey Anastopoulo	14
Halo	17
PSS USA	20
Wilcon Depot Ltd	23
Le Cordon Bleu - Perú	27
Orion International Virtual School	30



OVERALL WINNER  
**Daybreak AI**



“With CYPHER, we’re able to create, update, and scale training in a fraction of the time, giving us the clarity and efficiency we needed to support our expanding workload.”

*Alicia Porowski, Learning and Development Leader*

**90%**

faster course creation with AI

**92%**

customer satisfaction score

**35%**

reduction in baseline errors

**30%**

increase in AI tool adoption

## Scaling AI expertise with 90% faster creation

### Building a high-impact learning ecosystem from scratch at startup speed

At Daybreak AI, learning is viewed as a strategic investment with a measurable return. To support their mission of helping customers make faster, AI-driven decisions, the company invested in a formal learning strategy early to eliminate informal knowledge transfer and increase operational consistency.

By embedding education into their core value of "Continuous Growth," Daybreak AI has turned training into a repeatable system that accelerates execution and improves delivery quality. In under six months, they moved from having no formal program to managing a fully scaled ecosystem that serves both internal employees and global customers, and a longer term vision to serve partners, all without a proportional increase in costs.

## The challenge

- No formal training program or centralized learning system
- Knowledge was siloed in Subject Matter Experts (SMEs)
- Informal "shadowing" became unsustainable during rapid growth
- Training material out of date by the time it was launched due to the pace of change

Without a centralized hub, the leadership team had no way to measure if information was being retained or if global teams were aligned on best practices. This inconsistency created a potential delivery risk during customer engagements and Proof of Concept (POC) stages.

The firm needed a way to capture expertise once and distribute it globally, ensuring that every employee and customer had access to a single, verified source of truth.

**"Knowledge lived in people, and training was delivered informally—an approach that quickly became unsustainable as the company scaled."**

*Alicia Porowski, Learning and Development Leader*



## The solution

- CYPHER Agent used to slash course development time and optimize SME resources
- Multi-portal "Organizations" for branded customer enablement
- Automated learning paths for role-based employee journeys

To build an ecosystem from zero, Daybreak AI leveraged CYPHER Agent to automate the most time-consuming parts of instructional design. By using AI to generate structured course drafts and assessments, they reduced the time to build a single course from 90 hours down to just 8. This 90% efficiency gain allowed a single-person training function to operate at the scale of an enterprise-level L&D department. The team also used the CYPHER multi-organization feature to launch three fully branded customer portals transforming customer enablement into a repeatable, scalable experience. These portals allow Daybreak to maintain their high-end brand identity while providing customers with self-paced, high-quality instruction that is consistently rated at 4.6 out of 5 stars.

Centralized catalogs and learning paths were established to create clear, role-based journeys for employees. This ensured that onboarding was no longer dependent on live shadowing, but was instead a structured process that could be tracked and measured in real-time. By moving to this digital-first strategy, Daybreak AI successfully operationalized their core value of Continuous Growth.



## The results

- Built a complete learning ecosystem in under six months
- Reclaimed 82 hours of development time per course
- 30% efficiency gain in daily work via AI tool usage

The implementation of CYPHER has transformed learning into a measurable performance lever. The massive reduction in course creation time allowed for the rapid rollout of an "8-week learning challenge," which focused on internal AI tools and workflows. This initiative resulted in a 40% increase in AI tool adoption and helped team members complete daily tasks with significantly more confidence and fewer errors. The impact on customer delivery has been equally significant. By providing on-demand enablement through branded portals, Daybreak AI saw a 25–35% reduction in baseline clarification and rework during customer engagements. The shared frameworks established in the LMS mean that consultants and customers are aligned from day one, accelerating the time-to-value for every project.

With 101 active learners and a 92% CSAT score, the platform has proven that even a small team can deliver global-scale results. The metrics show sustained engagement, with over 165 learning hours recorded in the first few months. For Daybreak AI, the LMS is no longer just a repository for information; it is a strategic advantage that enables them to scale without adding proportional administrative costs.



**“CYPHER transformed learning into a measurable performance lever—saving hundreds of hours annually and enabling rapid scale without additional headcount.”**

*Alicia Porowski, Learning and Development Leader*



CYPHER SELECT WINNER

**Claroty**



“Best practice starts from home. What you create for your employees is the best version of what you want to give to your customers. With CYPHER, we didn't just find a platform; we found a way to make the technology our own.”

*Anji, Lead of Global Digital Learning*

## Building a bespoke brand experience with CYPHER

### Empowering a global workforce through an agile, adoption-first learning strategy

Claroty is a world-class cybersecurity leader, recognized by Gartner for excellence in protecting critical infrastructure. In an industry where precision and trust are everything, Claroty's internal culture is defined by its vibrant brand identity. For Claroty, a learning platform couldn't just be functional, it had to be an extension of their digital DNA.

By partnering with CYPHER, Claroty engineered a custom "Learning Academy" that mirrors their corporate aesthetic and values. This bespoke ecosystem provides a seamless, high-energy home for global workforce development across dozens of countries.

**100%**

custom white-labeling & branding

**Integration**

with HiBob and Salesforce

**80%**

faster content delivery

**6 people**

managing a global academy



## The challenge

- Moving beyond the "one-size-fits-all" look of traditional learning systems
- Overcoming learner disconnect by creating a "Claroty-first" user experience
- Maintaining brand consistency across a global workforce with a small internal team

Before CYPHER, Claroty faced the challenge of finding a solution that could meet the rigorous technical requirements of every business unit—from Sales to Product—without sacrificing their visual identity. They needed a platform that didn't feel like a third-party tool, but rather a core part of the Claroty experience.

*"I spent the first half of 2024 shopping. I saw demo after demo, looking for a platform that wouldn't just stay 'green,' but one that would grow with us and adapt to our strategy. We needed to bridge the gap between business alignment and a truly enjoyable learner experience."*

*Anji, Lead of Global Digital Learning*

## The solution

- Total visual transformation from standard UI to a pink-and-purple Claroty hub
- Seamless "plug-in" integration with Salesforce, CRM, and HRIS (HiBob)
- AI-powered content creation via CYPHER Agent to maintain the high-velocity brand

Claroty used the CYPHER platform's deep white-labeling capabilities to build a visitor portal and login experience that is uniquely theirs. Instead of a generic dashboard, they developed a fully-customized portal where every carousel, button, and layout choice reinforces the Claroty brand.

- **Bespoke dashboards:** Claroty collaborated with CYPHER's solution architects to turn standard learner paths into a visually driven, "mini-website" layout.
- **Integrated ecosystem:** The platform was designed to "just plug in" to Claroty's existing tech stack, ensuring a unified login and data flow.
- **Agile rollout:** Despite a lean team of only six people, Claroty used AI-powered tools to ensure the content inside their beautiful new portal was just as high-quality as the design.

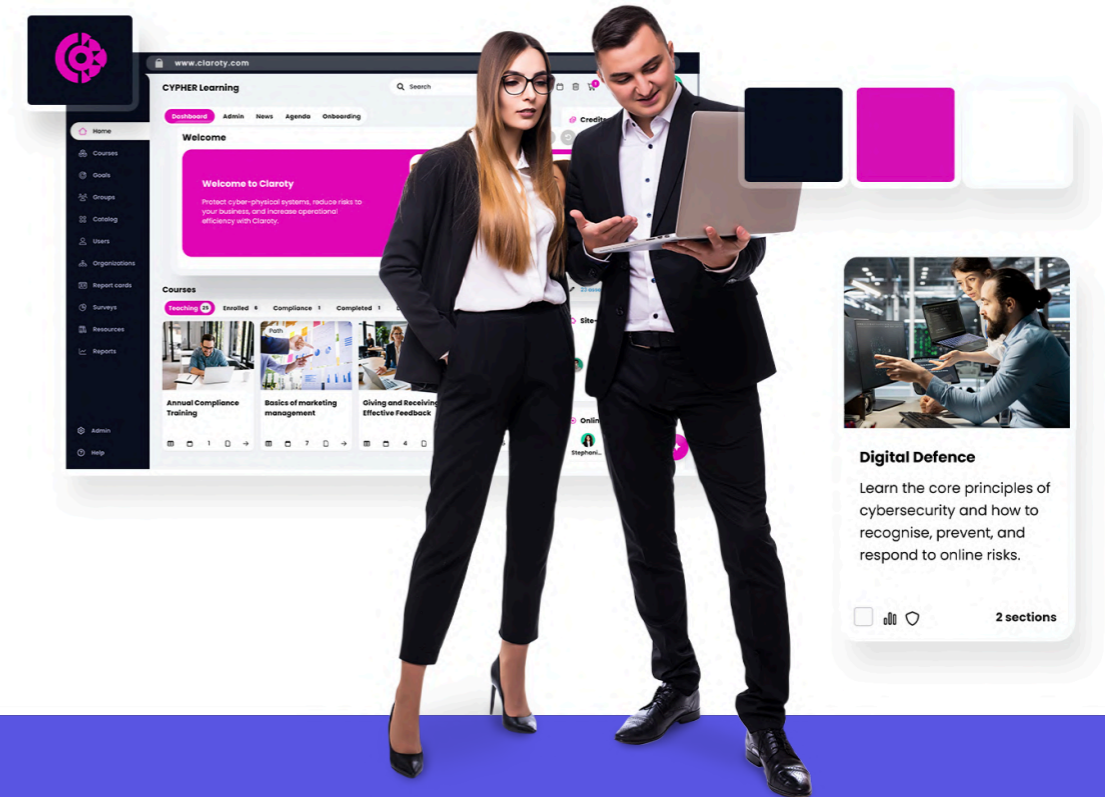


## The results

- Successful launch of a custom-branded global Learning Academy
- High learner adoption driven by a familiar, "Claroty-native" interface
- Strategic agility to update and scale the platform as cybersecurity needs evolve

The result is a platform that feels like it was built by Claroty, for Claroty. By focusing on building a fully branded, adoption-first ecosystem, Claroty has eliminated the friction often found in corporate training.

The feedback from global learners has been overwhelmingly positive, highlighting the intuitive look and feel. With 60+ built-in reports and custom analytics, Claroty can now measure the ROI of their bespoke academy in real-time. By treating the platform as a growing partner rather than a static vendor, Claroty is prepared for the future of cybersecurity training.



“Branding for us is very, very big. We wanted to make sure it all looked exactly how we wanted. You can see how colorful it is—the pinks and the purples. We’ve literally created our own little website where learners can immediately feel the Claroty culture.”

*Anji, Lead of Global Digital Learning*

POULIN | WILLEY  
ANASTOPOULO

AI TRANSFORMATION WINNER  
**Poulin Willey Anastopoulo**



“With CYPHER, we’re able to create, update, and scale training in a fraction of the time, giving us the clarity and efficiency we needed to support our expanding workload.”

*Janel Geroleo, Training Manager*

**60%**

reduced course  
creation time

**2**

weeks faster  
time-to-proficiency

**30%**

reduced content  
revisions

**25%**

increased  
knowledge retention

## Scaling legal excellence with AI-powered training

### Accelerating course creation and onboarding to support a fast-growing legal practice

At law firm Poulin Willey Anastopoulo (PWA), learning is the primary vehicle for taking care of people so they can better serve their clients. When team members feel supported and confident in their skills, the quality of their legal work naturally rises. Training is not just about compliance; it is about connecting the team, strengthening culture, and ensuring every person understands their impact on every case.

To maintain these high standards during periods of rapid growth, PWA needed a way to move past manual bottlenecks and deliver consistent, high-quality instruction. By adopting CYPHER, they have transformed their training department into an agile resource that keeps pace with the firm's evolving legal processes.



## The challenge

- Time-consuming manual content creation and updates
- Inconsistent tone and structure across different creators
- Bottlenecks in onboarding due to outdated materials

PWA's training team was facing constant pressure to keep materials updated as firm processes evolved. Knowledge was often siloed, and even minor updates to a procedure created significant administrative bottlenecks.

With limited capacity and no streamlined way to align tone or accuracy, the team spent more time fixing existing content than designing meaningful new learning experiences. This manual workload made it difficult to scale the training library effectively, which in turn slowed down onboarding for new staff and created inconsistencies in how cases were handled across the firm.

**"Our team spent more time fixing content than designing meaningful learning experiences—making it hard to support PWA's fast-growing workload."**

*Janel Geroleo, Training Manager*

## The solution

- AI-assisted tools for rapid course drafting and rewriting
- Automated assessment generation to verify competency
- Personalized learning paths to target specific skill gaps

CYPHER Agent, the course creation tool that streamlined the entire development lifecycle, enabled them to tackle these challenges. The team could generate structured drafts, rewrite content for a consistent professional tone, and build assessments in minutes rather than days.

Beyond speed, the CYPHER platform provided the structural clarity PWA needed. Automation eliminated repetitive work and reduced human error. Intelligent insights now allow the team to proactively refine modules by identifying exactly where learners struggle, ensuring the training strategy is driven by data rather than guesswork.



## The results

- Course development time decreased by 40–60%
- New hires reach full productivity 1–2 weeks sooner
- Accuracy and compliance improved by 30% firm-wide

By reducing course creation time by up to 60%, the training team can now proactively improve the learner experience instead of just struggling to keep up with demand. This efficiency has directly impacted the bottom line: new team members now reach confidence and full productivity levels up to two weeks faster than before.

Learner comprehension has also seen a measurable boost. With clearer, more structured instructions, follow-up questions have decreased while knowledge retention has increased by an estimated 25%. This improved clarity has led to a 30% increase in task accuracy and compliance, creating a more prepared and reliable legal team that can confidently handle the firm's expanding workload.



**“The platform lets us generate polished drafts, rewrite content, and build assessments in minutes—something that used to take hours or even days.”**

*Janel Geroleo, Training Manager*



TIME-TO-PROFICIENCY WINNER

**Halo**



“The CYPHER platform has delivered measurable gains in productivity, accuracy, engagement, and confidence across the organization.”

*Leena Hussain, Learning and Development Manager*

**85%**

completion rate

**60%**

reduced onboarding time

**50%**

fewer ad-hoc training sessions

**15hrs**

saved monthly by experts

## Scaling global expertise with centralized learning

### Standardizing product knowledge to drive global growth & service quality

At Halo, providing high-quality IT and software services requires a team that is agile, skilled, and deeply knowledgeable about an ever-evolving product. Learning and development are fundamental to the organization’s mission, ensuring that every employee has the confidence and mindset needed to deliver exceptional customer satisfaction and innovate at pace.

By prioritizing continuous development, Halo empowers its teams to adapt to product changes and maintain the high service standards that define their brand. To execute this strategy effectively on a global scale, they needed a centralized hub that could turn fragmented information into a structured, professional learning experience.



## The challenge

- Fragmented knowledge stored across multiple platforms
- Inconsistent onboarding quality across different regions
- Reliance on one-off workshops led to low retention

Before implementing CYPHER, Halo faced the common hurdle of knowledge silos. Critical information was scattered across documents, Teams channels, and ad-hoc conversations, making it difficult for employees to find a single source of truth.

This lack of a standardized curriculum meant that different teams often had different interpretations of best practices. Furthermore, as the company expanded, new starters and different regions received varying levels of onboarding quality. Relying on live calls and workshops was not only difficult to scale but also resulted in poor knowledge retention, as learners had no way to revisit the material in a structured way.

**“We now have extremely accessible learning materials that our entire network can leverage. CYPHER has centralised our resources to allow for greater knowledge sharing.”**

*Leena Hussain, Learning and Development Manager*

## The solution

- Centralized resource hub for the entire global network
- Standardized certification through automated course paths
- Assessments to verify practical product application

To solve these challenges, Halo used CYPHER to centralize their resources, making learning materials instantly accessible to their entire global network. This transition allowed for greater knowledge sharing and ensured that every team member, regardless of location, was working from the same playbook.

The implementation of structured course paths and assessments was a turning point. These features allowed the organization to push certifications as a standardized process, ensuring that foundational knowledge was not just delivered, but verified. By moving away from ad-hoc training and toward a digital-first strategy, they created a sustainable model for global growth.




## The results

- Training completion rose from 40% to over 85%
- Onboarding time reduced by up to 60%
- Senior staff reclaimed 15 hours of productivity monthly

The shift to CYPHER has produced quantifiable improvements in both engagement and operational efficiency. Training completion rates for mandatory modules more than doubled, jumping from a maximum of 40% to over 85%. Learners are also spending 50% more time in the platform, signaling a significant boost in engagement and interest in the curriculum.

Efficiency gains have been equally impressive. The time required to onboard new staff in product, support, sales, and partner roles has been slashed by 40–60%. By automating these foundational modules, internal subject matter experts now save up to 15 hours per month that were previously spent re-explaining basic concepts. This has allowed senior staff to focus on high-level strategy while 90% of new hires successfully complete their foundations within their first month.



**Introducing intelligent workflow automation**  
Learn how to explain our automation approach, key use cases, and business outcomes in customer-facing conversations.

1 section

**“Course paths and assessments have allowed us to push certifications as a standardised process. We have seen stronger product knowledge and greater confidence when demoing.”**

*Leena Hussain, Learning and Development Manager*



LEARNER ENGAGEMENT WINNER

**PSS USA**



“Through CYPHER we have been able to build a community of learners for people who need it most.”

*Jenny Pisani, Life! University Manager*

**1,500**

learners reached  
in year one

**150**

new members  
joined per month

**40%**

reduction in vendor  
dependency

**8,000**

newsletter  
subscribers reached

## Empowering older adults through lifelong learning

### Scaling community education and caregiver support at a global level

Lifelong learning and community education are at the heart of the mission at Presbyterian Senior Services (PSS). By strengthening the capacity of older New Yorkers, their families, and their communities, PSS ensures that older adults have the tools they need to thrive. Central to this mission is the Life! University program, a comprehensive educational initiative designed to foster growth, connection, and resilience.

Since implementing the CYPHER platform, PSS has successfully transitioned from localized, one-off programming to a thriving global learning community. The platform has allowed PSS to scale its reach beyond New York to learners across North America, providing multilingual access and a centralized "home base" for both live and self-guided education. This digital transformation has deepened learner retention and extended the long-term impact of PSS's vital community resources.



## The challenge

- One-off courses made long-term engagement difficult
- Reach was limited to English-speaking audiences in New York
- No centralized "home base" for learners to access materials post-event

Before adopting CYPHER, PSS faced significant hurdles in sustaining learner engagement. Most educational offerings were one-time events, making it nearly impossible to foster a true sense of community or encourage continued learning once a session ended. Learners had no way to track their history or revisit materials, leading to lower retention rates.

Geographic and linguistic barriers also limited the organization's impact. Programming was largely restricted to New York-based audiences and was offered exclusively in English. This made it difficult for PSS to scale its mission or support older adults in diverse communities who spoke other languages or lived outside the immediate region.

Internally, the organization lacked a unified system for staff development. This led to a heavy reliance on external vendors for training, which increased operational costs and made it difficult to maintain a consistent organizational culture. PSS needed a scalable solution that could serve both their diverse clientele and their internal team effectively.

## The solution

- Centralized "home base" for on-demand and live learning
- Multilingual translation tools for global accessibility
- Automated messaging and reminders to boost attendance

CYPHER addressed these pain points by providing a centralized digital hub where learners can access over 300 courses across 11 distinct categories. The platform allows participants to review their course history, engage in community forums, and access materials at their own pace. This shift from ephemeral events to a permanent learning environment has fundamentally changed how PSS interacts with its community.

The school used CYPHER's built-in translation tools to break down language barriers, enabling a rapid expansion into new markets across the United States and Canada. To manage this growth, PSS leveraged automation features, such as integrated Zoom tracking and automated reminders. These tools keep learners connected to live sessions and significantly reduce the administrative burden on staff.

One unexpected benefit was the impact of the CYPHER Agent on internal operations. The L&D team used the AI-driven tool to curate specialized training for staff and create content for external presentations. This has allowed PSS to bring more training in-house, reducing vendor costs while ensuring that staff members are equipped with the skills needed to support their aging clients.



## The results

- Learner membership grew to 1,500 in approximately one year
- Average of 75–150 new learners joined every month
- 92% CSAT on community and knowledge center content

The results of the CYPHER implementation have been transformative for PSS. In just over a year, Life! University membership surged to nearly 1,500 learners, with consistent month-over-month growth. Live sessions now average 20 participants, with high-demand weekly courses attracting up to 80 learners. This increased volume has been supported by an e-newsletter that has grown to nearly 8,000 subscribers, further extending the organization's reach.

Beyond the numbers, PSS has seen a significant boost in learner competency. Older adults have become more fluid in navigating digital tools like Zoom and the LMS platform itself, providing them with essential technology skills for the modern world. This digital literacy, combined with courses on caregiving, financial planning, and retirement, has created a more resilient community.

The platform has also become a vital resource for health and wellness. By providing a "Knowledge Center" with articles on topics like seasonal depression and dementia

prevention, PSS has created a lifeline for caregivers and seniors. The combination of structured learning and social connection has turned Life! University into more than just an LMS; it is a community hub that ensures older adults don't have to walk their path alone.



**"CYPHER's forums create space for learners to ask questions and share insights, fostering a stronger sense of community and improving long-term retention."**

*Jenny Pisani, Life! University Manager*



PRODUCTIVITY WINNER

# Wilcon Depot Ltd



"CYPHER Learning is an excellent tool for organizations looking to promote a culture of continuous learning and development, aligning perfectly with our values of innovation and excellence."

*Jerome David, Learning and Development Specialist*

**50%**

reduced onboarding time

**7,200**

staff-hours saved a year (600/mo)

**>85%**

improved engagement rates

**50%**

reduction in L&D costs

## Nailed it! 7,200 hrs saved a year

**Building personalized learning solutions while reducing costs and saving time**

Wilcon Depot, the Philippines' leading home improvement and construction supplies retailer, carries the most extensive product selection of trusted local and international brands with high-grade features and superior quality, including Tiles, Sanitaryware, Plumbing, Furniture, Home Interior, Building Materials, Hardware, Electrical, Appliances, and other DIY items.



## The challenge

- Needed to scale with the company's growing workforce
- Learners needed engaging and interactive learning modules

Prior to CYPHER and with 100 stores nationwide and a growing workforce, conducting consistent, high-quality training sessions was difficult to manage. Traditional training methods, such as in-person sessions, were time-consuming, resource-heavy, and logistically demanding.

We lacked real-time insights into course completion, making tracking dependent on manual follow-ups and assumptions rather than data-driven insights.

**"...our previous training methods lacked interactivity and flexibility, resulting in low employee learning engagement. Learners often struggle to balance their training requirements with their day-to-day responsibilities at the Wilcon stores, leading to incomplete courses or lower retention rates."**

*Jerome David, Learning and Development Specialist*

## The solution

- Interactive learning to improve engagement rates
- Flexible learning paths for personalized development
- Streamlining course creation, focusing on instructional effectiveness, with CYPHER Agent

CYPHER provides a centralized LMS that allows them to deliver training modules to newly hired and regular employees across all locations simultaneously. The platform's scalability ensured every employee received uniform training regardless of their work location and work position.

Centralized learning management enhanced the organization and accessibility of training resources. The Management Development Program uses the CYPHER LMS to organize the programs for Key Talent Pool (KTAP) Career Paths and the platform serves as the hub for all the required employee programs.



## Features

Wilcon Depot leveraged the following features to achieve their results:

- Interactive and multimedia-based learning content that significantly improved learner engagement, such as quizzes and discussions.
- CYPHER's new mobile-friendly design to allow employees to complete courses at their own pace, boosting engagement and completion rates.
- Gamification features and progress tracking encouraged learners to stay motivated throughout the training process.
- Personalization to enable learners to progress at their own pace. Learners have the option to dive deep into topics that interest them enabling employees to take control of their development.

## The results

- 50% reduction in onboarding time and training costs
- Increases in learner engagement and course completion rates
- 80% year-over-year increase in total course completions

Overall, adopting the CYPHER platform has transformed our learning and training processes, improving accessibility, engagement, and outcomes. The centralization of materials, flexibility in learning, personalized paths, interactivity, and cost savings have all contributed to a more effective and sustainable training environment. In 2025, we recorded 75,425 total course completions, an 80% increase from the previous year. Average assessment scores also improved to 87.50%, indicating sustained gains in knowledge retention.

Before CYPHER Learning, onboarding and training new hires across branches typically took 1 day to 14 days before their first training orientation and training session scheduled online via Zoom, requiring our L&D Personnel and trainers to dedicate significant time to monitor and run the onboarding. After implementing CYPHER, with online onboarding modules, we reduced onboarding time by 50%, completing most training in 3–5 days. This allowed our trainers and store-inline trainers to focus on operational priorities, saving approximately 600 man-hours per month across all Wilcon branches.



With our previous LMS platform, training session attendance rates were approximately 50%, with low engagement due to scheduling conflicts and less interactive materials. With CYPHER offering on-demand access to product, technical, and soft skills training modules, engagement rates have increased to 85–90%. Employees now complete courses at their convenience, and interactive content has led to a 40% improvement in course completion rates.

Before CYPHER Learning, face-to-face training required an average annual budget of \$2 million PHP for logistics, venues, materials, transportation, accommodation, and trainers. Since then, the shift to digital learning reduced annual training costs by 50%, saving approximately \$1 million PHP (Approximately \$17,000 USD), which we have been able to use for other training needs.

With performance improvement, employees who completed customer service training through CYPHER Learning showed a 15% increase in positive customer feedback ratings. Sales personnel who completed product training through the platform demonstrated a 20% improvement in product knowledge and upselling skills.

With scalability and reach, before CYPHER Learning, training was conducted in batches, with only 50–200 employees trained per training session monthly. With CYPHER, the

platform supports 4,600+ employees simultaneously, allowing the entire workforce to access training in real-time. This has enabled us to train 23 times more employees per month than before.



**"Through continuous learning and growth, we've not only enhanced our capabilities but also built a culture where each individual thrives, contributing to our collective success."**

*Jerome David, Learning and Development Specialist*



OPERATIONAL EFFICIENCY WINNER

## Le Cordon Bleu - Perú



“CYPHER Learning has become a strategic pillar for our organization, enabling us to scale training with high pedagogical standards and technological flexibility.”

*Moisés Orlando Obeso Valdivia, Le Cordon Bleu - Perú*

5x

increase in course offerings

30%

boost in productivity

25%

improved knowledge retention

30%

increase in student engagement

## Pioneering blended learning in the culinary arts

### Scaling culinary standards through digital innovation and academic excellence

For Le Cordon Bleu - Perú, education is the strategic pillar that ensures the sustainability of its world-renowned culinary and hospitality projects. The institution's mission is to develop elite professionals capable of responding to a rapidly changing global environment. To achieve this, they focus on strengthening skill development and academic quality, ensuring that every student and faculty member is aligned with a shared vision of excellence. By implementing the CYPHER platform, Le Cordon Bleu - Perú has transformed its pedagogical approach, moving beyond traditional boundaries to create a modern, flexible learning environment. This digital evolution has allowed the institution to maintain its prestigious international standards while expanding its reach and impact across its community.

## The challenge

- Significant manual effort required to manage multiple programs
- Limited visibility into student progress and assessment outcomes
- Inconsistent engagement due to a lack of intuitive digital tools

Before partnering with CYPHER, Le Cordon Bleu - Perú faced the complex task of managing a vast array of programs and user profiles across different departments. This required immense manual effort and lacked a unified structure, which made it difficult to scale operations or ensure a consistent educational experience.

Visibility was a primary pain point. The institution had limited data on learning progress and compliance tracking, making data-driven decision-making nearly impossible. Additionally, the existing learning tools were not flexible enough to meet the high expectations of modern culinary students, resulting in varied engagement levels and a fragmented learning journey.

**“Thanks to CYPHER, we were able to transition to a blended learning format... we are now the only culinary school to do this while adhering to the highest international standards.”**

*Moisés Orlando Obeso Valdivia, Le Cordon Bleu - Perú*



## The solution

- Centralized management of over 1,200 annual virtual courses
- Implementation of a Ministry of Education-licensed blended learning model
- Automated academic processes and performance tracking

CYPHER allowed Le Cordon Bleu - Perú to centralize its entire learning ecosystem onto a single, scalable platform. This consolidation provided the academic team with the tools needed to standardize processes without sacrificing the unique flexibility required for culinary arts. The automation of routine academic tasks has significantly reduced administrative friction, allowing faculty to focus on high-level instruction.

The most ground-breaking achievement facilitated by the platform was the development of a blended learning model. Le Cordon Bleu - Perú is now the only culinary school to successfully develop a Ministry of Education-licensed blended format that adheres to the highest international culinary standards. This innovation allows students to balance rigorous practical training with flexible digital learning, a first for the industry in the region.

As the institution looks to the future, they have begun exploring the opportunities offered by CYPHER Agent. This tool is expected to further personalize the student experience, providing real-time support and intelligent insights that will refine how culinary skills are taught and measured in a digital space.



## The results

- Scaled from 250 to 1,270 virtual courses annually since 2020
- 30% increase in administrative productivity through automation
- 20% improvement in student performance and completion rates

The results of the digital transformation have been profound. Since 2020, Le Cordon Bleu - Perú has seen a five-fold increase in its course offerings, now delivering over 1,270 virtual courses per year. This growth has been achieved alongside a 30% increase in administrative productivity, proving that the institution can scale rapidly without a proportional increase in manual workload.

Student outcomes have seen a measurable boost, with engagement rising by up to 30%. The clear structure and constant access to materials have led to a 25% improvement in knowledge retention and a 20% lift in overall academic performance. Beyond grades, students are demonstrating stronger "soft skills," such as independent learning and better time management, which are essential for success in high-pressure professional kitchens.

By providing a student-centered experience that balances technological flexibility with academic rigor, CYPHER has enabled Le Cordon Bleu - Perú to redefine culinary education for the 21st century.



**“Our platform not only optimizes academic management but also transforms how we design, deliver, and measure learning.”**

*Moisés Orlando Obeso Valdivia, Le Cordon Bleu – Perú*



TRAINING VELOCITY WINNER

# Orion International Virtual School



“CYPHER transformed our learning from a slow, course-centric process into a fast, personalized, skills-driven strategy.”

*Dr. Oscar Vázquez Meléndez, Edukailearning*

**80%**

faster course  
development time

**99%**

on-time compliance  
completion

**40%**

faster time-to-  
proficiency

**50%**

reduced  
administrative effort

## Moving from role-based to skills-based education

### Transforming K-12 learning with AI-driven personalization and automated compliance

At Orion International Virtual School, the mission is to translate high-level educational goals into tangible human capability. Learning is viewed as the strategic engine that drives performance improvement, innovation, and student outcomes. By moving away from traditional role-based toward a skills-based development model, the school ensures its educators and students remain agile and resilient in a fast-moving academic environment.

By investing in a modern learning platform, Orion signals a deep commitment to its culture of continuous improvement. The school leverages data to turn insights into action, identifying capability gaps and measuring the ROI of every learning initiative. With CYPHER, Orion has ensured that its mission remains sustainable, scalable, and consistently applied across all locations.

## The challenge

- Manual course creation led to long development cycles
- Static, one-size-fits-all content resulted in low engagement
- Fragmented ecosystem with data silos across multiple tools

Before implementing CYPHER, Orion International Virtual School struggled with the limitations of a fragmented learning ecosystem. Content, assessments, and analytics were spread across multiple platforms, creating massive administrative overhead and inconsistent experiences for learners. Because course updates were manual and time-consuming, it was difficult to scale programs to meet new skill demands or expand student populations. The lack of integration also created significant visibility gaps. While the school could track basic course completions, they had no way to measure real-world performance or skills acquisition. This made it difficult to align training with strategic objectives or prove the impact of their programs to leadership. Furthermore, static content led to low engagement, as learners struggled to find relevant information in the flow of their daily work.

**“CYPHER made our learning faster, smarter, and more impactful by aligning skills, personalization, and automation at scale.”**

*Dr. Oscar Vázquez Meléndez, Edukalearning*



## The solution

- AI-generated content to reduce creation time from weeks to minutes
- Skills-based mapping and personalized learning paths
- Automated enrollments, reminders, and compliance tracking

With CYPHER, Orion can now generate role-specific explanations and assessments instantly so that learning keeps pace with organizational needs. This model allows a single course to effectively serve multiple audiences through individualized paths, reducing cognitive overload and content redundancy.

Automation has also revolutionized Orion's administrative operations. Tasks that previously required manual follow-up now run continuously in the background. This has allowed the team to shift focus from operational maintenance to high-level strategy and program improvement. Additionally, the platform's skills-driven approach allows admins to track competency progression rather than just "clicks" and completions.

To ensure long-term impact, the school used intelligent insights to reveal what learners are actually asking. This allows the CYPHER Agent to highlight real skill gaps and unmet needs, informing leadership on which content to create, update, or retire. Internal documents and expertise are now safely transformed into conversational learning assets, ensuring that information remains secure while being accessible to those who need it.



## The results

- Course creation productivity increased by 60–80%
- Learner engagement and completion rates rose by 30%
- Time to proficiency for staff and students improved by up to 40%

The impact of the CYPHER implementation has been measurable across every key performance indicator. The school has seen a 60–80% reduction in course development time, moving from weeks of design effort to minutes of AI-assisted drafting. This speed has been matched by a 20–30% boost in learner engagement, as students respond positively to the gamification, adaptive guidance, and just-in-time support provided by the platform.

Efficiency gains have also extended to compliance and proficiency. Orion now boasts a 95–99% on-time compliance completion rate, providing leadership with confidence during audits and regulatory reviews. Administrative effort has been slashed by 40–50% because the system handles reminders and reporting automatically, allowing the organization to scale without adding proportional staff costs.

Perhaps most importantly, the time to proficiency has accelerated by up to 40%, as learners can now access personalized support exactly when they need it. By eliminating redundant content and automating manual tasks, Orion has significantly reduced its

operational effort while delivering a more impactful, future-ready educational experience. The shift from "completion-centric" to "mastery-centric" learning has created a more confident, capable, and aligned workforce.



**“With CYPHER, we can now create, personalize, and adapt learning at scale. This has shifted our training strategy from static and reactive to dynamic and skills-driven.”**

*Dr. Oscar Vázquez Meléndez, Edukailearning*



# LETTER FROM OUR FOUNDER



Each year, we have the privilege of recognizing organizations that push the boundaries of what learning can achieve, but this year's winners stand in a category of their own. They have not just embraced learning; they have transformed it into a strategic force that drives innovation, performance, and growth.

What makes these organizations remarkable is not only what they achieved, but how they achieved it. Across every story is a shared commitment to rethinking learning from the ground up and increasingly, that includes the strategic use of AI to accelerate and scale their efforts. From Daybreak AI building a global learning ecosystem in under six months, to Claroty creating a fully branded learning experience, to organizations like Halo and PSS scaling engagement and community, these winners are combining human expertise with intelligent technology to deliver learning at a completely new level.

These organizations are setting new standards. By using AI to rapidly create and adapt content, personalize

learning experiences, and automate what was once manual, they are capturing knowledge once and scaling it globally. They are turning informal expertise into structured, measurable learning. And most importantly, they are ensuring that learning doesn't stop at content delivery but translates into real-world capability.

The results speak for themselves: faster onboarding, higher engagement, improved accuracy, reduced costs, and stronger alignment across teams. These are not incremental improvements—they are transformational outcomes driven by a thoughtful blend of innovation, discipline, and intelligent technology.

The future of learning is being built today—and these organizations are leading the way.

With gratitude and excitement,

*Graham Glass*

Founder & CTO  
CYPHER Learning