

CYPHER Learning
**ONBOARDING,
SUPPORT, AND
ENHANCEMENTS**





A confident path to launch—and long-term success with CYPHER Learning

Choosing a learning platform is a big decision. Launching it successfully—and sustaining momentum over time—requires the right combination of technology and partnership. That’s exactly what CYPHER is built to provide.

Our OSE framework—onboarding, support, and enhancements—is designed to support customers at every stage of their journey.

Together, these three elements work in concert to help you launch with confidence, stay supported over time, and trust that your platform will continue to evolve as your needs change.

- **Onboarding** helps you launch the platform the right way—building confidence and internal ownership from day one.
- **Support** ensures your team has reliable, day-to-day assistance as you operate and grow on the platform.
- **Enhancements** reflect CYPHER’s ongoing investment in the platform itself—delivering continuous improvements and new capabilities so your LMS keeps pace with changing learning and workforce needs.

Whether you’re launching your first LMS or replacing an enterprise system, OSE is built to help your team feel supported, capable, and in control.





Onboarding that builds confidence—not dependency

Every CYPHER customer begins with a structured onboarding experience designed to align your goals, prepare your team, and set a strong foundation for success.

Guided onboarding (included with OSE)

Guided onboarding is the most common onboarding path and the right fit for the majority of organizations. In this model, your team configures the platform with step-by-step guidance from a dedicated CYPHER onboarding specialist. Sessions are structured, role-based, and designed to help your team learn the platform as they build it.

Guided onboarding tiers include:

- **Basic:** Smaller teams with more compact use cases – typically an 8-10 week project.
- **Standard:** Our most common program – 12 weeks.
- **Enterprise:** Typically 16 weeks.

Guided onboarding is ideal for teams that want to:

- Build internal expertise and confidence.
- Maintain ownership of platform decisions.
- Launch thoughtfully and sustainably.

This approach ensures your team finishes onboarding ready to manage, optimize, and expand the platform independently.





Premium onboarding (OSE + optional)

When timelines, complexity, or risk demand extra support

For some organizations, launch timing or internal capacity makes execution risk a real concern.

Premium onboarding is designed for those moments. With Premium onboarding, CYPHER takes on more of the early configuration work—based on your requirements—while still delivering structured training and enablement so your team gains long-term ownership of the platform.

Premium onboarding is a strong fit when you want to:

- Reduce internal workload during setup.
- Accelerate readiness for complex or time-sensitive launches.
- Increase confidence when timelines or requirements are demanding.

Both Guided and Premium onboarding are proven, effective paths. The difference isn't quality—it's where you want to place the execution burden during onboarding.

Premium onboarding detailed description

As part of Premium onboarding, CYPHER Learning provides a scoped number of hours of hands-on administrative and technical support delivered by a dedicated platform Subject Matter Expert (SME). Your SME acts as an extension of your team during onboarding, performing key LMS administrative tasks directly within your CYPHER Learning environment to help accelerate configuration, streamline setup, and support a successful launch.





User management

Your SME supports user setup and ongoing administration, including standard admin practices and more advanced tasks such as:

- Creating and managing user accounts, roles, and permissions.
- Enrolling or unenrolling users in courses and learning paths.
- Supporting bulk user uploads or updates.
- Deactivating or archiving inactive accounts.

Course and content setup

Your SME helps prepare your learning environment and organize training content, including:

- Uploading and organizing course materials and course shells.
- Managing course availability and access settings.
- Troubleshooting content display issues.

System configuration

Your SME assists with key system setup activities to align the platform with your organization's needs, including:

- Configuring platform settings such as notifications and branding.
- Configuring system properties and policies.
- Monitoring system setup and identifying potential configuration issues.





Reporting and analytics

Your SME can help structure reporting and provide insight into learning activity, including:

- Generating reports on learner progress, course completion, and engagement.
- Creating custom reports aligned with stakeholder needs.

Training and post-launch support (10 hours)

Premium onboarding includes up to **10 hours of focused training and support** to ensure your team is prepared to administer and scale the platform effectively. Training topics may include:

- Course creation, including the use of CYPHER Agent and learning paths
- Course automations, and workflows.
- Assigning training to learners.
- Certification and gamification elements.

Premium onboarding scope clarification

Premium onboarding provides hands-on administrative support within the platform but **does not include custom development services**, such as:

- Development of custom APIs or integrations.
- FTP access or server-level hosting configurations.
- Custom software development or similar technical engineering work.





Support that grows with you

Launching the platform is only the beginning. OSE ensures you're supported well beyond go-live.

Standard support (included with OSE)

Every CYPHER customer receives a complete support model, including:

- Platform support through ticketing.
- Access to the Help center and documentation.
- A dedicated Customer Success Manager.
- Ongoing guidance on best practices and feature adoption.

This support model helps your team stay confident as your learning programs grow and evolve.





Managed LMS admin services (OSE + optional)

Extra capacity when operating at scale

As organizations grow, the day-to-day operational demands of an LMS often increase. Managed LMS admin services provide experienced, platform-level administrative support to extend your internal team's capacity.

These services are designed to work **alongside** your organization—not replace it—providing reliable execution and continuity over time.

Managed LMS admin services commonly support:

- Advanced configuration and platform updates.
- Organizational structure, roles, and permissions.
- Catalog and course architecture.
- Reporting and analytics configuration.
- Large-scale updates, launches, or ongoing optimization.

Your team continues to support learners and instructors directly, while CYPHER focuses on platform-level administration where it delivers the most value.





Integrations: clear ownership, flexible options

CYPHER supports a wide range of integrations to connect learning with your existing systems.

In most implementations:

- Your technical team configures integrations during onboarding.
- CYPHER provides guidance on where and how integrations connect within the platform.
- Optional, separately scoped integration services are available if you prefer a more hands-on approach.

This model ensures long-term ownership while offering flexibility when additional support is needed. For deeper detail, please review our **Integrations brochure**, which outlines supported integrations and service options.

The OSE difference

What sets CYPHER apart isn't just the platform—it's how we help you succeed with it.

- A strong, supportive experience is included for every customer.
- Ongoing product enhancements ensure the platform continues to evolve as learning and workforce needs change.
- Optional OSE + services provide added acceleration and operational support when needed.
- Clear expectations help avoid surprises.
- Your team finishes onboarding confident, capable, and in control.





Ready to get started?

Whether you choose Guided onboarding alone or add OSE + services, CYPHER is committed to helping you launch confidently and grow successfully.

Our team is happy to discuss your goals and recommend the approach that best fits your organization.

CYPHER Learning service offering portfolio

Bespoke content

Custom development

Custom content

Integration and API consulting

Migration

Onboarding, support, and enhancements

Staff transition

All services

