

A smiling man with a beard, wearing a dark blue suit jacket over a white shirt, standing with his arms crossed. He is positioned on the right side of the image, partially overlapping a large teal circular graphic element.

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



Launching a learning platform is only the beginning. With our **Onboarding, Support, and Enhancements (OSE)** program, CYPHER Learning ensures your success from day one — and every day after.

The OSE investment in your first year covers everything you need — **onboarding, expert support, and continuous enhancements**. In future years, your ongoing subscription includes support and enhancements as part of our commitment to keeping your platform powerful, evolving, and aligned with your needs.

OSE is more than a project; it's an **investment in a partnership** designed to prepare your team, support your growth, and deliver a platform that continuously evolves to meet your needs.







# Onboarding

*A guided path to launch with confidence*

Our onboarding services are designed to empower your team with the skills, knowledge, and confidence they need to succeed from the start. We provide structured guidance, proven best practices, and a tailored plan that ensures you're ready for a smooth launch and long-term success.

## KEY ELEMENTS INCLUDE:

- Use case review and alignment with business goals.
- A customized onboarding plan.
- Configuration guidance to ensure your platform is set up for success.
- Provides an overview of the native integrations customers can configure within the platform.
- Best practices for User Acceptance Testing (UAT) and system validation.
- Detailed go-live readiness checklists.
- Seamless handover to Customer Success.

Our standard 12-session program is designed to fit the needs of most customers and provides a clear, structured path to launch. For organizations with different requirements, we offer alternative onboarding models and will match you to the program that best supports your goals.

With this flexible approach, your administrators, instructors, and content creators will be ready to deliver value from day one.





# Support

*Expert help, whenever you need it*

Your success doesn't stop at go-live — and neither does our support. Every CYPHER Learning customer has access to our 24x7 global support team, so expert help is always available when you need it.

In addition, most customers are partnered with a dedicated Customer Success Manager (CSM) from the moment they join CYPHER. Your CSM works alongside you during onboarding and continues to guide you throughout your journey, ensuring you always get the most value from CYPHER for as long as you're a customer.

From quick troubleshooting to in-depth guidance, our team is committed to keeping your learning programs running smoothly and efficiently.







# Enhancements

*A platform that grows with you*

When you choose CYPHER Learning, you're not just getting the platform as it exists today — you're getting a platform that is **constantly improving**. As part of your OSE services, you automatically receive **regular product enhancements**, ensuring your platform evolves alongside your organization's needs.

And these aren't just minor updates. Our enhancements often include **transformational new capabilities**, from advanced AI innovations to redesigned interfaces and expanded analytics. Each release delivers meaningful improvements that strengthen your ability to teach, train, and engage.

Enhancements are a core part of OSE — not simply an add-on. With CYPHER Learning, you can count on a platform that becomes **more powerful, more intuitive, and more valuable over time**.





## Partner with CYPHER Learning

OSE is more than a service package — it's our commitment to your long-term success. With **Onboarding to get you started, Support to keep you moving, and Enhancements that expand your capabilities over time**, CYPHER Learning ensures your platform always delivers maximum value.

*With OSE, you're not just launching a system — you're investing in a platform that grows with you.*

### CYPHER Learning service offering portfolio

Bespoke content

Custom development

Custom content

Integration and API consulting

Migration

Onboarding, support, and enhancements

Staff transition

All services

