



Service Description

CYPHER Learning

Omniplex Learning
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1 Introduction

CYPHER Learning exists to give users the power to succeed in a rapidly changing world. Trainers, learning and development (L&D) pros, HR pros, and educators get everything they need in one platform to deliver faster, more personalised, and better learning outcomes. We provide the only all-in-one AI learning platform that is easy-to-use, beautifully designed, and built to power billions of learning moments every day. Create courses faster. Train and teach better. Learn even quicker. Experience our "just in time, just for you, just the way you want to learn" approach that puts people first.

1.1 Why choose CYPHER Learning

We believe learning is the heart of innovation and progress. Everything we do is about empowering businesses and academic institutions to inspire, develop and celebrate their users. We just happen to make a beautiful and modern learning platform to get them there.

1.2 The challenge CYPHER solves

In today's accelerated landscape, the time and budget to develop and deploy high-demand courses are increasingly scarce commodities. Plus, allocating resources for seamless delivery and timely updates adds another layer of complexity. It's costly. It's convoluted. It's complex. Traditional LMSs force organizations to cobble together a complex and confusing technological learning ecosystem to meet learning expectations.

Even with technological advancements and jam-packed tech stacks, creating relevant and engaging courses at a fast pace remains an uphill battle for many content developers.

From all of the language and format requirements to addressing neurodiversity, creating courses just keeps getting more complex. The handoff from creation to delivery is rife with complications, each stage having its own list of prerequisites. Also with a jam-packed tech stack, traditional learning management systems involve a convoluted series of steps—from uploading content, devising quizzes, and mapping skills to supporting multiple languages, formats and neurodiversity—that devour precious time.

Personalised learning is a whole other dimension to layer on.



1.3 The CYPHER solution

CYPHER obliterates these challenges

- 1 platform,
- powers
- LMS + LXP + course development



CYPHER is more than an LMS.

It unifies the two siloed and confusing worlds of course development and delivery, not only consolidating your tech stack but simplifying your workflow, too.

We simplify, streamline, and save you time and resources by offering 1 platform with 3 powers: Learning Management System (LMS) + Learning Experience Platform (LXP) + course development enabled by AI.

We fuse course development and delivery to:

- Elevate the learning experience at every juncture
- Move learning at the speed of change
- Create measurable and impactful learning with a maximum ROI
- Provide personalised learning at scale
- Reduce the financial and people resources needed for creating and delivering learning This powerful combination is delivered via our generative learning platform.

2 CYPHER Learning Differentiators

2.1 Unified course development and delivery

The CYPHER platform offers a united solution for developing comprehensive courses. You can develop content, assessments, gamification elements, and map skills to content. Tailoring courses to individuals is effortless with unique digital learning profiles, ensuring customised learning at scale.

2.2 Controlled generative AI

Control the generative AI experience with the CYPHER platform's simple and packaged approach.

- Control content by uploading your own videos, PDFs, slide decks, and other resources to create customized courses that use your terminology, branding, and style to truly make your courses, yours. Rest assured, all of this is private.
- Control content credibility with CYPHER AI Crosscheck that uses multiple AI technologies that check against one another to decrease the risk of AI hallucination and false positives.

2.3 Personalised skills development

CYPHER revolutionises conventional and uniform skill training with its competency-focused strategy. CYPHER provides insight into mastery levels of each skill and offers tailored learning recommendations. With CYPHER Agent, courses are automatically skill mapped, allowing for personalised learning at scale.

2.4 Intuitive user interface

The allure of the CYPHER interface lies in our stunning design – it's gorgeous, intuitive, and easy to use. From our graphical dashboards to adaptive learning paths, find everything you want exactly when and where you expect. Our human-centric approach focuses on clarity over complexity, so users remain in control without sacrificing on capabilities. "The best way to describe the tech is to say it anticipates the moves of the user," said Brandon Hall Group.

2.5 Automation

CYPHER is the only platform built around sophisticated automation from the ground up to heighten efficiency and scalability. Our advanced automation powers platform-wide gamification, the largest of its kind, with 120,000 users participating in weekly periodic leveling challenges. Points frequently reset to encourage active participation and motivation. It's also allowed CYPHER to be the leader in deploying AI broadly throughout the platform.



2.6 Global

CYPHER stands out as the sole platform offering a real-time communication universal translator, encompassing messaging and posts. The platform supports an impressive range of over 50 languages, and with CYPHER Agent, courses can be automatically created in each of these languages.



3 CYPHER Learning Features

CYPHER delivers a centralised environment for creating courses, providing online training, evaluating user performance, covering administrative needs associated with training, increasing revenue through selling courses, and allowing users to collaborate and connect.

3.1 AI-powered personal learner agent

Augment and elevate the learning experience with CYPHER Agent for learners. CYPHER Agent provides learners with on-demand learning that's verified for accuracy, personalised to them and their role, and ready whenever they need it.

CYPHER Agent for learners:

Delivers instant learning personalised to the learner's profile and history

- Organises content using interactive concept maps making it easy to find the answer
- Cross-checks all content through an independent AI system to validate accuracy
- Keeps data private and proprietary — unlike generic tools like ChatGPT
- Respects admin controls, allowing you to set guardrails and approved topics

Unlike generic AI where anything goes, CYPHER Agent provides structure and direction designed to aid learning. Guardrails ensure AI responses align with your compliance policies and company-approved content so you can trust that content meets the real learning needs of your business.

Give your learners what they want—personalised, trusted knowledge, on demand..

3.2 AI-powered course creation

CYPHER Agent, our AI-powered tool, accelerates the creation of gamified, multimedia courses, and assessments in minutes – laying the foundations for personalised learning at scale.

CYPHER Agent can help build every part of a course. From course outlines to course content. From quizzes to essay questions. From rubrics to gamification. Ask CYPHER Agent to build the whole course or just parts – it's up to the trainer. CYPHER Agent can help you create:

- Course outline with description
- Courses from your uploaded content – PDFs, videos, and more.
- Course content
- Skills / Competency mapping and tagging
- Rubrics
- Gamification
- 50+ languages
- Question banks
- Images with AI
- Assessments
- Group/Individual projects
- Glossaries
- Study guides
- AI Crosscheck
- AI Voiceover



CYPHER Agent is a simple and packaged approach to AI. Control content by uploading your own resources – videos, PDFs, etc. – to create customised courses that use your terminology, branding, and style. Rest assured, all of this is private.

Specify writing style (academic, casual, humorous, etc.), automatically tag content by outcome and purpose, specify your audience (child, adult, etc.), specify AI-generated image style (photographic, digital art, analogue film, etc.) and create your entire course in your native language (50+ languages are supported on our platform).

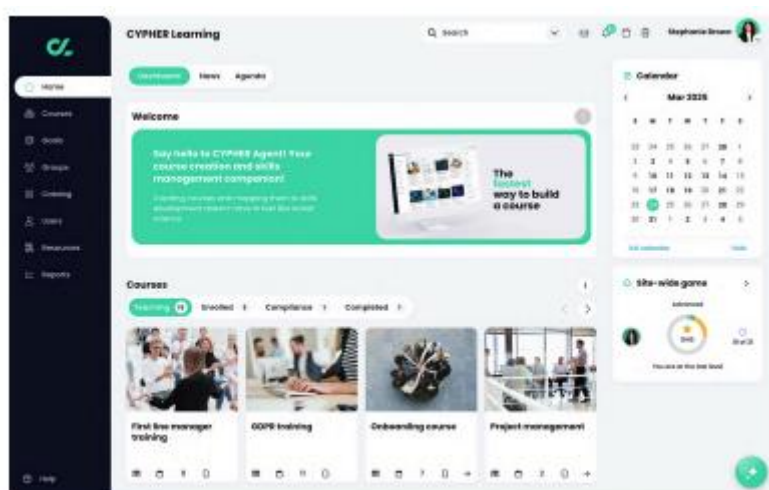
CYPHER Agent takes care of 80% of the work required to design and curate courses, skills and assessments, meaning trainers and L&D teams can focus their attention on the final 20%. The final 20% needs: human intelligence, validation of content and the overall learning experience.

3.3 AI-powered voiceover

Transform static lessons into engaging, multisensory experiences with CYPHER Agent's cutting-edge voice synthesis capabilities. Explore 50+ voices or upload your own. Effortlessly navigate through lesson content. Combining visual and auditory learning enhances comprehension and listening to lessons can boost interest and engagement.

3.4 Trainer-powered course creation

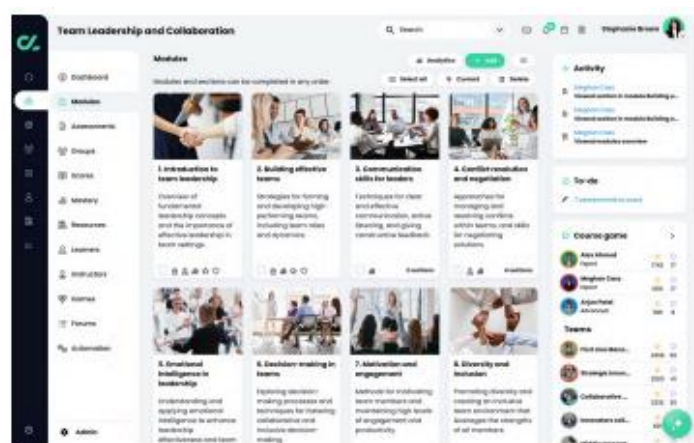
Even without AI-powered tools, trainers can select the type of course that best suits their training style, whether it's blended, instructor-led, or self-paced. It's easy to create and deliver educational content and each course has useful features based on its style. They can also create micro courses



that are designed to be consumed in small pieces by users. Instructors also save time by teaching multiple sections of a course and use our unique course sync feature to push changes from the master copy of a course to the others. Courses can be created based on templates that can be reused and stored in the Resources library.

3.5 Content authoring and navigation

Streamline course creation effortlessly, regardless of your technical proficiency, with our integrated content authoring tool. Seamlessly embed diverse content types like audio, video, Microsoft documents, Google Docs, and OneDrive files. What sets us apart is CYPHER Agent, which takes content creation a step further by generating 80% of your course material, complete with competency/skills development mapping, gamification elements, assessments, and AI-generated visuals. This transformative tool significantly reduces time-to-instruction while revolutionizing personalized learning. This not only enhances efficiency but also unlocks unprecedented potential for scalable, tailored learning experiences that cater to individual needs and accelerate skill development.



3.6 Graphical dashboards

Our platform offers visually appealing tile-based Home dashboards tailored for learners, trainers, and administrators. These dashboards grant users swift access to pertinent information pertinent to their respective roles. Designed with simplicity in mind, these dashboards deliver insightful data to trainers, empowering them to steer user progress and evaluate performance effectively.



The value of these dashboards lies in their user-centric design and the actionable insights they provide. By offering an organised, easy-to-navigate interface, learners, instructors, and administrators can quickly find the information they need. For trainers, these dashboards act as valuable compasses, highlighting crucial indicators that aid in shaping effective learning strategies. This streamlined access to essential data saves time and enhances decision-making, contributing to a more informed and efficient learning ecosystem.

3.7 Graphical course catalogue

Present courses in an easy-to-use, visually appealing catalogue that helps users stay organized and get a quick look at personalised information. If e-commerce is enabled, you can also sell courses directly from the catalogue. Make it simple for users to find and understand courses while also offering the option to purchase them directly, boosting convenience and potentially increasing revenue.

3.8 E-commerce

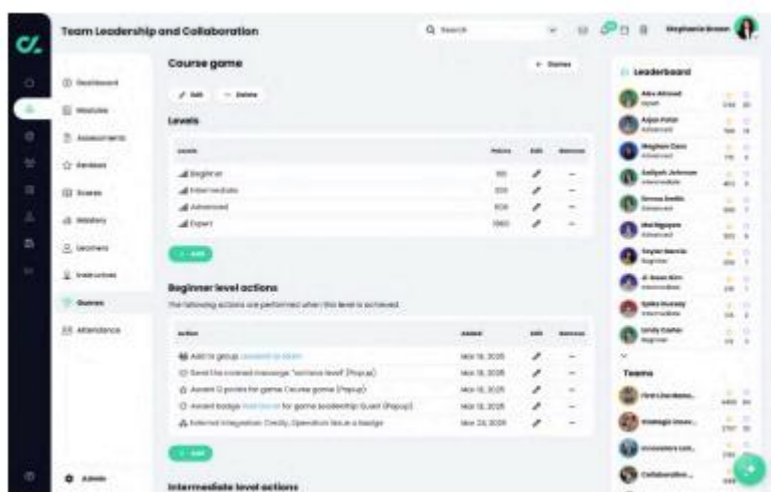
Our integrated e-commerce functionality equips companies with comprehensive tools to boost revenue by selling online courses. In addition, you can create bundles, subscription plans, and even sell digital media. We seamlessly integrate with leading payment gateways like PayPal, PayPal Payments Pro, Stripe, and Authorize.net, and provide support for various currencies. Open a lucrative avenue for generating income through customer and partner training within your business ecosystem. By enabling your extended enterprise, you not only enhance your brand presence but also foster stronger partnerships, expanding your reach and influence. This revenue opportunity aligns with broader business goals while enhancing your business relationships.

3.9 Automation

The CYPHER platform is conceived and constructed around automation. Utilising the capabilities of AI-powered tools, it handles the repetitive and monotonous tasks that facilitate skill enhancement, gamification, skill assessment, curriculum construction, induction, proficiency attainment, and other functions. Even in the absence of AI technology, we furnish over 25 automated functions that provide trainers, L&D experts, HR personnel, and administrators with the invaluable resource of time. Time that can be devoted to training, channelling creativity, resolving issues, and engaging with users. For those aiming to optimize their time utilization, our AI-powered tools are at your disposal, enabling you to generate a comprehensive course complete with skills, gamification, evaluations, and more—in just minutes.

3.10 Gamification

Move past badges.
Elevate engagement for users through the CYPHER platform's advanced gamification, encompassing awards, competition, and motivational elements. Employ leaderboards, progressive levelling, and game elements within courses and learning paths, enabling



accumulation of individual, group, and site-wide points contingent upon participation, scores, and more. Bolstered by the world's most expansive gamification implementation, catering to over 120,000 users. Seamlessly integrate gamification using our AI-powered tools, which automatically embed this feature. Infuse learning with enjoyment and rivalry via gamification, crafting games that allow users to amass points and badges upon accomplishing tasks throughout course activities. Customizable game levels, leaderboard tracking of users' advancement, and personalized badge creation are at your disposal. Utilize this functionality to fashion course materials, learning journeys, comprehensive site-wide competitions, and collaborative team-based games.

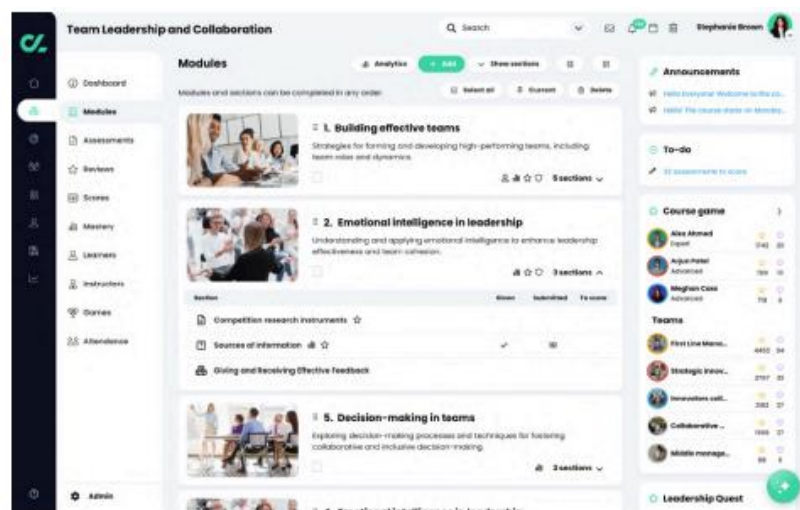
3.11 Adaptive learning

Leverage automation to dynamically personalise a course based on the previous actions of a user, enabling you to create adaptive learning modules, assessments, and learning paths. For example, if a user demonstrates existing mastery of a skill in an early quiz, you could automatically hide basic modules and show more advanced

ones instead. Additionally, the system can offer proactive recommendations, suggesting relevant materials and activities based on the user's progress and interests, further enhancing their learning experience.

3.12 Learning goals, paths, and groups

The CYPHER platform's adaptive learning, enables managers to evaluate employees' knowledge, skills, and preferences, resulting in customised learning paths. However, what truly sets CYPHER apart is our innovative approach called Learning Goals. Here, employees take charge of their learning, driven by the desire to excel in their roles or acquire specific skills for tasks. Learning Goals adopts a competency-based strategy, contrasting with adaptive learning's singular assessment approach. Starting with a digital profile and layering on learning goals, employees embark on learning paths shaped by multiple assessments, ensuring mastery is thoroughly gauged. Upon mastery attainment, redundant content is excluded, preventing monotony by focusing on areas needing improvement.



For employers, a comprehensive dashboard gauges mastery levels for individuals or groups. Collaborative learning takes centre stage as employees with similar learning goals are grouped together. This finely tuned approach delivers precise insights into skill mastery, enabling managers to showcase progress and organizations to validate personalized skills development. Trainers benefit from the CYPHER platform's learning paths, skill assessments, and automatic competency-content mapping. Over 2,000 preloaded job descriptions with skills for business expedite the process, allowing seamless competency-content mapping, assessment, and reporting in mere minutes.

Elevating user engagement thrives on their pursuit of well-defined goals. Elevate user motivation by enrolling them in tailored learning paths, fostering a sense of purpose, and acknowledging their achievements through rewards. By integrating learning

goals into the equation, individualised learning experiences gain momentum, while the inclusion of learning groups amplifies this effect by facilitating connections among users with similar objectives. This synergy between personalized learning paths and shared learning goals cultivates both individual growth and meaningful human connections, enriching the learning journey as a whole.

3.13 Compliance

Compliance stands as a valuable asset for companies aiming to ensure regulatory adherence and uphold operational integrity. By selecting pertinent courses, businesses can actively mitigate potential risks and legal challenges. This tool is particularly useful for tracking employee compliance, allowing companies to choose essential courses aligned with compliance requirements. Trainers can set compliance periods and trigger actions when compliance is almost due, such as automatically sending a notification to users or re-enrolling them in the course.

Configuring compliance not only maintains a compliant workforce but also showcases the company's commitment to professionalism and ethical conduct. Enforcing periodic compliance renewals bolsters ongoing education, ensuring that employees remain up-to-date with evolving regulations. This proactive approach not only safeguards the company's reputation but also fosters a culture of responsibility and diligence among employees, ultimately contributing to sustained growth and success.

3.14 External and internal organisations

The Organisations feature holds significant value for companies engaged in employee training and those extending training services to other businesses. Administrators gain the ability to establish both internal and external organisations, catering to their own users and the employees of client businesses, respectively.

This feature's value lies in its dual functionality. Firstly, for companies conducting employee training, internal organisations allow streamlined management of their own users, facilitating targeted training initiatives and ensuring the growth of their workforce's skills. This capability contributes to enhanced productivity, better job performance, and overall business efficiency.

Secondly, the creation of external organisations offers a competitive advantage for companies providing training as a service. They can seamlessly accommodate the training needs of client businesses within a dedicated framework. This fosters strong client relationships by enabling tailored training programs and easy administration for each client's employee base.

In essence, the Organisations feature maximizes operational efficiency for both internal training processes and external client interactions. It simplifies management, customisation, and delivery of training, positioning businesses to thrive in both their core operations and as valuable training providers.

3.15 Mastery and skills / competencies

Skill	Code	Strength	Value	Setting	Goal	Alignment	Decision	Interpersonal	Conflict	Communication	Empathy	Trust
Johnson, Aaliyah	1	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Adrian, Alex	2	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Patel, Arijan	3	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Sanchez, Casey	4	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Smith, Emma	5	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Muller, James	6	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Phelps, Jack	7	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Robinson, Josh	8	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Kim, J-Hoon	9	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Chen, Jordan	10	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Huyun, Mai	11	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Cole, Meghan	12	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Dawson, Spike	13	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
Garcia, Taylor	14	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

Leverage the CYPHER platform to scale competency-based learning and closely track skill development. Ensure seamless integration of course content with specific skills. Design tailored skills, conveniently stored within the Resources library. CYPHER harmonises content and assessments with skills, enabling comprehensive progress tracking and skill mastery assessment. This comprehensive method enhances understanding by analysing how well skills are addressed, ultimately fostering skill mastery.

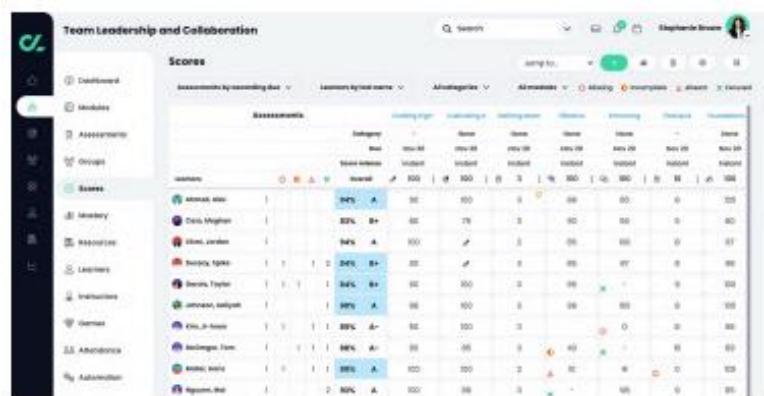
We understand that skill mapping can be very time-consuming. CYPHER offers an AI-powered alternative. With a repository of over 2,000 skills for business (constantly expanding), we streamline the process. You can conveniently view user mastery progress in a single view, providing a unified perspective on the learning journey.

3.16 Assessment

Choose from a diverse array of **16 assessment types**, encompassing quizzes, essays, debates, team projects, Dropbox assignments, discussions, surveys, H5P assessments, and more. Notably, our platform seamlessly integrates with Turnitin, offering robust plagiarism detection capabilities. Simplify the process of performance evaluation with our intuitive scoring and customisation tools.

ge.

Our efficient scoring system streamlines the grading process, offering a user-friendly way to evaluate users' performance. With a centralized view of all scores, you can swiftly input results and make necessary adjustments, saving valuable time in your assessment procedures.



This feature holds considerable value for businesses by optimising the grading workflow, allowing trainers to dedicate more time to strategic instruction and skill development. The pop-up analytics offer actionable data, enabling agile adjustments to learning strategies and ensuring that training goals are met effectively. The integration of rubrics enhances the accuracy of evaluations, fostering fairness and consistency in assessment outcomes. With the option to easily export grades, this feature also facilitates seamless record-keeping and robust reporting, essential for maintaining compliance and tracking progress.

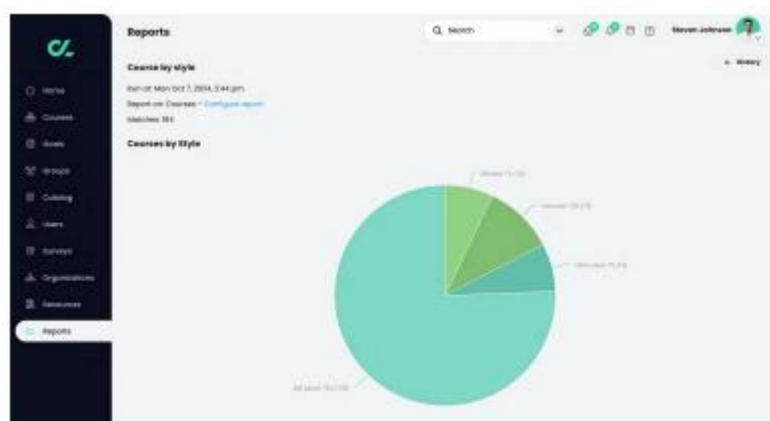
Instantly access user progress analytics to identify areas needing extra support. Visualize insights through graphics for modules, assessments, mastery, completion, and more. This tool is crucial for businesses aiming to enhance training outcomes.

Rapid insights into user progress allow targeted support. Graphic visualizations provide a quick overview, guiding effective interventions. This data-driven approach optimizes resource allocation, leading to improved skill development and aligned business goals.

3.19 Reporting

Attain critical insights through the generation of reports covering module progress, skills coverage, outstanding tasks, user engagement, course status, completion rates, and more. Utilise custom reports to focus on specific data categories, including users, courses, paths, and organisations. Enhance visibility by incorporating report widgets that display custom charts directly on the dashboard.

Make informed decisions. By accessing pertinent data through these reports, you can evaluate the effectiveness of your training programs and identify areas for improvement. Customizable reports allow a tailored analysis, supporting targeted interventions and refined strategies. The inclusion of report widgets ensures real-time visibility of key metrics, facilitating quick decision-making and proactive adjustments. Ultimately, this feature enables businesses to optimize their training initiatives, align them with organisational objectives, and drive better outcomes.



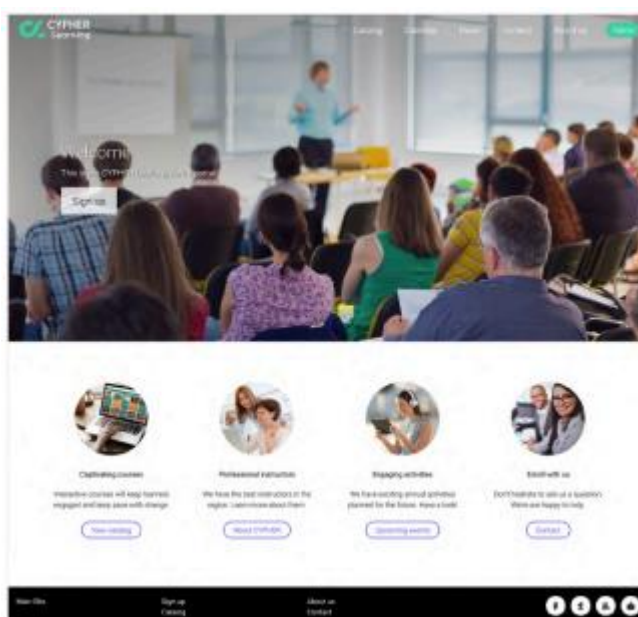
3.20 Collaboration and communication tools

Our unique platform features a Universal Translator, enabling real-time communication in over 50 languages. Establish connections with individuals who share your learning objectives through wikis, forums, chat, scrolling real-time widgets, and the Green Dot activity indicator. We simplify the process of fostering human connections for both learners and instructors, providing tools like groups, chats, wikis, forums, and web conferencing. Additionally, users can connect as friends and utilize our messaging system, receiving and responding to messages via email, further facilitating seamless interaction.

The significance of this lies in fostering meaningful human connections within the learning environment. The Universal Translator broadens the scope of interaction, transcending language barriers and facilitating global collaboration. Features like wikis, forums, and chats enable users to engage, discuss, and share insights, enhancing the sense of community and collective learning. The convenience of email-based communication ensures continuous engagement, even outside the platform. This emphasis on human connection promotes a supportive and collaborative atmosphere, enhancing learning outcomes and enriching the overall educational experience.

3.21 Customisation

Tailor CYPHER to reflect your brand's unique identity by incorporating a personalised logo, colour scheme, portal design, and other branding elements. When utilising the Organisations feature, administrators can further enhance personalisation by configuring distinct visitor portals for different organisations. These customised portals boast individual URLs, catalogues, logos, tailored pages, and more.



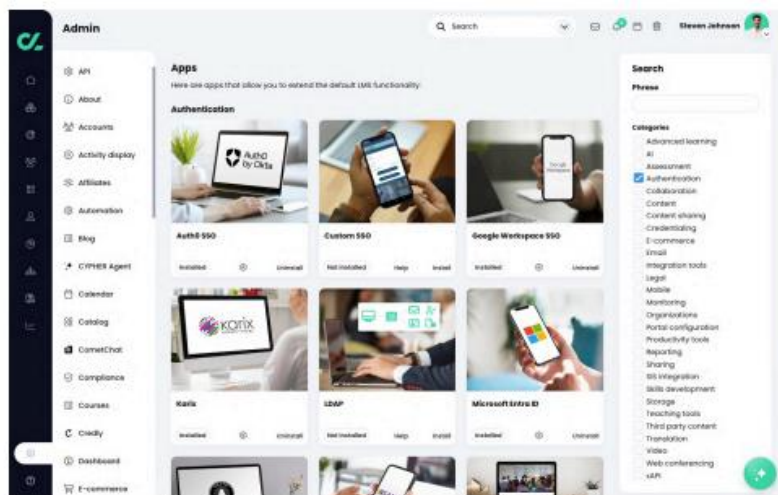
This customisation capability is crucial for businesses to establish a cohesive and professional brand image. It ensures that learners and partners experience a consistent and recognisable visual identity throughout their interactions with the platform. By offering organisations the ability to create unique visitor portals, the platform becomes a versatile tool that not only delivers tailored content but also reinforces each organization's distinct identity. This personalisation not only enhances user engagement but also strengthens relationships, contributing to a more memorable and impactful learning experience.

3.22 Mobile access

Our platform boasts full responsiveness, ensuring it delivers a seamless and appealing experience across various mobile devices. Additionally, we offer dedicated mobile apps for both iOS and Android, enabling users to enjoy the functionality of CYPHER while on the move. The app is immensely important as it aligns with the modern learning landscape, where users frequently access content through mobile devices. By providing responsive design and mobile apps, we ensure that users can engage with the CYPHER platform conveniently, regardless of their location.

3.23 Integrations and standards

Integrate your preferred learning tools effortlessly with the CYPHER platform. Unlock access to thousands of applications and services that seamlessly merge with our ecosystem. Connect seamlessly with third-party apps and tools to enhance your learning experience.



The significance of this integration capability lies in its power to streamline processes and optimize learning workflows. CYPHER offers diverse integration options tailored to your unique needs:

Built-in integrations: CYPHER seamlessly connects with essential systems like Google Drive, Google Workspace, MS Teams, Microsoft 365, OneDrive, GoTo Meeting, PayPal, Authorize.net, Stripe, Kaltura, and xAPI. You can also integrate with popular course catalogues including Coursera, edX, Go!, LinkedIn Learning, OpenSesame, and Udemy through the App center, rendering them in the Course Catalogue. EdTech standards like LTI and SCORM are also included, ensuring a standardised learning environment.

Zapier integrations: With support for Zapier integrations, CYPHER empowers you to automate processes, link apps, and streamline workflows. This saves time, automates tasks, and boosts productivity across 5,000+ apps and services, all without the need for developer assistance or IT intervention.

API 3.0 integration: Experience the next level of connectivity with CYPHER API 3.0 integration, offering a streamlined and powerful experience that overcomes the limitations of backwards compatibility. Our latest release brings enhanced features and simplifications, designed to deliver a more efficient and user-friendly experience. API 3.0 offers REST API advantages, with stateless operations, scalability, and support for multiple types of calls, making it ideal for integration with modern web applications.

Compliant with the OpenAPI 3.0 standard, API 3.0 ensures a well-defined structure and documentation, providing enhanced clarity, standardised design, and an improved developer experience. The user-friendly interface makes it easy to explore and test API endpoints, while broad tooling support makes integration and development workflows effortless.

CYPHER Connect: Simplifying workflow integration, Connect is a pre-built integration tool that seamlessly ties our learning platform with thousands of enterprise applications, including HRIS and CRMs. From simple tasks to complex workflows, you can swiftly create Connect workflow integrations through a user-friendly graphical interface. This enables smooth data flow between applications, aligning with your business scenarios without requiring IT support.

Standards: CYPHER adheres to leading industry standards such as LTI, CCF, SMTP, LDAP, SCORM, H5P, QTI, and more. This ensures compatibility with a wide range of tools, promoting consistency and seamless interaction.

How LTI works: LTI, or Learning Tools Interoperability, is a standard developed by the IEdTech Consortium. It allows different courseware and learning tools from various providers to be used within a learning platform. This technical standard, not a product, facilitates the integration of learning tools within an organization's learning environment.

With CYPHER, courses made on our platform can be shared with any Learning Management System (LMS) using the LTI standard. Unlike most LMSs, CYPHER serves as both an LTI consumer (embedding LTI tools) and an LTI provider. This means that courses created on CYPHER can be easily shared with other LMS providers that use LTI, streamlining content distribution and scaling.

4 Award-winning platform

CYPHER has over **100 awards and recognitions** from industry leading organisations including Forbes Advisor's "Best Overall Employee Training Software", "Top Enterprise LMS", and "Overall Best LMS" and U.S. News & World Report's "Best LMS for Skills Development".



5 Commercial Models

CYPHER offers two commercial model options to align with how you will be using the platform:

Monthly Active Users	Authorized Users
A set number of Active Users on the platform in a given month. An active user in CYPHER Learning is considered a user that logs into the platform AND engages with some sort of training content (i.e. watches a video, takes a test, reads a document, etc.).	The number of Users that have been given authorised access to the platform in a contractual year.

6 License Types

Based on what level of functionality you want from your CYPHER Learning platform, you have the choice of two features rich options. The table below lists the features included in each licence.

Feature	Enhanced	Enterprise
Core LMS functionality		
Blended learning and ILT training	✓	✓
Localization and multilingual support	✓	✓
Mobile app	✓	✓
Built-in dashboards	✓	✓
Gamification - includes site-wide and levelling	✓	✓
Social learning	✓	✓
Mobile friendly learning	✓	✓
Adaptive learning	✓	✓
Compliance and certifications	✓	✓
Course evaluations	✓	✓
Credit hour tracking	✓	✓
Learning assessments	✓	✓
Learning paths and curriculum	✓	✓
Learning goals	✓	✓
Course catalogue	✓	✓
Automation		
Admin tasks and training automation	✓	✓
Platform-wide automation	✓	✓
Analytics		
Customized dashboards	✓	✓
Customizable analytics	✓	✓
50 pre-built reports	✓	✓
Site-wide surveys	✓	✓
Learning meter	✓ **	✓
Integrations		
Integrations - 30+ built-in, 300+ via LTI	✓	✓
SCORM 1.2 & 2004 Course Player	✓	✓
xAPI Content Player (coming soon)	✓	✓
AICC Content Server	✓	✓
LTI 1.1 & 1.3 Consumer	✓	✓
LTI 1.1 & 1.3 Provider	✓	✓
Zapier Connector (5000+ applications)	✓	✓
Integration support: API 3.0, Webhooks, Amazon SQS	✓	✓
SSO - Microsoft 365, Google Workplace	✓	✓

SSO – Auth0, OAuth, SAML 2.0	✓	✓
3rd party content integrations (Content not included)	✓	✓
Content packages	+	+
Workato access	+	✓
CYPHER Connect	+	+
E-commerce (includes Affiliate marketing)	+	+
Custom visitor portal	✓	✓
Security & support		
Enterprise-grade security & compliance	✓	✓
Online knowledge base	✓	✓
24/7 AI support	✓	✓
24/7 Ticket submission	✓	✓
CYPHER Live & Pro Tips webinars	✓	✓
Built-in learner help desk	✓	✓
SSL certificate for custom domain	✓	✓
AI features		
AI course/content creation	✓	✓
AI assessments	✓	✓
AI skills creation and mapping	✓	✓
AI for learners	✓	✓
AI credits per user per year	100	100
Additional AI credits	+	+
Mobile apps		
CYPHER mobile app (iOS & Android)	✓	✓
Branded mobile app	+	+
Skills development		
Skills development and mastery	✓	✓
Goals and recommendations	✓	✓
Large organisations		
Multi-organisation/tenants	+	✓
API controls by organization	+	✓
Networks of multiple sites	+	✓
SSO setup by organization	+	✓
Custom portals by organization	+	✓
White-labelling/Resell under your own brand	+	✓

+ = Addition add-on available

7 Your Onboarding Journey

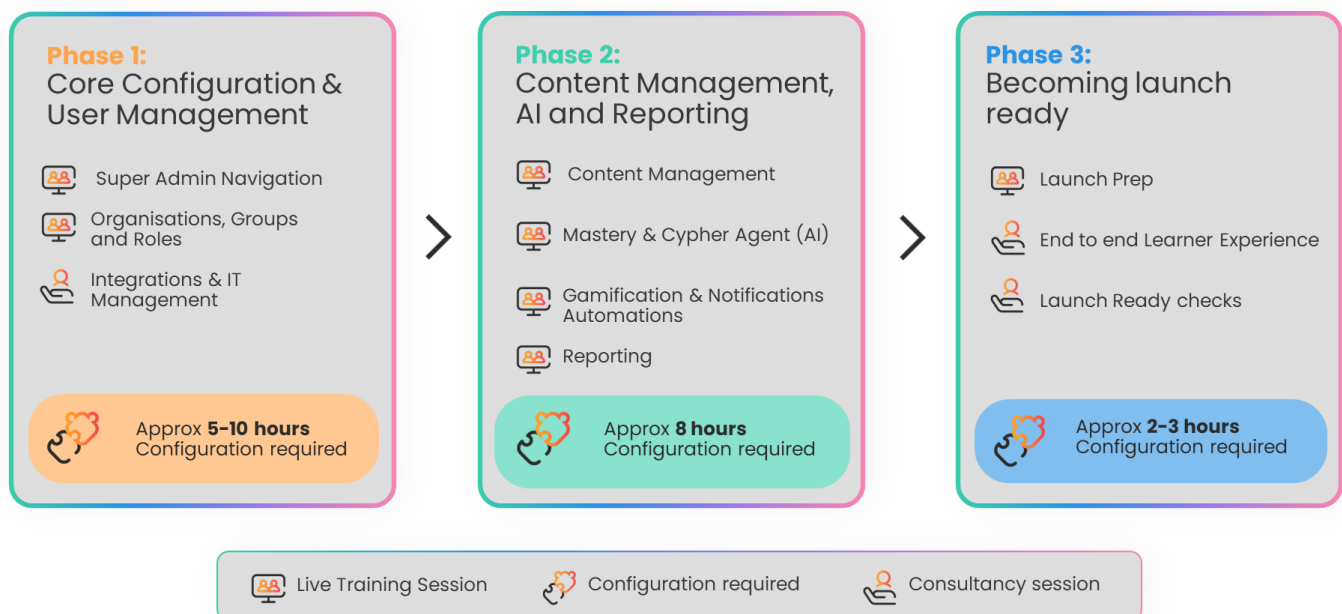
A fast start with the right teams in place

At Omniplex Learning we work closely with our customers to understand your specific eLearning needs.

We have created our onboarding plans to help you get your learning solution off the ground successfully and efficiently as possible.

During your CYPHER Learning onboarding journey, our Project Team will partner with you to provide functional and technical expertise you need to get up and running. We recommend our customers assemble a core team of their own that typically consists of a project manager, primary solution administrator, and technical support (IT). Business stakeholders may also be involved in onboarding to discuss use cases in more detail, guide decision points, and assist with configurations.

Our Onboarding Process is delivered in 3 key stages:



7.1 Professional Services

Utilise the skillset of Omniplex Learning professional services for anything you need! Our services span from training to content creation experts, to developers. Whatever your need, big or small, we will be able to create a solution for you.

Example professional services include the following which will be quoted as day rates:



8 Our support – Enable+

What's included with Enable+ Plan



Personalised support

Unlimited access to our dedicated support team who will work with you on a 1:1 basis, either via email, video call or phone. They will work with you on your specific issue to help triage, enable and resolve.



Product release deep-dive

Join our monthly sessions with our product experts where you will get to see new features just released by CYPHER Learning in action and how you can make the most of them within your organisation.



Ask the expert sessions

Need to explore the art of the possible with an expert? Perhaps ideate with an instructional designer about how you can best approach a learning challenge?

Why not book a session with one of our learning experts.



TBC Supercharged sessions

Ever wanted to know the secrets to creating an engaging learning platform? Or perhaps what is the best way to create a mobile friendly experience?

Supercharged sessions are designed to deepdive into L&D biggest topics and share secrets on how you can create the best learning experience.



Development Clinics

Drop into one of our monthly development clinics where our experts will be on hand to take questions live and share best practices when it comes learning platforms and beyond.

9 Additional Security Information

From compliance to AI and database questions, find out all the backend information you need on the CYPHER Learning platform.

This information can be found through this link: [CYPHER Learning Platform privacy and security FAQ](#)

More detailed information can also be found on the CYPHER Learning Trust centre: [CYPHER Learning Trust centre](#)

