MATRIX

VS

SAP SuccessFactors Learning
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Introduction

This document is a detailed comparison between MATRIX and SAP SuccessFactors Learning taking into consideration the features, functionality, and cost of each platform.

MATRIX is a learning management system (LMS) for use by small and medium-sized businesses, as well as large corporations. MATRIX helps companies manage all training activities, such as creating and delivering training content, evaluating employee performance, training clients and partners, and selling online courses. MATRIX is a product of CYPHER LEARNING, a company that specializes in providing learning platforms for organizations around the world.

SAP SuccessFactors Learning is a cloud-based LMS that is part of the SAP SuccessFactors HCM Suite.
User interface

The **MATRIX** interface has a modern, responsive design that looks sharp and automatically adjusts based on the type of device. It provides attractive tile-based dashboards for learners, instructors, and administrators, a graphical course catalog, as well as simple pop-out navigation. It provides rich content authoring as well as a visually attractive way to create and organize module material. **MATRIX** has native apps for iOS, Android, and Windows.

**SAP SuccessFactors Learning** has a simple interface and users can see the information displayed on tiles, although it is much less graphical and less user-friendly compared to **MATRIX**. It also lacks an easy navigation and may seem outdated. The platform is also very hard to customize in terms of changing colors and themes, which is a major inconvenience for companies that need easier and quicker personalization. There is no custom visitor portal that can easily be designed using panels, buttons, HTML, and more. **SAP SuccessFactors** Learning has apps for iOS and Android.
Ease of use

**MATRIX** is very intuitive and easy to use. In addition, it includes an online help center with videos, getting started guides, and searchable help content. MATRIX also has a rapid response support forum where staff members typically respond to questions within 15-30 minutes during business hours 24/5. Customer support is included in all of our plans with no additional cost.

**SAP SuccessFactors Learning** is fairly hard to use. It has a help portal with guides and a support portal for users. However, support is not included with licensing and users frequently use a third party support system for an extra cost.
Features

**MATRIX** provides the range of functionality you’d expect in a modern LMS, such as support for courses (instructor led, blended, self-paced, and micro learning), content authoring, integrated e-commerce functionality, graphical course catalog, beautiful module layouts, gamification, automation, learning paths, drip content, adaptive learning, compliance, ad-hoc reporting, a customizable portal, web conferencing, collaboration tools, mastery and learning outcomes, resources catalog, and more.

MATRIX integrates with a wide variety of systems, including G Suite, Google Drive, Calendars (iCal), PayPal, Stripe, Authorize.net, Salesforce, Zapier, xAPI, Office 365, OneDrive, GoToMeeting, GoToTraining, Zoom, WebEx, and Skype for Business.

The **SAP SuccessFactors Learning** module has a similar feature set, however they are generally harder to configure. Another disadvantage is that you can use the LMS on its own, but many companies that need extended enterprise to sell courses have to pay extra for the Learning Marketplace. For example, for advanced collaboration tools, they would need to get SAP Jam. In addition, there is no built-in gamification feature and they also charge an extra fee for content management.
Here is a list of the features included in MATRIX that are not supported by SAP SuccessFactors:

**User interface**
- Graphical dashboards
- Graphical resources catalog
- Use your own URL
- Customizable welcome pages
- Automatic translation of messages, and forum posts
- Responsive customizable visitor portal
- Branded mobile apps

**Collaboration**
- Public blog
- Chat

**Content and assessment**
- Automation
- Gamification
- Micro learning
- Drip content
- Course and path templates
- Dropbox, essay, team, discussions, and debate assessments
- Archiving courses
- Adaptive learning

**E-commerce and marketing tools**
- Course bundles
- Selling digital media
- Affiliate marketing
- Social media integration
- Flexible coupon codes
- Bulk discounts
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<thead>
<tr>
<th>Integrations</th>
<th>Other</th>
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<tbody>
<tr>
<td>• Integration with 1,000+ apps via Zapier</td>
<td>• Cometchat</td>
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<td>• Stripe</td>
<td>• GoToMeeting</td>
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<td>• SCORM</td>
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<td>• xAPI</td>
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<td>• LTI, QTI, and CCF standards</td>
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<td>• LDAP</td>
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<td>• Trash can for restoring deleted content</td>
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<td>• Resell under your own brand</td>
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Cost

**MATRIX LMS** plans range from $149/month (monthly billing) for 20 active learners, to $2,699/month for 3,500 active learners. There is a discount for yearly billing. There are no setup fees, cancellation fees, storage fees, bandwidth fees, support fees, or other hidden costs. MATRIX offers advanced features, such as full e-commerce functionality in each of the pricing plans.

**SAP Successfactors Learning** costs significantly more than MATRIX, depending on where you get the subscription plan. First of all, customers have to purchase different modules depending on their needs. We heard anecdotally that SAP Successfactors charges between $2,000 - $5,000 monthly for 1,000 learners. Implementation, customer service costs, and integration with other systems are not included. Customers need to purchase different extensions for collaboration and extended enterprise features, which only adds to the final cost of the product.
Summary

This was a comparison of the most important features between MATRIX and SAP SuccessFactors Learning.

MATRIX is an LMS for managing all e-learning activities such as delivering training, tracking employee performance, and selling online courses. MATRIX is more attractive, easier to use, and has a bigger feature set than SAP SuccessFactors Learning.

If you require additional information on MATRIX, please contact us at sales@cypherlearning.com.

www.matrixlms.com

This comparison was written in February 2019 based on publicly available documentation on both vendors’ sites. It was prepared as a guide and is not intended to be exhaustive. The comparison information does not constitute any contractual representation, warranty or obligation on our part. Liability for errors, omissions or consequential loss is expressly disclaimed. If you find any information in this comparison guide to be inaccurate, please contact us and we will correct the information.