

# Trends in Corporate Information Systems 2012-2022



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# Introduction

The Corporate Information Systems Group (CISG) has carried out an annual survey of UCISA member institutions in each year since 2007. This analysis was commissioned to present trends and comparisons over the ten-year period 2012 to 2022, with tables given to show the overall number of respondents selecting each system in each year that data are available.

Tables are ordered by popularity in 2022 – with the system selected by the most respondents listed first, and the system with the fewest number of respondents given last. The number of respondents selecting ‘various’, ‘other’, ‘none’ and ‘not known’ will be presented at the bottom of the tables where applicable. Charts are also presented illustrating the top four systems for each area in 2022 and highlighting any changes in the proportion of respondents indicating that these systems were in use at their institution in each available year since

2012. Where the option ‘other’ is one of the four most popular choices in 2022, the trend line has been omitted from the corresponding chart and the next most popular individual system included as an alternative. Please note that the tables indicate the number of respondents selecting each system in each available year since 2012, with the charts illustrating the proportion of responding institutions selecting the four most popular options in each available year since 2012.

It is important to note that a different number of institutions have responded in each year of the survey, and so the data are based on a varying sample of institutions, therefore, any apparent trends should be treated with caution. As a result of the different institutions responding each year, the numbers presented in the tables may appear to show an increase/decrease in a particular system between years but the same may not also be true when

considering the proportion of responding institutions that selected the system. It is also important to note that not all respondents answered each question of the survey, and so the totals included in the tables represent the overall number of respondents to each question.

The format of the survey changed in 2021 and respondents can now select multiple core systems that were in use at their institution. Therefore, for 2021 and 2022, the total respondents figure will not equal the sum of the number of respondents selecting each system, with all percentages based on the number of responding institutions to each question. Where the selection of multiple core systems may have impacted on the trends this has been noted in the commentary; however, due to the change in format all differences prior to 2021 (when multiple responses were not allowed) should be treated with caution. In previous years some respondents may

# Introduction

have chosen to select ‘various’ when multiple systems were in use or may have selected just one of the core systems used and this will have an impact on the trends presented here.

There have been various changes over the years in both the names of the systems and the companies themselves, often as a result of mergers and takeovers. Wherever possible, these changes are noted and the systems combined where necessary to allow the ten-year trends to be presented. In addition to this, and particularly in the earlier surveys where drop-down boxes were not used for the questions, there have also been several different ways of spelling/listing a system. Appendix A (*page 54*) illustrates where different systems have been included within other systems in the tables and charts, as well as highlighting the various spellings/listing of systems in the survey responses.

Appendix B (*page 62*) includes a list of those systems included as ‘other’ in each of the areas in the survey. Where a system has been selected by no more than one institution in each year over the ten-year period and is not included in the 2022 options of the survey, this has generally been included in the count of ‘other’ for that question. Where an institution has indicated an ‘other’ system was in use but the detail they provided suggested that it was one of the listed options for the relevant question, the respondent has been included within the correct category rather than in the count for ‘other’ wherever possible.

Further to this, where an institution indicated that the system was ‘out to tender’, for example, or ‘currently being implemented’ with no system listed, these have generally not been included in any of the categories.

Please note that the figures presented here may differ

from those in the annual survey tables, or from those presented in previous year-on-year analyses, as a result of the grouping of some categories as well as company mergers and takeovers, or may include a category that is not represented in each year of the survey.

# Finance

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022 *
Unit 4/Agresso	52	56	47	56	62	63	63	54	55	62	48
Advanced Business Solutions	10	11	6	11	13	10	12	11	9	10	8
Technology One	2	2	1	3	4	5	5	6	9	7	6
Oracle - Financials	10	9	7	7	9	9	8	7	7	10	5
Oracle ERP	0	0	0	0	0	0	1	0	1	0	4
SAP	5	6	4	5	6	8	5	5	5	9	4
Symmetry	8	5	2	7	8	8	5	3	2	6	3
Access Dimensions	1	2	2	1	2	2	2	2	2	3	2
Oracle - Cloud	0	0	0	0	0	0	0	0	0	5	2
SunAccount	2	2	1	1	1	3	2	2	1	1	2
B-plan Aptos	7	4	2	4	5	5	2	1	0	2	1
Deltek - Maconomy	0	1	1	1	1	1	1	0	0	1	1
Microsoft Dynamics NAV	0	0	0	1	1	0	1	0	1	2	1
Capita APTOS	0	0	0	1	0	1	3	1	0	0	0
Civica Resource Financials	0	0	0	1	2	3	3	2	2	3	0
Topaz Financials	1	2	0	1	1	1	1	0	0	1	0
Other	2	3	2	1	2	6	3	4	4	6	2
<b>Total respondents</b>	<b>100</b>	<b>103</b>	<b>75</b>	<b>101</b>	<b>117</b>	<b>125</b>	<b>117</b>	<b>98</b>	<b>98</b>	<b>121</b>	<b>85</b>

**Table 1: Finance Systems 2012-2022**

Figure 1: Trends in the 4 most popular Finance Systems of 2022

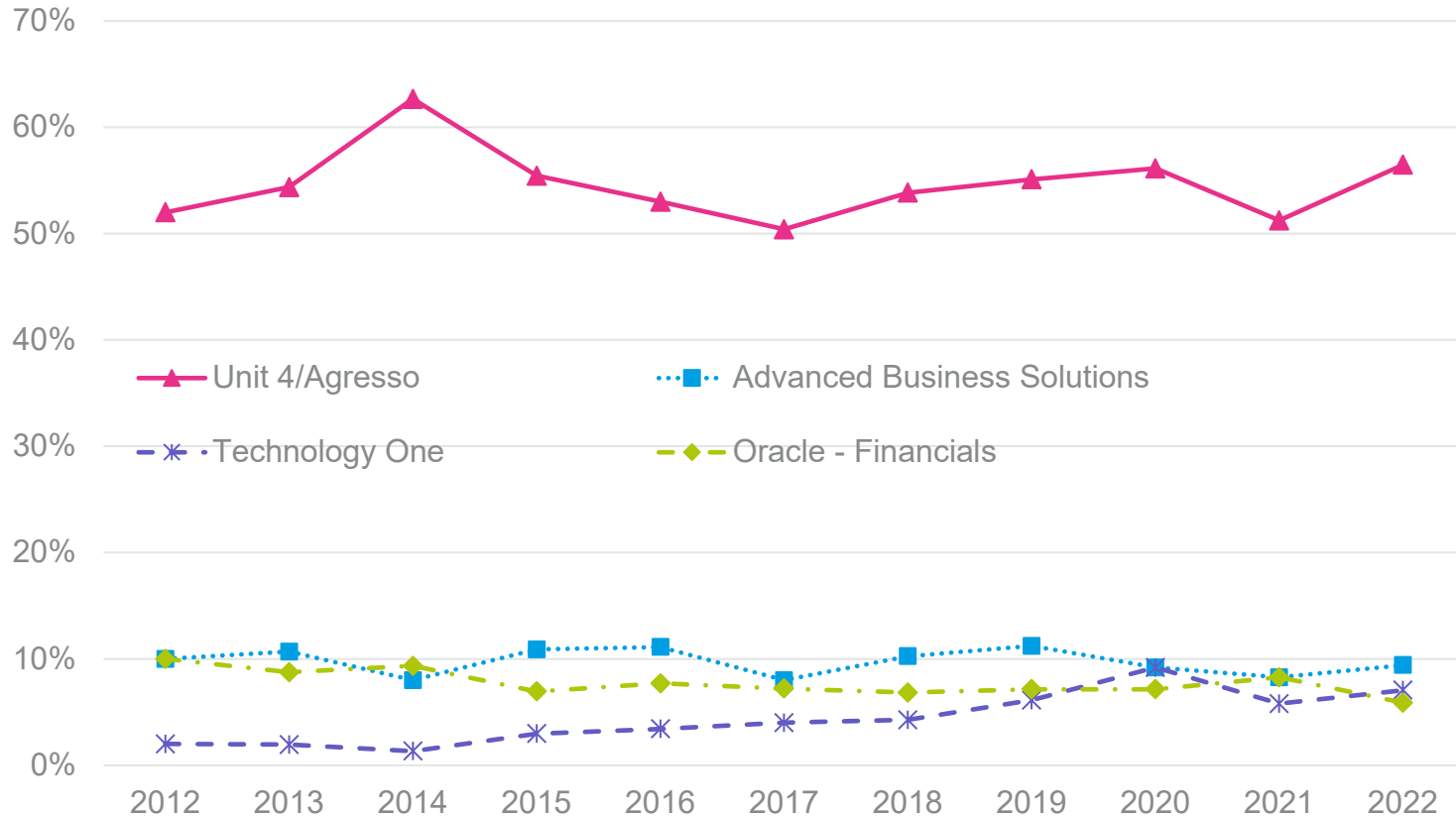


Figure 1 highlights that Unit 4/Agresso has been the most popular finance system throughout the ten-year period and has been in use at more than half of responding institutions in each year since 2012. There has been a slight increase in the most recent year; however, when we consider the 75 institutions responding in both 2021 and 2022 there is little change. It is worth noting that Unit4/Agresso covers several different systems (*Appendix A, page 54*), and in 2022, 45 respondents overall (53%) indicated that Unit4 Business World was a core finance system at their institution.

Figure 1 also illustrates that Advanced Business Solutions has been the second most popular finance system throughout the ten-year period, except for 2014; however, it is somewhat behind and was a core system at eight responding institutions (9.4%) in 2022. This is closely followed by TechnologyOne, which has moved back in to the top four finance systems, and was a core system at six responding institutions (7.1%) in 2022, and Oracle Financials which was used at five responding institutions (5.9%). It is notable that Unit 4/Agresso, Advanced Business Solutions and Oracle – Financials have all been in the top four individual finance systems throughout the ten-year period.

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Midland HR/iTrent	19	23	18	26	30	35	36	32	35	44	28
NorthgateArinso	28	31	21	26	31	26	21	19	16	16	17
Agresso/Unit 4	2	4	3	6	11	14	14	13	9	14	12
Core HR	9	8	8	11	11	14	12	14	9	12	10
Oracle ERP	0	0	0	0	0	0	0	0	0	0	6
SAP	8	7	5	9	9	10	9	8	9	9	6
Jane HR and Payroll	0	0	1	1	1	1	2	0	1	2	2
Oracle	8	7	3	7	9	9	8	7	8	12	2
Bespoke/In-house	4	4	2	3	2	3	2	0	1	1	1
Ciphr - Compel	3	2	2	3	2	1	3	2	2	3	1
Deltek - Maconomy	0	1	1	1	1	1	1	0	0	1	1
SAP SuccessFactors	0	0	0	0	0	0	0	0	0	1	1
Accero Cyborg	2	2	0	0	0	0	0	0	0	0	0
Alta HR	4	4	3	1	2	1	1	0	0	0	0
Bond HR	3	4	2	4	3	3	2	1	3	1	0
Frontier - Chris 21	4	2	2	2	1	0	0	1	1	0	0
Oracle - Peoplesoft	1	1	1	1	1	1	1	0	0	0	0
Pyramid	1	1	2	0	0	0	0	0	0	0	0
Sage Snowdrop	0	0	0	1	1	1	1	0	0	0	0
Select HR	1	1	1	1	1	1	2	0	2	2	0
Other	3	0	0	0	1	4	2	2	1	4	4
<b>Total respondents</b>	<b>100</b>	<b>102</b>	<b>75</b>	<b>103</b>	<b>117</b>	<b>125</b>	<b>117</b>	<b>99</b>	<b>97</b>	<b>119</b>	<b>86</b>

**Table 2: HR Systems 2012-2022**



Figure 2: Trends in the 4 most popular HR Systems of 2022

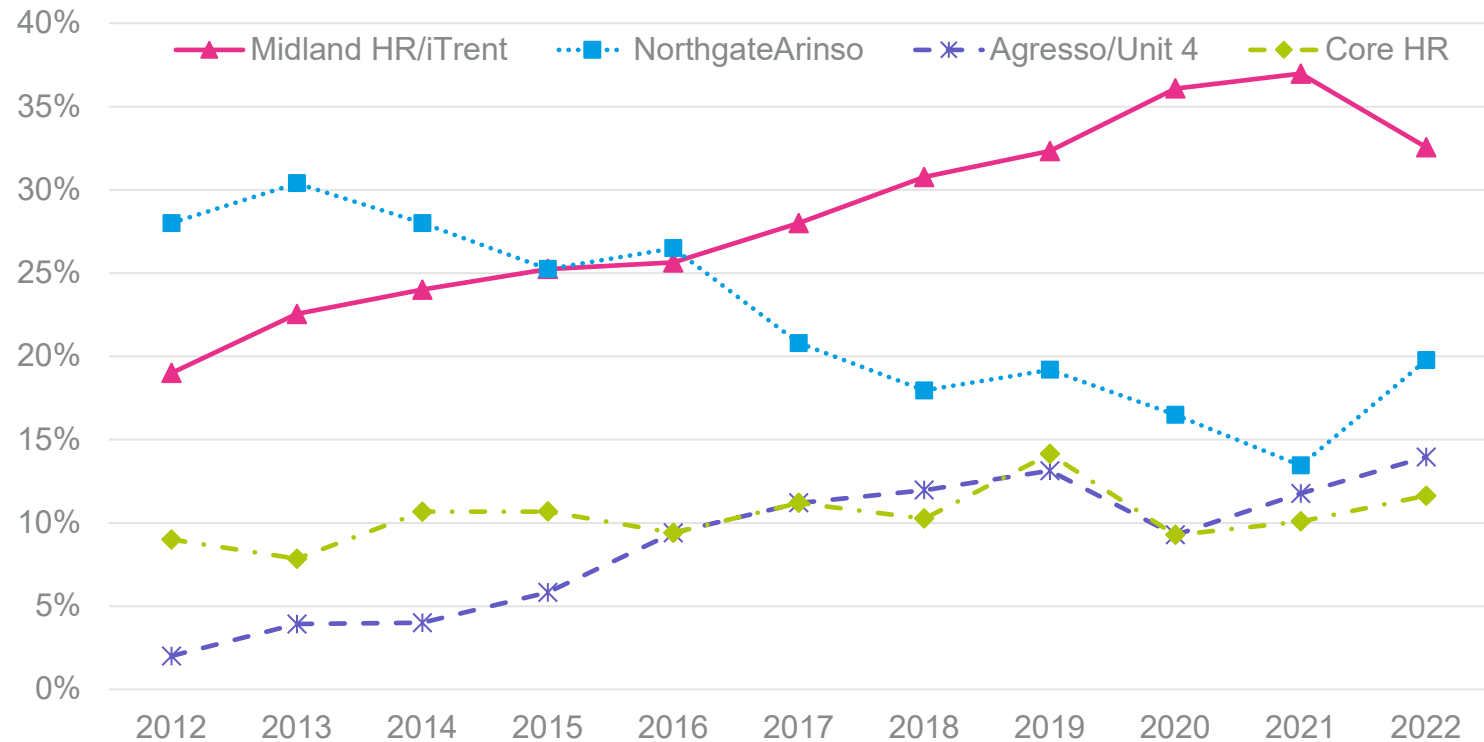


Figure 2 highlights that Midland HR/iTrent increased in popularity between 2012 and 2021, and has been the most popular HR system in each year since 2017, with 28 responding institutions (33%) indicating it was a core HR system in 2022. In contrast, and despite fluctuations, NorthgateArinso appears to have decreased in popularity overall since 2012 and was a core system at 17 responding institutions (20%) in 2022. The most recent year appears to have seen a slight dip in the popularity of Midland HR/iTrent, with a slight increase in the popularity of NorthgateArinso; however, when we consider the 75 institutions responding in both years, there is little change.

One notable change over last year, is the apparent drop in popularity of Oracle (*Table 2, page 7*) – from being a core HR system at twelve responding institutions (10.1%) in 2021, and on a similar level to Core HR, to being a core system at just two responding institutions (2.3%) in 2022. When we consider the 75 institutions responding in both 2021 and 2022, we see that eight used Oracle in 2021, compared to just one in 2022, with six of the eight using Oracle in 2021 reporting that they used Oracle ERP, which was a new option in the survey, in 2022. It is unclear whether, those institutions have changed system over the last year, or whether they selected Oracle in 2021 because Oracle-ERP was not an option.



# Payroll

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Midland HR/iTrent	19	24	17	27	29	34	35	29	33	43	28
NorthgateArinso	27	29	21	25	28	27	23	19	14	15	16
Agresso/Unit 4	2	4	3	6	10	12	12	12	13	18	14
Core Payroll	8	7	8	11	11	14	12	14	9	12	8
Oracle ERP	0	0	0	0	0	0	0	0	0	0	5
SAP	8	7	5	9	9	10	9	7	8	10	5
Jane HR and Payroll	0	0	1	1	2	1	1	0	1	2	2
Oracle	6	4	2	5	7	7	6	6	7	11	2
Bespoke/In-house	2	3	1	1	1	1	1	1	2	1	1
Ceridian/Centrefile	4	3	3	4	2	2	1	2	1	1	1
Civica Resource Financials	0	0	0	1	0	1	0	0	0	0	1
Accero Cyborg	3	2	0	0	0	0	0	0	0	0	0
Access Select Payroll	0	1	1	1	1	1	1	0	2	2	0

**Table 3: Payroll Systems 2012-2022**

# Payroll

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Action file	0	0	0	1	0	0	0	0	0	0	0
Alta HR	4	4	3	1	2	1	1	0	0	0	0
Bond HR	1	1	1	1	1	1	1	0	0	0	0
Bureau Service	3	5	3	1	1	1	2	2	0	2	0
Earnie IQ	0	0	0	1	2	1	1	0	0	0	0
Frontier - Chris 21	4	2	2	2	1	0	0	1	1	0	0
ICS Equinity - Perito	0	1	1	2	2	2	2	0	0	0	0
Maxima	2	1	0	0	0	0	0	0	0	0	0
Outsourced	0	0	0	1	4	6	0	0	0	0	0
Payrite	1	0	0	0	0	0	0	0	1	0	0
Pyramid	2	2	2	0	0	0	0	0	0	0	0
Topaz EMS	1	1	0	1	1	1	0	0	0	0	0
Other	2	1	0	1	3	2	9	4	6	5	4
<b>Total respondents</b>	<b>99</b>	<b>102</b>	<b>74</b>	<b>103</b>	<b>117</b>	<b>125</b>	<b>117</b>	<b>97</b>	<b>98</b>	<b>119</b>	<b>85</b>

**Table 3 (continued):  
Payroll Systems  
2012-2022**

# Payroll

Figure 3: Trends in the 4 most popular Payroll Systems of 2022

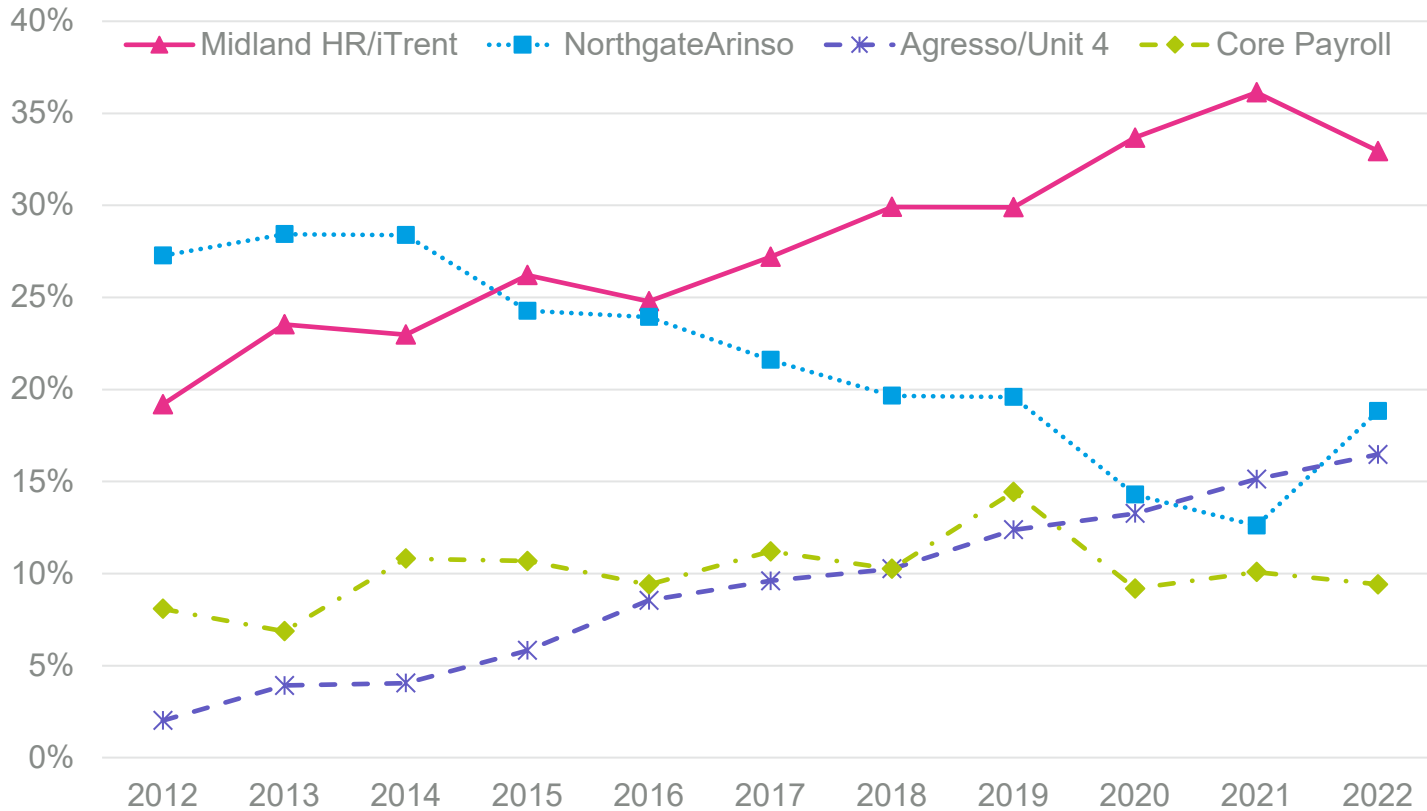


Table 3 (pages 9 and 10) illustrates the wide range of payroll systems used throughout the ten-year period, although it is notable that only eleven of the individual systems were used at responding institutions in 2022. When we consider the payroll systems in place at responding institutions, a similar picture emerges to that reported for HR systems (Figure 3). Despite fluctuations, MidlandHR/iTrent has steadily increased in popularity overall since 2012 and has been the most popular payroll system in each year since 2015, with a slight dip in the most recent year seeing it a core system at 28 responding institutions (33%). In contrast, NorthgateArinso has decreased in popularity overall since 2012, although an increase in the most recent year sees it once again the second most popular payroll system and used across 16 responding institutions (19%). When we consider the 75 institutions responding in both 2021 and 2022, there is no change in the number of institutions indicating that they used Midland HR/iTrent or NorthgateArinso over the two years.

Agresso /Unit4 has increased in popularity throughout the ten-year period (Figure 3) and is currently the third most popular payroll system and was used at fourteen responding institutions (16%) in 2022 – at a slightly lower level than NorthgateArinso. This is followed by Core Payroll which has been one of the top four systems in each year since 2012 (Table 3, pages 9 and 10) and was used at eight responding institutions (9.4%) in 2022.

# Student Records

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Tribal - SITS	52	48	36	56	57	60	61	49	49	66	53
Ellucian - Banner	14	12	9	9	14	12	13	15	15	16	12
Bespoke/in-house	13	15	12	15	14	15	11	9	11	9	8
Capita	2	5	2	4	5	6	5	4	5	6	5
Ellucian - Quercus	6	5	3	5	7	7	6	6	5	4	4
Oracle - Peoplesoft	4	1	3	3	4	4	5	4	3	6	3
Agresso/Unit 4	6	11	7	7	12	12	10	7	5	8	1
Ellucian - PowerCampus	0	0	0	1	1	1	1	0	0	0	1
SAP	1	1	1	1	1	1	1	0	1	2	1
ITS (Integrated Tertiary Software)	1	1	1	1	0	1	1	1	0	1	0
Oracle	1	2	1	0	0	0	0	0	0	0	0
Tribal - ebs	0	1	0	1	0	2	1	1	1	1	0
Other	0	0	0	0	1	3	1	3	1	5	3
<b>Total respondents</b>	<b>100</b>	<b>102</b>	<b>75</b>	<b>103</b>	<b>116</b>	<b>124</b>	<b>116</b>	<b>99</b>	<b>96</b>	<b>120</b>	<b>86</b>

**Table 4: Student Records Systems 2012-2022**

# Student Records

Figure 4: Trends in the 4 most popular Student Records Systems of 2022

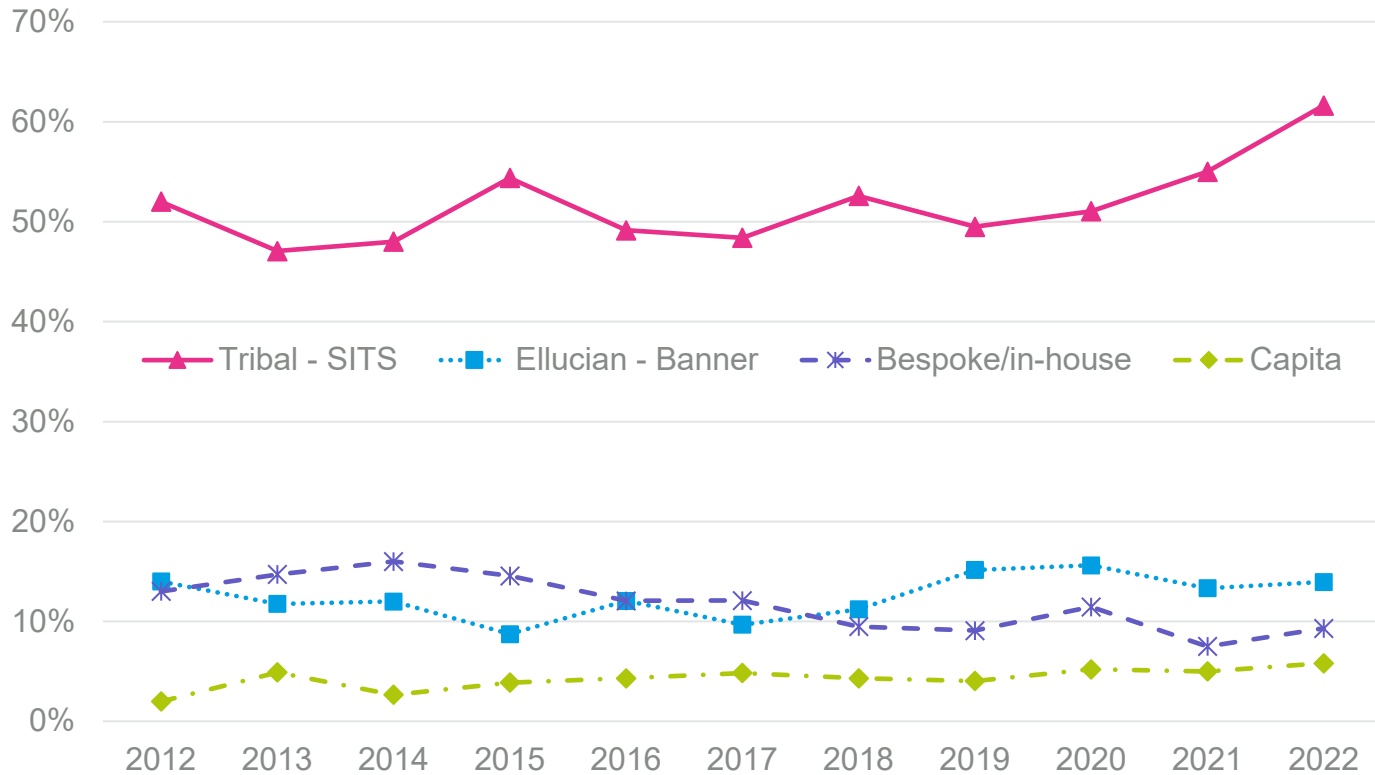


Figure 4 highlights that there has been little change in the student records systems used at responding institutions throughout the ten-year period, with Tribal SITS the most popular and in use at more than 45% of responding institutions in each year since 2012, and was a core system at 53 responding institutions (62%) in the most recent year. In 2022 this was followed, although somewhat behind, by Ellucian – Banner (12 respondents, 14.0%), a bespoke/in-house system (8 respondents, 9.3%) and Capita (5 respondents, 5.8%).

It is notable that Tribal – SITS, Ellucian – Banner and a bespoke/in-house system have been the three most popular student records systems at responding institutions in each year of the ten-year period, with Capita appearing in the top four for only the second time since 2012 (*Table 4, page 12*).

# Estates

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Planon	19	21	18	24	29	32	28	32	32	40	29
Archibus	16	13	10	13	14	13	16	8	13	15	9
QuEMIS	5	4	5	8	9	11	9	5	5	8	6
FSI Concept	2	3	3	3	4	4	4	5	5	4	5
Micad	0	1	2	3	4	4	3	2	1	6	5
Quantarc	8	6	2	3	4	1	4	5	4	4	5
TOPdesk	0	1	0	1	0	2	3	3	2	4	4
CAFM	4	7	5	4	5	4	7	6	5	8	3
IBM Maximo	0	0	0	2	2	3	2	1	0	1	3
QFM Estates Manager	0	0	0	1	2	3	3	3	3	2	3
Trend	0	0	0	1	1	1	2	3	1	6	3
Bespoke/In-house	8	4	5	6	6	6	5	1	0	4	2
Planet FM	3	3	2	3	2	2	2	1	1	4	2
Tribal - K2	3	3	1	2	1	1	1	1	2	3	2
Honeywell BMS	1	1	0	2	3	2	1	2	0	2	1
Pirana	0	0	0	1	1	1	1	0	0	1	1

**Table 5: Estates Systems 2012-2022**

# Estates

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Q5	1	1	0	1	1	1	1	0	0	1	1
SAP	2	3	2	1	0	1	0	0	0	1	1
SiteHelpdesk	0	1	1	1	1	1	1	0	1	1	1
SysAid - Estates Helpdesk	0	0	0	1	1	1	1	1	1	1	1
Unit4 Field Force	0	0	0	0	1	1	1	0	2	1	1
Badger	2	4	3	1	1	1	0	1	0	0	0
GVA	2	2	0	0	0	0	0	0	0	0	0
Manhattan	0	0	0	1	1	1	1	1	0	0	0
Pythagoras	2	0	0	0	0	0	0	0	0	0	0
ServiceNow	0	0	0	1	2	1	1	1	1	2	0
Tririga	2	1	1	1	2	0	1	1	1	0	0
Not known	0	6	4	5	3	5	4	1	3	1	0
Various	6	5	2	6	5	2	5	3	4	4	1
Other	7	7	6	1	4	6	2	5	5	6	9
None	3	5	2	6	8	13	6	5	3	5	3
<b>Total respondents</b>	<b>96</b>	<b>102</b>	<b>74</b>	<b>103</b>	<b>117</b>	<b>124</b>	<b>115</b>	<b>97</b>	<b>95</b>	<b>118</b>	<b>85</b>

**Table 5 (continued):  
Estates Systems  
2012-2022**



Figure 5: Trends in the 6 most popular Estates Systems of 2022

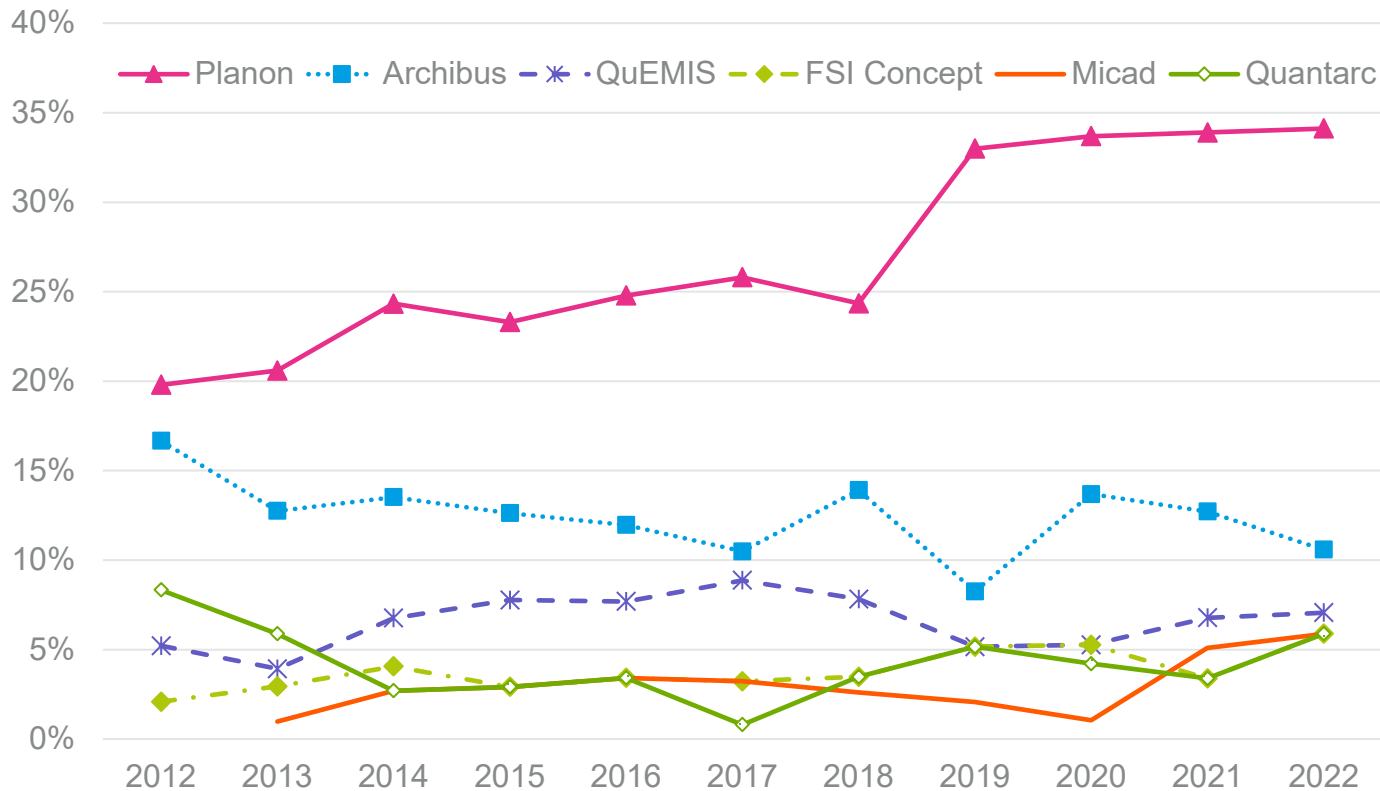


Table 5 (pages 14 and 15) illustrates the wide range of estates systems used at responding institutions throughout the ten-year period. Figure 5 highlights that Planon has increased in popularity throughout the ten-year period – from being an estates system at 19 responding institutions (20%) in 2012 to being a core system at around one-third of responding institutions in each year since 2019, and has been the most popular system throughout the ten-year period.

Archibus has been the second most popular system throughout the ten-year period (Figure 5), although it remains somewhat behind Planon, and was a core estates system at nine responding institutions (10.6%) in 2022. This was followed by QuEMIS (6 respondents, 7.1%) and FSI Concept, Micad and Quantarc which were each a core system at five responding institutions (5.9%) in 2022.

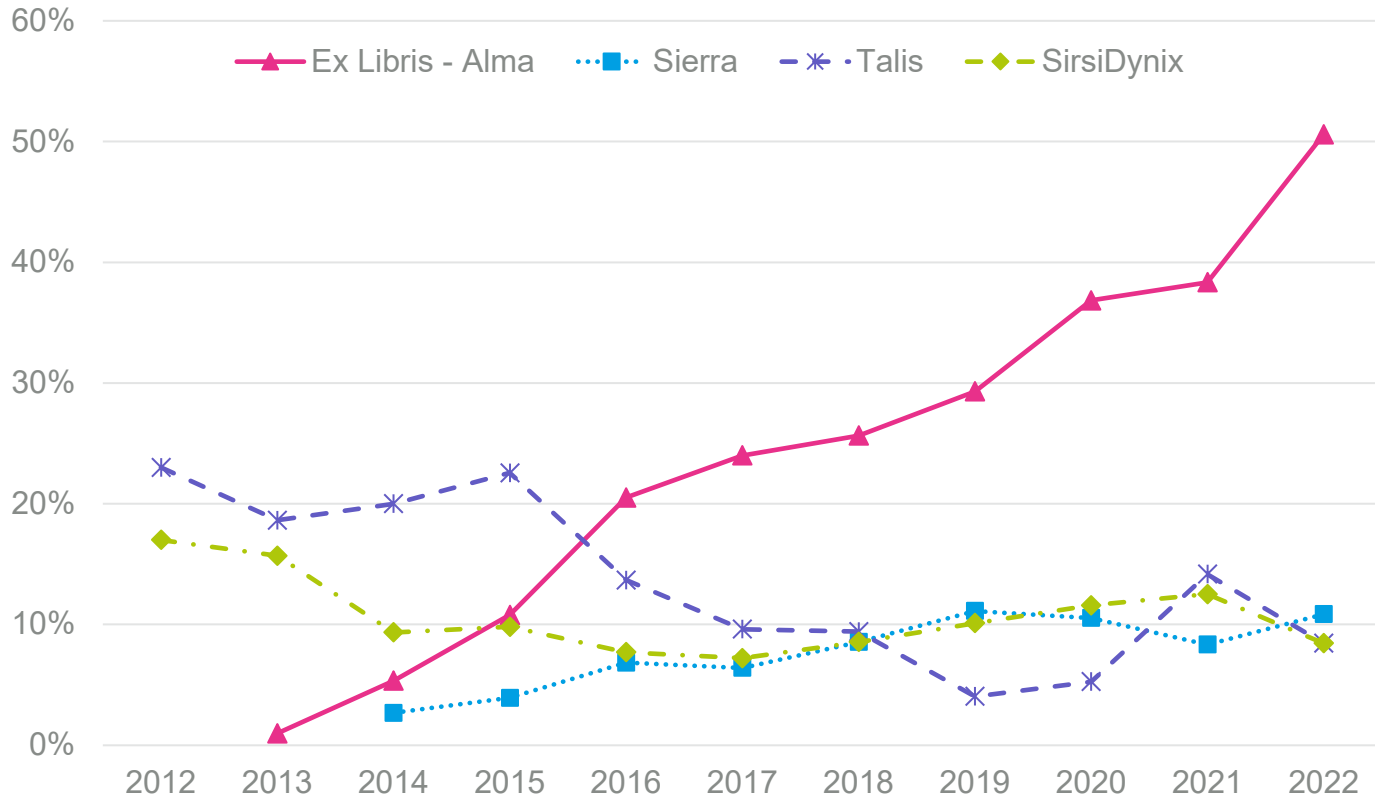
Overall, eleven respondents (12.9%) reported using more than one core estates system in 2022, with four institutions (4.7%) noting that three systems were used and one institution indicating that four core estates systems were used across their institution.

# Library

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Ex Libris - Alma	0	1	4	11	24	30	30	29	35	46	42
Sierra	0	0	2	4	8	8	10	11	10	10	9
Talis	23	19	15	23	16	12	11	4	5	17	7
SirsiDynix	17	16	7	10	9	9	10	10	11	15	7
Ex Libris	4	5	6	5	6	6	5	4	2	8	6
Koha	0	1	0	2	2	4	4	3	5	5	5
Capita Alto	0	0	0	1	5	9	11	11	8	6	4
Ex Libris - Aleph	20	17	13	12	16	13	7	6	5	6	2
Heritage	2	4	3	2	3	9	8	5	3	5	1
Horizon	0	0	0	1	2	1	1	1	0	1	1
Kuali	0	0	0	1	1	1	0	1	1	2	1
Millenium	21	25	11	15	11	11	8	6	4	5	1
Vubis Smart	1	1	1	1	2	2	1	1	3	3	1
Ex Libris - Voyager	10	9	9	7	4	3	1	0	0	0	0
SirsiDynix - Unicorn	2	3	3	5	5	3	2	3	0	0	0
Various	0	0	1	1	1	1	2	0	0	0	0
Other	0	1	0	1	2	3	6	4	3	9	8
<b>Total respondents</b>	<b>100</b>	<b>102</b>	<b>75</b>	<b>102</b>	<b>117</b>	<b>125</b>	<b>117</b>	<b>99</b>	<b>95</b>	<b>120</b>	<b>83</b>

**Table 6: Library Systems 2012-2022**

Figure 6: Trends in the 4 most popular Library Systems of 2022



Ex Libris – Alma has steadily increased in popularity since 2013 (Figure 6), with a further increase in 2022 so that it accounted for half of library systems at responding institutions. When we consider the 75 institutions responding in both 2021 and 2022, the trend is confirmed with 30 noting they used Ex Libris – Alma in 2021, compared to 36 in 2022.

Talis started the ten-year period as the most popular library system and was in use at 23 responding institutions (23%); however, since then the proportion of respondents indicating that they used Talis has generally fallen, and it was a core system at just five responding institutions (5.3%) in 2020. This was followed by an increase in 2021, so that Talis was once again the second most popular core library system at responding institutions. This level has not been maintained, however, and a drop in the most recent year sees it a core system at seven responding institutions (8.4%) – on a similar level to SirsiDynix. It is notable that, of the 75 institutions responding in both 2021 and 2022, eight reported Talis was a core system in 2021, compared to just three in 2022.

Sierra is currently the second most popular core library system (9 respondents, 10.8%), and has been in the top four in each year since 2018.

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Moodle	39	44	33	45	49	54	44	40	35	58	33
Blackboard - Blackboard	44	43	30	46	51	50	47	37	36	41	27
Canvas	0	1	1	1	4	8	12	14	18	24	22
Desire2Learn	2	2	2	1	2	2	6	5	3	5	6
Teams	0	0	0	0	0	0	0	0	0	8	3
Sakai	1	2	1	2	2	3	1	1	1	1	1
SharePoint	1	1	1	1	1	1	1	0	0	1	1
Bespoke/In-house	3	3	2	2	2	0	0	0	0	1	0
Blackboard - WebCT	9	5	4	4	4	3	0	0	0	0	0
Pearson	1	0	1	1	1	0	0	0	0	1	0
Various	0	1	0	0	0	1	3	1	0	0	1
Other	0	0	0	0	1	3	2	0	3	3	3
<b>Total respondents</b>	<b>100</b>	<b>102</b>	<b>75</b>	<b>103</b>	<b>117</b>	<b>125</b>	<b>116</b>	<b>98</b>	<b>96</b>	<b>121</b>	<b>85</b>

**Table 7: VLE Systems 2012-2022**

Figure 7: Trends in the 4 most popular VLE Systems of 2022

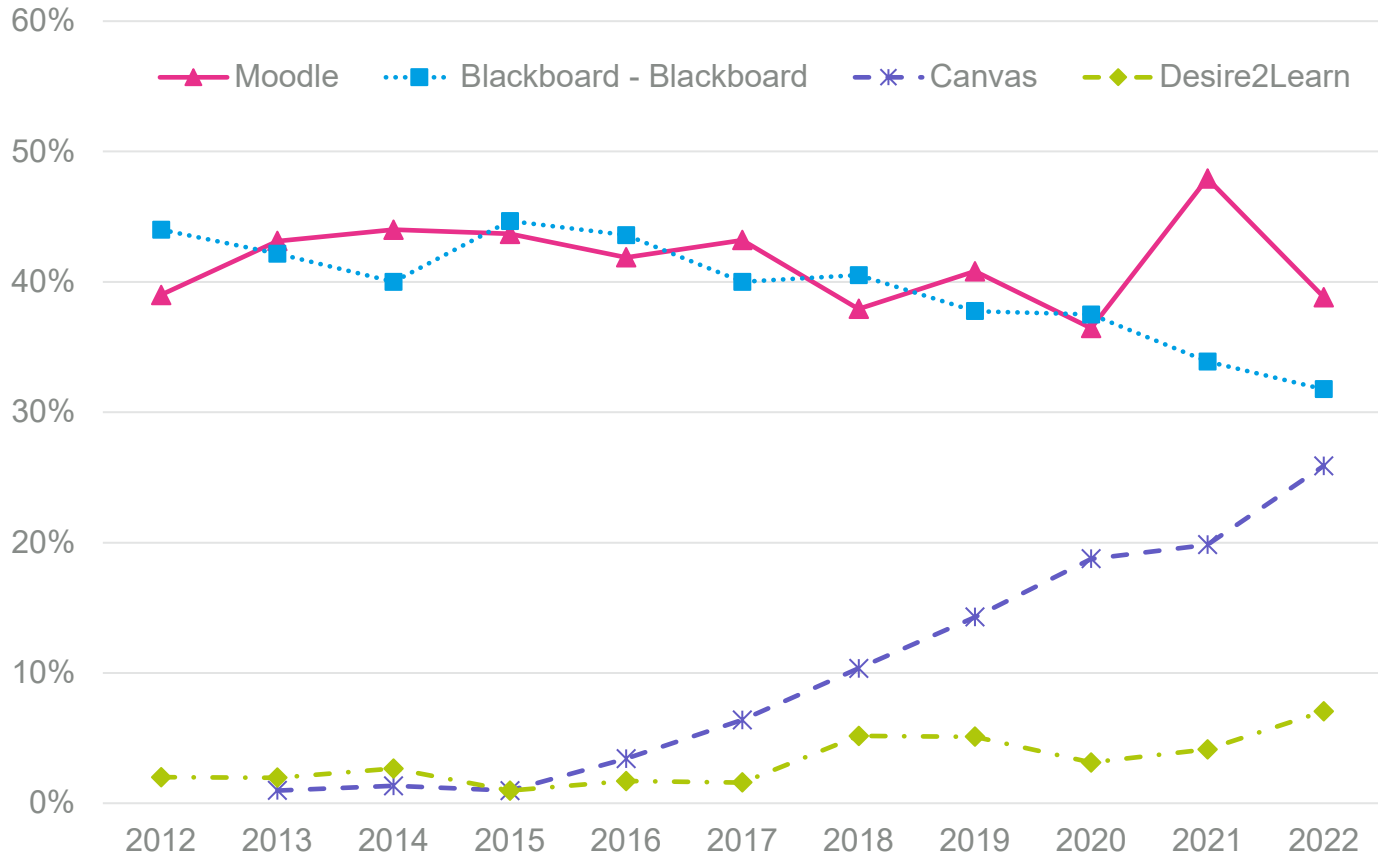


Figure 7 highlights that Moodle and Blackboard-Blackboard have been the two most popular VLE’s at responding institutions throughout the ten-year period and together accounted for more than 70% of core systems in each year. Moodle is once again the most popular system and was in use at 33 responding institutions (39%) in 2022 – a decrease on the 48% reported last year; however, when we consider the 75 institutions responding in both years, there is little change. Blackboard-Blackboard has decreased in popularity in the four most recent years and was a core VLE at 27 responding institutions (32%) in 2022. In contrast, Canvas has steadily increased in popularity since 2015 and has been the third most popular system since 2016, with around one-quarter of responding institutions indicating it was a core VLE in the most recent year. In 2022 Desire2Learn was the fourth most popular system, although it was somewhat behind and was in use at six responding institutions (7.1%).

Overall, eight institutions (9.4%) reported using multiple systems in 2022, with one respondent indicating that four core VLE’s were used across their institution.

# Timetabling

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Scientia	53	52	40	54	61	64	57	50	49	61	41
Advanced Learning - CMIS	26	22	19	22	25	26	26	22	23	25	23
Celcat	10	14	9	15	21	20	20	13	12	19	12
Tribal	4	4	3	4	2	4	3	4	4	3	2
Bespoke/In-house	2	2	1	2	3	2	3	4	3	2	1
Capita UNIT - eResource Manager	0	1	0	0	0	0	2	0	0	2	1
Infosilem - TPH	1	1	1	2	2	2	2	1	1	1	1
Sematary	0	0	0	0	0	0	0	0	0	0	1
ASIMUT	0	0	0	1	1	0	0	0	1	1	0
Various	1	2	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	3	2	3	3	6	5
None	0	2	2	2	1	3	2	2	1	3	0
<b>Total respondents</b>	<b>98</b>	<b>100</b>	<b>75</b>	<b>102</b>	<b>116</b>	<b>124</b>	<b>117</b>	<b>99</b>	<b>97</b>	<b>120</b>	<b>84</b>

**Table 8: Timetabling Systems 2012-2022**

# Timetabling

Figure 8: Trends in the 4 most popular Timetabling Systems of 2022

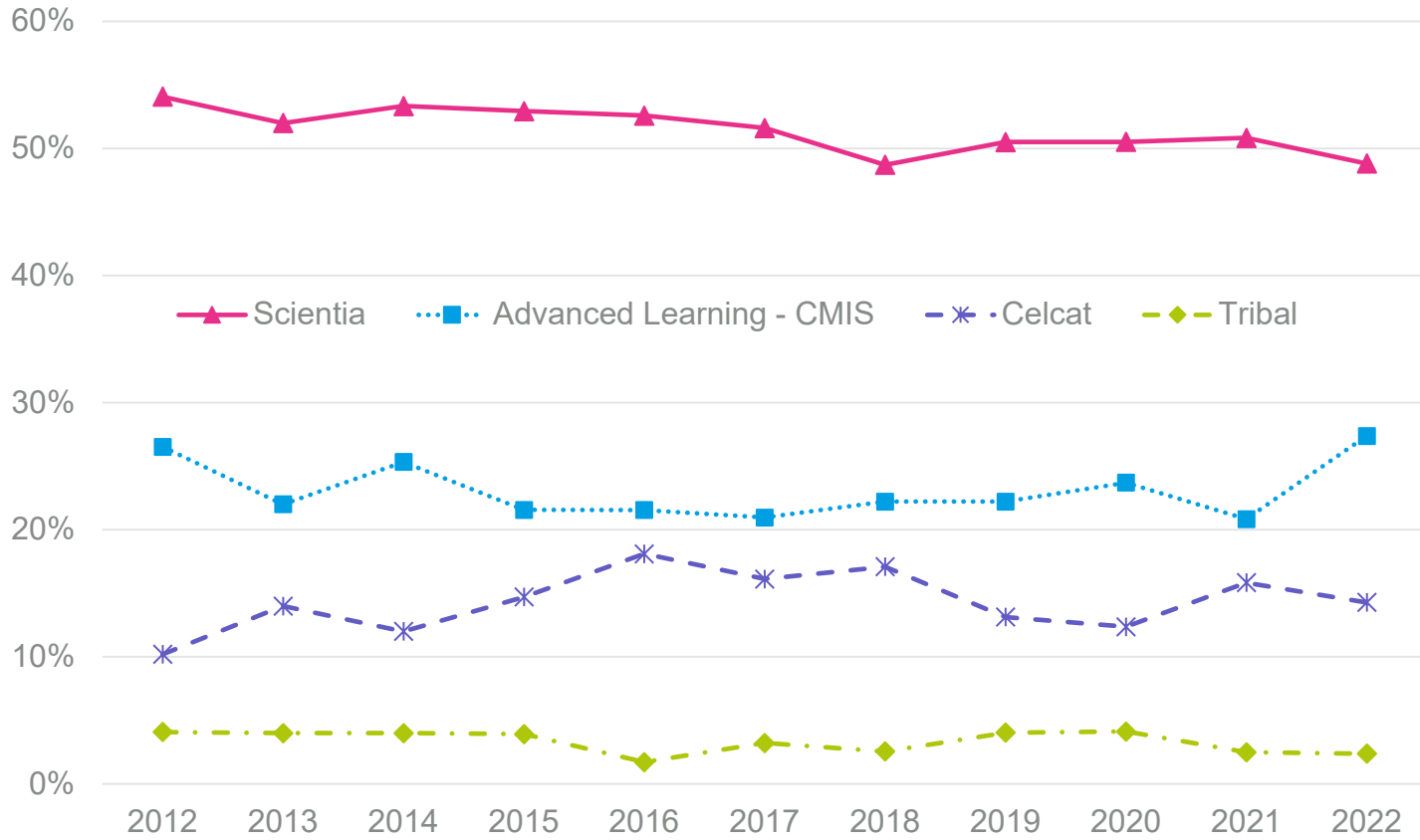


Table 8 (page 21) highlights that the top three timetabling systems have remained unchanged over the ten-year period, and together they have accounted for more than 85% of core systems at responding institutions in each year since 2012. When we consider the individual systems, we see that Scientia has been the core timetabling system at around half of responding institutions in each year, and was a core system at 41 responding institutions (49%) in 2022. This was followed by Advanced Learning - CMIS (23 respondents, 27%), Celcat (12 respondents, 14.3%) and Tribal, although this was somewhat behind, and was in use at just two responding institutions (2.4%) in 2022.



# CRM

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Microsoft dynamics	10	17	18	23	29	38	36	32	33	61	40
Blackbaud - Raiser's Edge	13	12	8	9	13	10	9	4	7	33	33
Salesforce	0	0	1	4	3	6	10	12	13	16	11
Hobsons	11	10	11	17	18	14	11	9	10	18	10
Azorus	2	3	3	2	3	0	4	6	5	8	7
Bespoke/In-house	5	4	3	4	3	3	4	1	3	1	3
Achiever	2	2	2	2	3	3	3	4	2	2	2
Data Harvesting	0	0	0	2	3	4	1	3	2	2	1
ESIT - thankQ	1	2	0	0	0	0	0	0	0	0	1
EzyRecruit	0	0	1	1	1	0	0	0	0	0	1
Oracle - CRM	4	1	1	2	1	0	0	0	0	1	1
Agresso/Unit 4	10	9	4	6	6	2	0	0	0	2	0
AR Remedy	1	1	0	1	0	0	0	0	0	0	0
Donor Strategy	3	1	0	1	1	2	0	0	0	0	0
Maconomy	0	0	1	1	1	1	1	0	0	1	0
Oracle - Siebel	1	2	2	1	1	0	0	0	0	0	0
Sugar	1	1	0	0	0	0	0	0	0	1	0
Various	8	12	9	16	16	21	19	10	12	14	2
Other	3	0	1	0	2	8	6	8	5	13	11
None	8	13	6	9	13	13	10	9	5	8	5
<b>Total respondents</b>	<b>83</b>	<b>90</b>	<b>71</b>	<b>101</b>	<b>117</b>	<b>125</b>	<b>114</b>	<b>98</b>	<b>97</b>	<b>120</b>	<b>83</b>

**Table 9: CRM Systems 2012-2022**

Figure 9: Trends in the 4 most popular CRM Systems of 2022

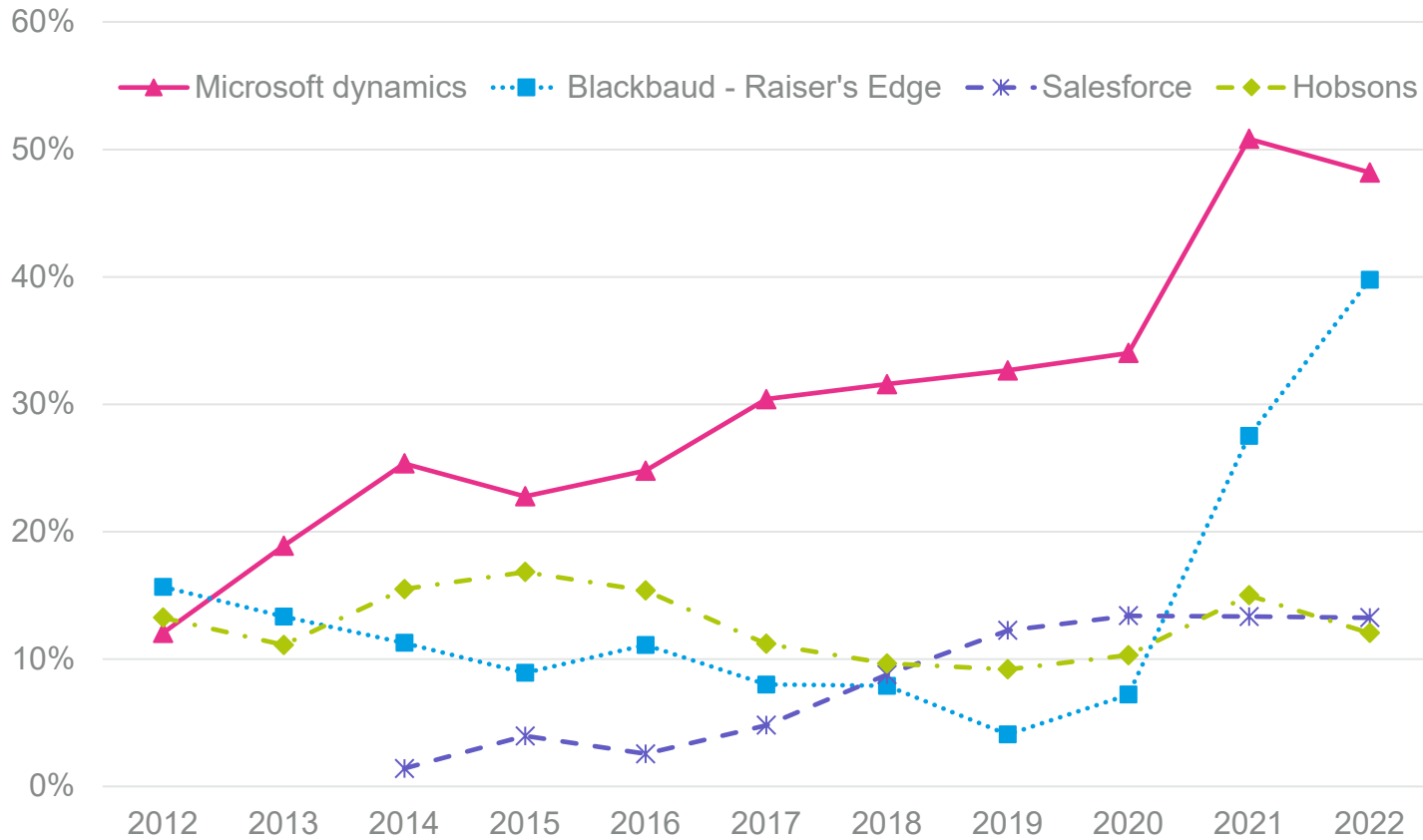


Figure 9 illustrates that, despite a couple of fluctuations, Microsoft Dynamics has increased in popularity overall since 2012, and was used at almost half of responding institutions in 2022 (40 respondents, 48%). The most recent year has seen a slight drop in the proportion of respondents indicating that Microsoft Dynamics was a core CRM at their institution; however, when we consider the 75 institutions responding in both years there is no change. Blackboard-Raiser’s Edge has increased in popularity in the two most recent years and is currently the second most popular system and was used at 33 responding institutions (40%) in 2022. This is followed, somewhat behind, by Salesforce (11 respondents, 13.3%) and Hobsons (10 respondents, 12.0%).

It is important to note, that to allow the trends to be presented, Microsoft Dynamics covers several categories, and of the 40 respondents (48%) indicating it was a core system in 2022 (*Table 9, page 23*), thirteen (16%) reported using Tribal/Crimson, ten (12.0%) reported using an in-house system, nine (10.8%) reported using an ‘other’ Microsoft Dynamics system and eight (9.6%) noted they used Pythagoras.

The change in format in 2021 is likely to have had an impact on the data presented here, and it should be noted that 29 respondents (35%) reported using more than one core CRM in 2022, with three (3.6%) indicating that four systems were used across their institution.

# Content Management Systems

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
TerminalFour	26	20	19	30	33	32	30	25	29	35	27
Drupal	6	7	3	9	14	20	19	13	10	20	17
Microsoft Sharepoint	7	9	4	4	5	7	12	4	7	29	15
Contensis	9	10	7	7	11	11	10	8	10	12	11
MySource Matrix (Squiz)	5	7	5	6	7	9	8	8	8	8	7
Sitecore	0	0	0	6	7	10	9	7	8	10	6
WordPress	0	0	0	0	2	3	1	1	2	2	3
OpenText	7	4	5	4	4	5	4	3	1	3	2
Plone	3	3	3	3	2	1	1	1	1	3	1
Bespoke/In-house	10	7	5	7	5	8	7	6	6	8	1
EpiBuilder	1	1	1	1	1	1	0	1	2	0	1
Liferay	1	1	1	2	2	1	1	1	0	0	1
Umbraco	0	0	0	0	1	0	0	3	2	2	1
Alterian - Morello	1	1	2	2	1	0	0	0	0	0	0

**Table 10: Content Management Systems 2012-2022**

# Content Management Systems

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
C2 Activedition	1	1	1	1	0	0	0	0	0	0	0
Easysite	1	1	1	1	1	1	0	0	0	0	0
FarCry Open Source	0	0	0	1	1	0	0	0	0	0	0
Immediacy	1	2	0	2	1	1	1	0	0	0	0
Jadu	0	2	1	1	1	2	0	1	1	1	0
OpenCMS	1	1	1	1	1	1	0	0	0	0	0
Orchard CMS	0	0	0	1	1	0	1	0	0	2	0
Percussion - RhythMyx	5	7	5	2	1	1	0	1	1	0	0
Polopoly	2	2	2	1	1	1	1	1	0	0	0
Various	2	7	2	5	5	3	3	4	4	1	1
Other	5	4	3	0	3	3	5	9	3	9	6
None	3	3	2	4	5	3	3	2	2	1	0
<b>Total respondents</b>	<b>97</b>	<b>100</b>	<b>73</b>	<b>101</b>	<b>116</b>	<b>124</b>	<b>116</b>	<b>99</b>	<b>97</b>	<b>119</b>	<b>85</b>

Table 10 (continued): Content Management Systems 2012-2022

# Content Management Systems

**Figure 10: Trends in the 4 most popular Content Management Systems of 2022**

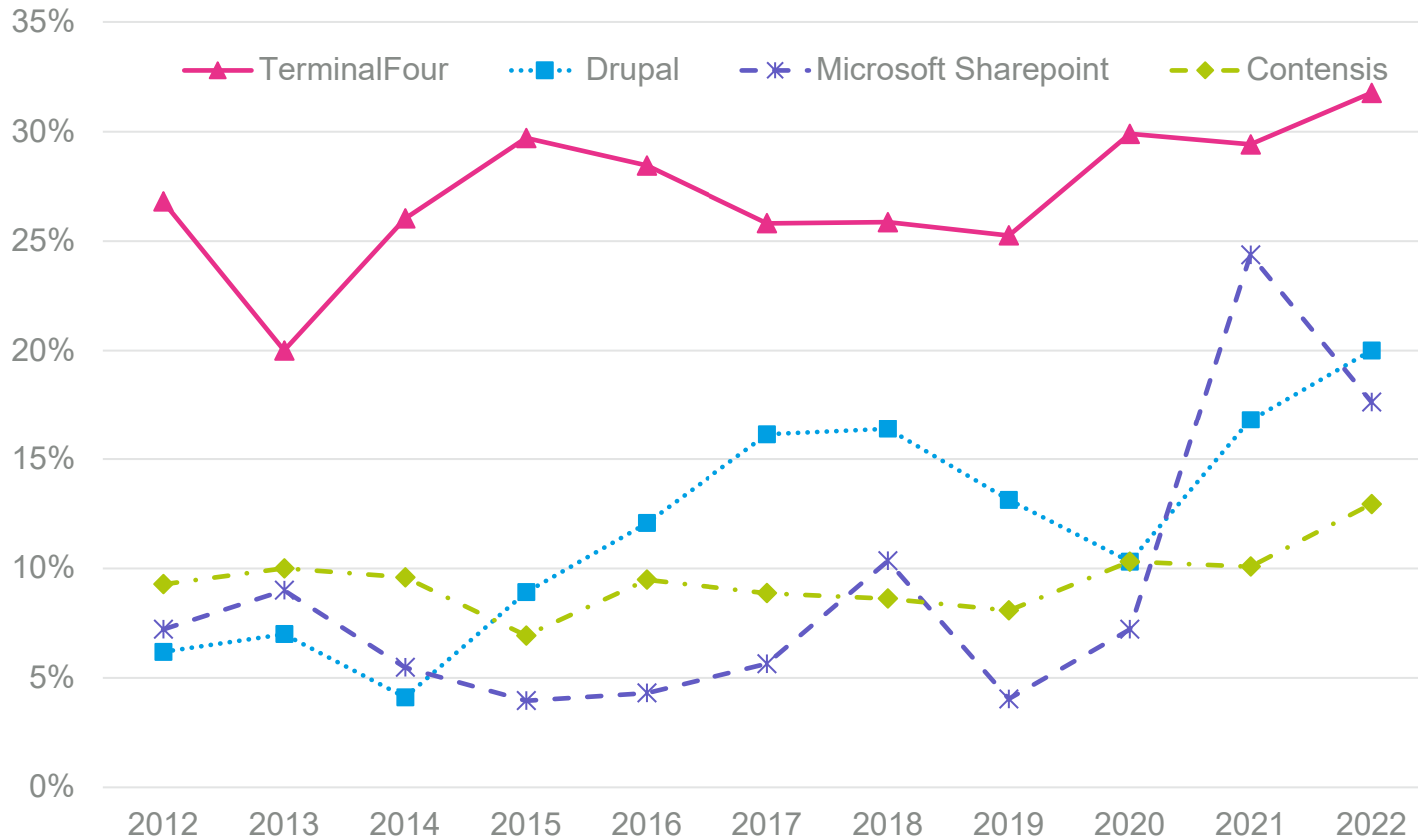


Table 10 (pages 25 and 26) highlights the wide range of content management systems available to institutions over the ten-year period. Despite several fluctuations, TerminalFour has been the most popular system in each year since 2012 and was a core system at 27 responding institutions (32%) in 2022. Last year saw a large increase in the proportion of respondents indicating that Microsoft SharePoint was a core system at their institution; however, this has been followed by a decrease in 2022, so that it was used across 15 responding institutions (18%) and was the third most popular content management system. When we consider the 75 institutions responding in both years, we see that 19 reported using Microsoft SharePoint in 2021, compared to fourteen in 2022.

Figure 10 illustrates that Drupal has increased in popularity in the two most recent years, and is once again the second most popular system (17 respondents, 20%), with Contensis the fourth most popular system (11 respondents, 12.9%) in 2022.

Overall, thirteen responding institutions (15%) noted using more than one content management system across their institution in 2022, with two institutions (2.4%) indicating three systems were in use.

# Business Intelligence

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Microsoft - Power BI	0	0	0	0	0	2	3	3	19	60	53
Tableau	0	1	6	12	13	13	16	17	15	27	23
SAP - Business Objects	26	22	19	17	17	13	14	18	15	23	17
IBM-Cognos	14	12	10	10	10	10	9	9	5	15	12
Qlikview	3	7	5	9	17	17	13	11	8	19	12
Microsoft - Reporting	13	17	9	19	21	25	22	15	8	18	10
Oracle	19	13	7	10	9	9	8	4	1	5	7
SAP - Business Intelligence	2	3	3	3	4	4	0	1	1	5	3
Bespoke/In-house	5	6	3	2	4	3	1	1	2	6	1
Dynistics	0	1	1	1	1	2	2	1	1	1	1
Infor PM	0	1	1	1	0	0	0	0	0	0	0
Microsoft - Performance Point	1	2	0	2	1	2	1	1	0	0	0
SAP - Crystal reports	0	1	0	0	0	0	0	0	0	3	0
SAS	0	1	1	1	1	1	1	0	1	1	0
Various	7	8	6	9	9	11	13	11	20	11	2
Other	2	2	0	0	1	2	3	2	0	4	3
None	4	3	3	4	8	9	9	4	2	2	1
<b>Total respondents</b>	<b>96</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>116</b>	<b>123</b>	<b>115</b>	<b>98</b>	<b>98</b>	<b>121</b>	<b>86</b>

Table 11: Business Intelligence Systems 2012-2022

# Business Intelligence Systems

Figure 11: Trends in the 5 most popular Business Intelligence Systems of 2022

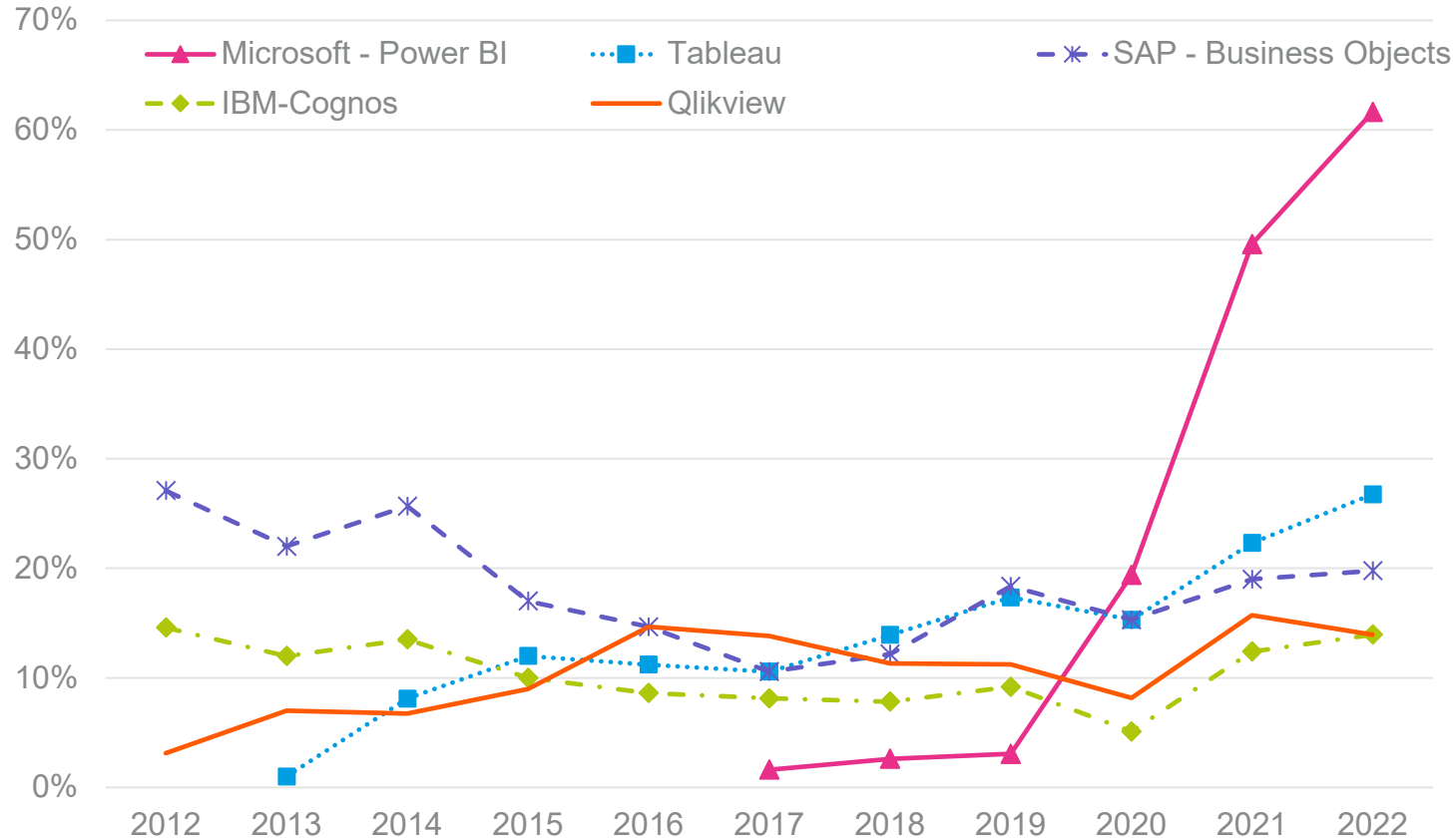


Figure 11 highlights that Microsoft – Power BI has increased in popularity since 2017, with significant increases in the two most recent years, so that it has been the most popular individual business intelligence system since 2020 and was used across 53 responding institutions (62%) in 2022. When we consider the 75 institutions responding in both 2021 and 2022, we see that 34 reported using Microsoft – Power BI in 2021, compared to 44 respondents in 2022.

Tableau has also increased in popularity since 2020 and has been the second most popular system in four out of the five most recent years, with 23 respondents (27%) indicating it was used across their institution in 2022. In contrast, SAP-Business Objects started the ten-year period as the most popular business intelligence system (*Table 11, page 28*) and was in use at 26 responding institutions (27%); however, since then, and despite several fluctuations, it has declined in popularity overall, and was a core system at 17 responding institutions (20%) in 2022. This was followed by IBM-Cognos and Qlikview which were each a core system at twelve responding institutions (14.0%) in 2022.

Overall, 38 responding institutions (44%) reported using more than one business intelligence system at their institution in 2022, with five institutions (5.8%) indicating that three core systems were used.



# Enterprise Web Portal

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Microsoft Sharepoint	21	28	14	23	25	29	19	19	22	37	31
myday	0	0	0	1	4	9	11	12	11	19	16
e-Vision	0	0	0	0	3	3	3	2	8	20	14
Bespoke/In-house	17	18	19	20	24	23	19	16	12	17	10
Tribal - SITS	1	2	3	6	4	3	3	4	0	5	6
Blackboard	2	2	2	4	3	6	1	3	3	5	5
Moodle	0	1	1	1	2	3	1	0	0	4	4
oMbiel CampusM	0	0	0	1	2	7	7	6	10	12	4
Contensis	0	0	0	1	3	2	3	2	2	4	3
Ellucian Luminis CMS	10	9	7	4	7	5	4	4	3	2	3
WordPress	0	0	0	1	2	0	0	0	1	4	3
Drupal	0	0	0	0	0	1	0	0	2	0	2
uPortal	6	5	3	6	7	6	2	2	2	4	1

Table 12: Enterprise Web Portal Systems 2012-2022

# Enterprise Web Portal

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Liferay	1	1	1	1	1	2	2	1	1	0	1
MySource Matrix (Squiz)	0	1	1	2	1	1	1	0	2	1	1
Ektron	2	3	0	0	0	0	0	0	0	0	0
IBM Websphere	3	4	1	0	0	0	0	0	0	0	0
Microsoft UAG	0	0	0	1	2	1	1	0	0	0	0
Oracle Portal	5	7	3	3	3	1	0	0	0	1	0
Orchard CMS	0	0	0	1	1	0	1	0	0	0	0
SAP Enterprise Portal	1	1	1	1	1	1	0	0	0	0	0
SUN Enterprise Server	1	1	1	1	1	0	0	0	0	0	0
Various	3	4	4	4	11	13	20	17	14	7	4
Other	3	0	0	2	1	3	7	5	2	7	6
None	13	11	11	13	7	5	8	4	3	9	8
<b>Total respondents</b>	<b>89</b>	<b>98</b>	<b>72</b>	<b>97</b>	<b>115</b>	<b>124</b>	<b>113</b>	<b>97</b>	<b>98</b>	<b>117</b>	<b>84</b>

Table 12 (continued):  
Enterprise Web Portal  
Systems 2012-2022

# Enterprise Web Portal

Figure 12: Trends in the 4 most popular Enterprise Web Portal Systems of 2022

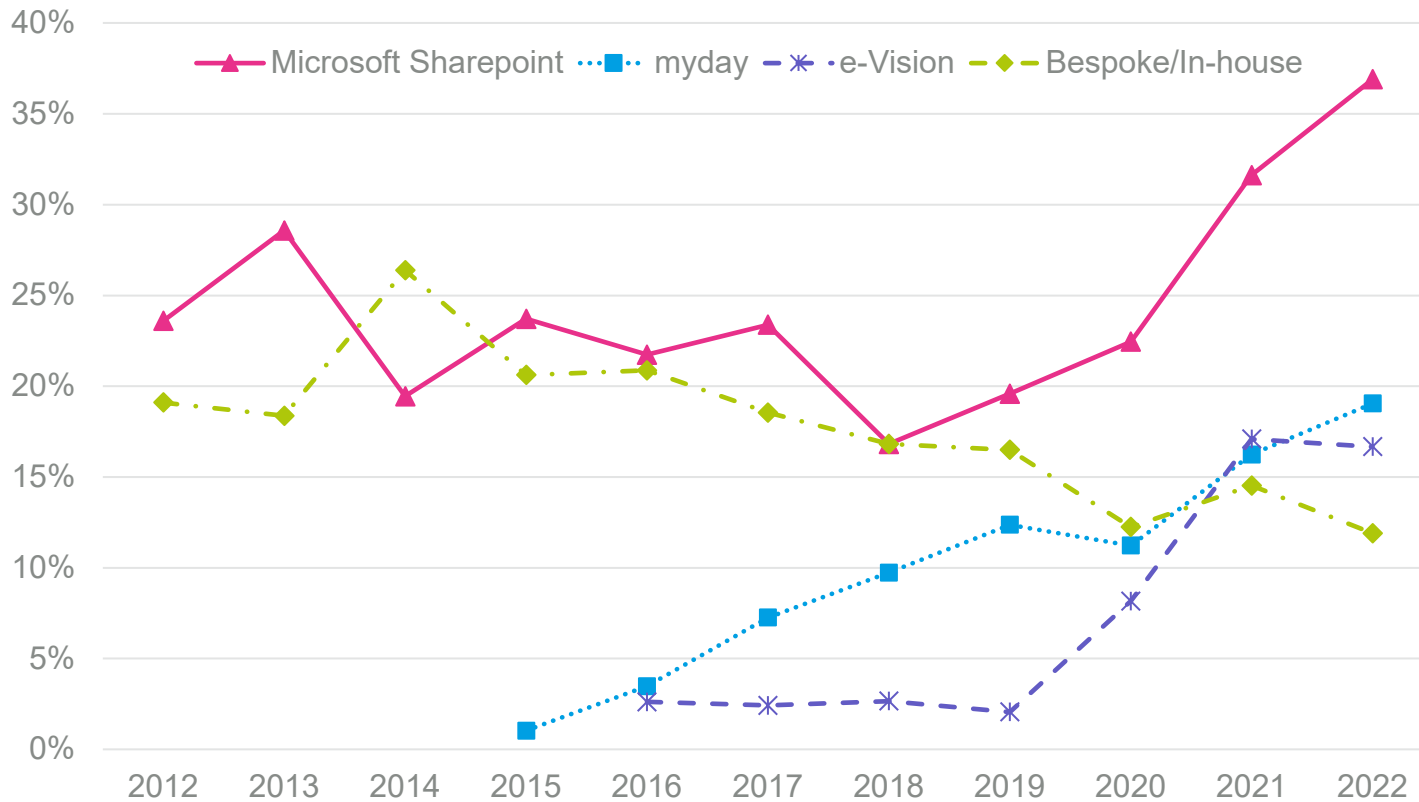


Table 12 (pages 30 and 31) highlights the wide range of enterprise web portal systems used by responding institutions over the ten-year period. Figure 12 illustrates that Microsoft SharePoint has increased steadily in popularity since 2018, from being a core system at 19 responding institutions (17%) to being used across 31 responding institutions (37%) in 2022, and it has been the most popular system in nine of the eleven years since 2012. myday has also increased in popularity overall since 2015 and was a core system at 16 responding institutions (19%) in 2022, closely followed by e-Vision (14 respondents, 17%) and a bespoke/In-house system (10 respondents, 11.9%).

Overall, one-quarter of responding institutions reported using multiple enterprise web portal systems in 2022, with two institutions (2.4%) indicating that six core systems were used across their institution.

# IT Service Management Systems

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
TOPdesk	6	9	5	10	8	14	13	14	14	20	14
Ivanti Service Manager (HEAT)	3	5	3	3	1	4	4	6	5	15	11
Hornbill - Supportworks	16	15	9	15	17	13	12	8	5	4	7
Service Now	6	7	3	6	11	11	10	11	10	11	7
Unidesk	1	0	1	4	6	6	6	7	6	8	6
ManageEngine ServiceDesk Plus	1	1	1	0	1	2	3	2	2	4	4
BMC Remedy	11	8	3	3	3	2	2	2	2	3	3
Cherwell	0	3	2	3	3	5	6	6	4	4	3
LANDesk	9	8	7	9	11	11	11	5	5	3	3
Sunrise	4	4	2	4	7	6	6	5	7	6	3
SysAid	0	0	0	2	2	3	3	2	3	4	3
RT - Request Tracker	2	2	1	2	2	1	2	3	1	3	2
Web Helpdesk	4	1	2	4	3	4	3	2	2	3	2
Zendesk	2	2	2	1	2	2	2	1	2	2	2
Axios Assyst	0	1	1	2	2	2	2	0	0	1	1
Bespoke/In-house	4	3	1	3	2	4	5	1	1	2	1
Marval	0	0	0	1	2	3	2	2	2	2	1
OTRS	1	1	1	2	3	3	2	1	0	1	1
SiteHelpDesk	1	1	1	1	2	2	2	1	3	3	1
Tribal	1	1	2	2	1	1	1	1	0	2	1

Table 13: IT Service Management Systems 2012-2022

# IT Service Management Systems

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Vivantio	1	2	1	1	0	0	0	1	0	1	1
VMware Service Manager	1	1	1	1	1	1	1	0	1	2	1
Alembra - Fire	0	0	0	0	1	2	0	2	2	1	0
BMC Footprints	5	4	5	2	5	3	2	2	1	0	0
House on the Hill	0	0	0	1	1	0	0	0	0	0	0
ICCM Assure	0	0	0	1	1	0	0	0	0	0	0
iTop	0	0	1	1	1	1	1	0	0	0	0
KACE	0	0	0	1	1	1	2	2	2	4	0
Kayako Fusion	2	2	2	2	1	2	2	1	0	0	0
Microsoft System Center Service Manager	3	4	4	3	3	3	1	1	1	3	0
Oracle - Siebel	1	1	1	1	0	0	0	0	0	0	0
POB	0	0	0	0	2	4	1	1	0	0	0
Richmond SupportDesk	1	1	1	1	1	1	1	1	2	2	0
RMS	7	10	6	7	6	1	1	1	0	1	0
SiT	0	0	1	1	0	0	1	1	1	1	0
Spiceworks	1	1	1	2	2	2	0	0	1	1	0
VivaDesk	0	0	1	1	0	0	0	0	0	0	0
Various	1	2	1	0	0	0	0	0	0	0	0
Other	1	2	0	0	2	5	6	6	10	13	13
<b>Total respondents</b>	<b>96</b>	<b>102</b>	<b>73</b>	<b>103</b>	<b>117</b>	<b>125</b>	<b>116</b>	<b>99</b>	<b>95</b>	<b>120</b>	<b>86</b>

**Table 13 (continued): IT Service Management Systems 2012-2022**

# IT Service Management Systems

Figure 13: Trends in the 4 most popular IT Service Management Systems of 2022

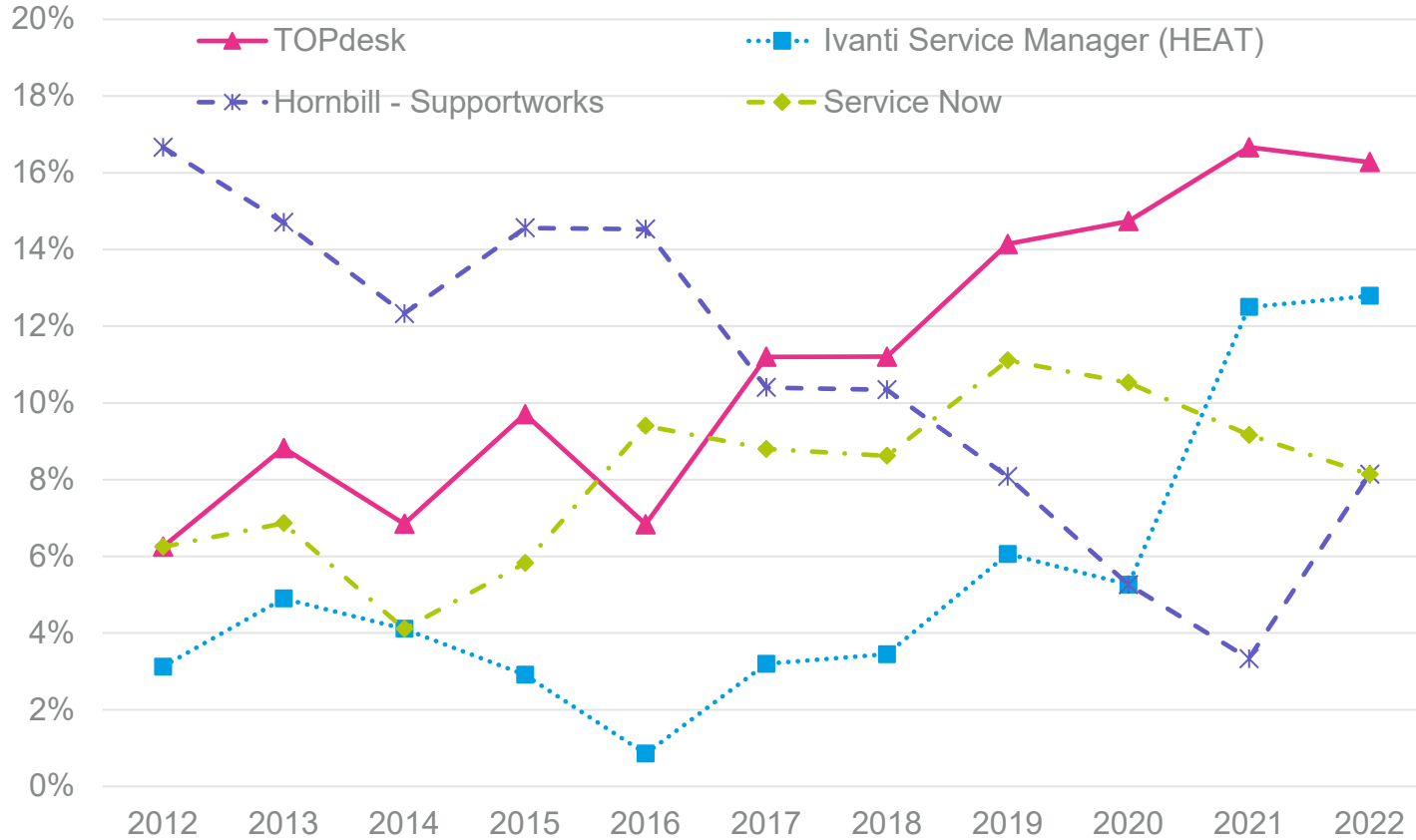


Table 13 (pages 33 and 34) illustrates the wide range of IT Service Management Systems available to institutions throughout the ten-year period. Despite fluctuations, TOPdesk has increased in popularity over the ten-year period (Figure 13) so that it has been the most used system at responding institutions in each year since 2017, and was a core system at fourteen responding institutions (16%) in 2022 - compared to at six responding institutions (6.3%) in 2012. Ivanti Service Manager (HEAT) has also increased in popularity overall since 2012, and has been the second most popular core system in the two most recent years, and was used across eleven responding institutions (12.8%) in 2022.

In contrast, Hornbill – Supportworks started the ten-year period as the most popular IT Service Management System and was in use across 16 responding institutions (17%); however, since then, there have been several fluctuations, and it was not in the top four systems in 2020 and 2021. However, the most recent year has seen an increase, so that it was a core system at seven responding institutions (8.1%) - on a similar level to Service Now. When we consider the 75 institutions responding in both years, the number indicating that Hornbill - Supportworks was a core system at their institution increased from three in 2021 to five in 2022.

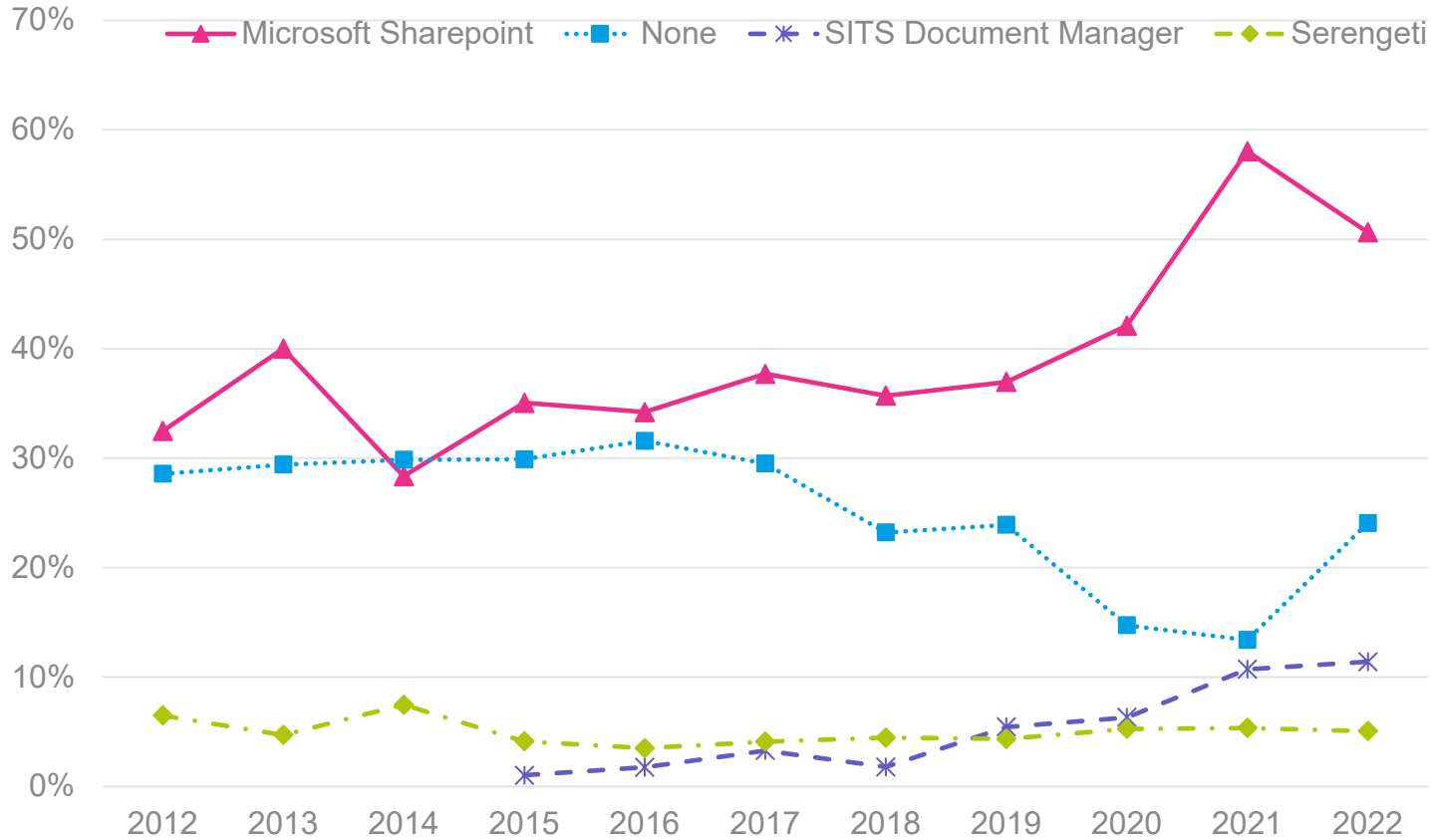
# EDRMS

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Microsoft Sharepoint	25	34	19	34	39	46	40	34	40	65	40
SITS Document Manager	0	0	0	1	2	4	2	5	6	12	9
Serengeti	5	4	5	4	4	5	5	4	5	6	4
Bespoke/In-house	1	1	1	2	1	1	2	1	1	3	3
OpenText	3	1	1	1	2	2	2	2	1	2	2
Banner Document Management	0	0	0	0	1	1	0	1	0	2	1
DocuWare	0	0	0	1	1	1	1	0	0	1	1
EMC Documentum	1	2	3	1	3	3	2	2	2	2	1
Folding Space	1	1	1	2	3	3	2	2	2	1	1
Objective	1	1	0	1	1	1	1	1	1	1	1
Alfresco	3	2	2	2	4	3	1	1	1	2	0
Document Logistiix	0	0	0	1	1	0	1	1	1	2	0
Invu	1	1	0	1	1	1	1	0	1	2	0
LiveLink	0	0	0	1	1	0	0	0	0	0	0
Oracle UCM	1	1	1	1	1	0	1	0	0	0	0
VersionOne	3	2	2	2	1	2	1	0	0	0	0
WinDP	1	1	1	1	1	1	1	0	0	0	0
Xerox DocuShare	0	0	0	1	1	0	1	0	0	0	0
Various	5	6	5	9	9	8	12	6	10	9	3
Other	4	3	6	2	1	4	10	10	10	8	9
None	22	25	20	29	36	36	26	22	14	15	19
<b>Total respondents</b>	<b>77</b>	<b>85</b>	<b>67</b>	<b>97</b>	<b>114</b>	<b>122</b>	<b>112</b>	<b>92</b>	<b>95</b>	<b>112</b>	<b>79</b>

**Table 14: Electronic Document & Records Management Systems 2012-2022**



Figure 14: Trends in the 4 most popular EDRMS of 2022



Microsoft SharePoint was the most popular EDRMS throughout the ten-year period, except for 2014 (Figure 14), and a slight decrease in the most recent year sees it a core system at around half of responding institutions (40 respondents, 51%). When we consider the 75 institutions responding in both years, we see the number indicating that Microsoft SharePoint was a core EDRMS at their institution dropped slightly from 39 in 2021 to 35 in 2022.

SITS Document Manager was the next most popular individual system in 2022, although this was somewhat behind Microsoft SharePoint, and was a core EDRMS at nine responding institutions (11.4%), followed by Serengeti (4 respondents, 5.1%). In contrast, Figure 14 highlights that almost one-quarter of responding institutions (19 respondents, 24%) reported that there was no core EDRMS used across their institution in 2022.

# Curriculum Management

	2014	2015	2016	2017	2018	2019	2020	2021	2022
Bespoke/in-house	26	37	38	41	33	23	25	28	21
SITS Curriculum Manager	0	6	9	10	10	9	9	13	13
Worktribe	2	2	4	3	4	6	7	8	7
Akari	2	2	1	4	3	4	3	6	5
Banner	0	1	3	3	8	3	5	5	2
Kuali Student	0	1	2	2	0	1	1	0	1
Oracle Campus Solutions	1	1	1	1	2	1	0	4	1
Quercus	0	1	3	2	2	2	1	1	1
SharePoint	0	1	1	0	1	0	0	4	1
Tribal EBS Curriculum Planner module	0	1	3	5	2	0	1	4	1
Therefore	0	1	0	0	0	0	0	0	0
Unit4-Curriculum Management	2	2	2	2	5	3	4	2	0
Other	2	3	9	7	5	5	3	11	9
None	4	28	36	37	37	39	31	32	17
<b>Total respondents</b>	<b>39</b>	<b>87</b>	<b>112</b>	<b>117</b>	<b>112</b>	<b>96</b>	<b>90</b>	<b>112</b>	<b>78</b>

**Table 15: Curriculum Management Systems 2014-2022**

# Curriculum Management

Figure 15: Trends in the 4 most popular Curriculum Management Systems of 2022

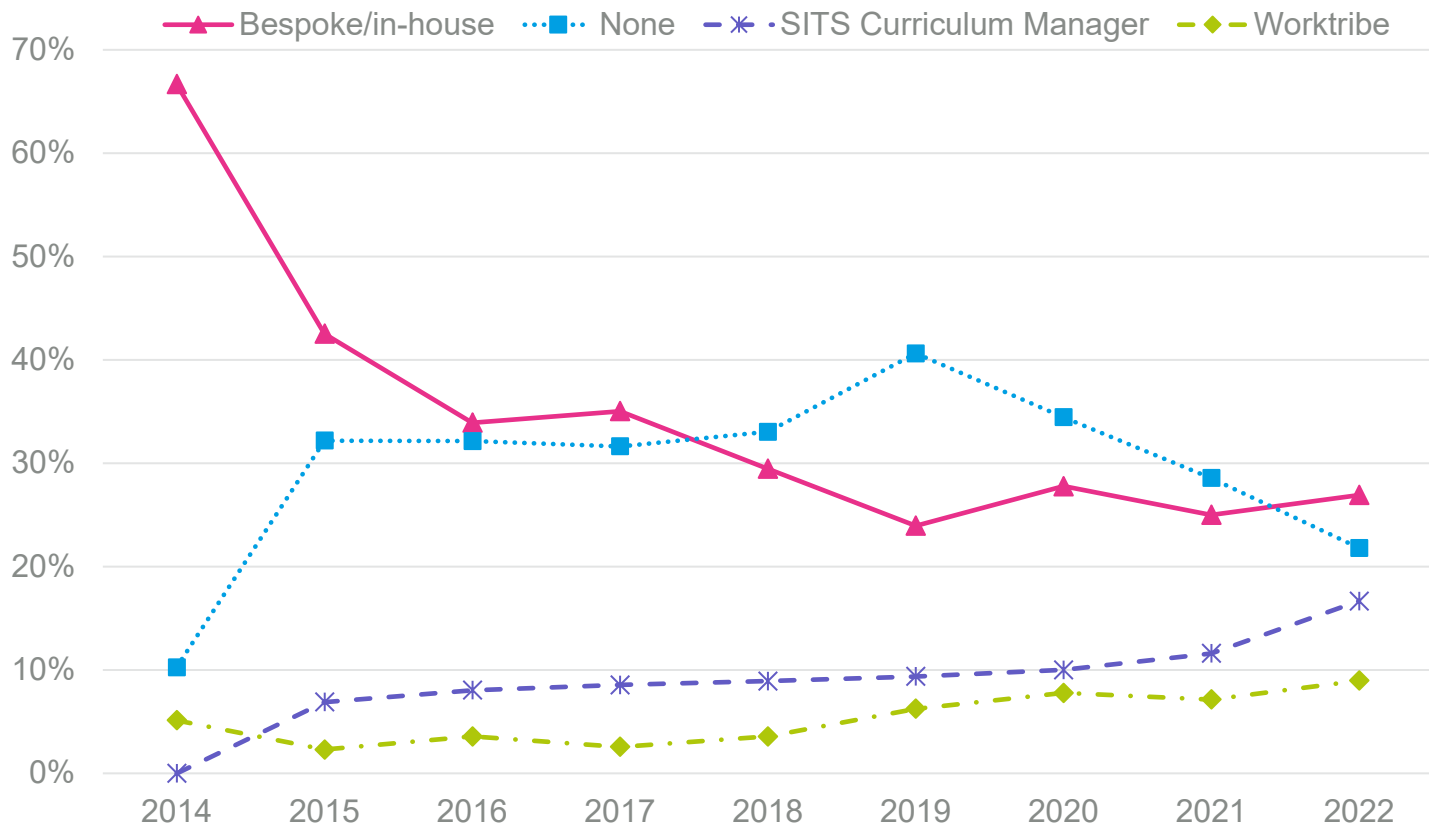


Figure 15 highlights the overall declining popularity of a bespoke/in-house curriculum management system at responding institutions since 2014 – from being a core system at two-thirds of responding institutions to being in use at 21 responding institutions (27%) in the most recent year. The proportion of respondents indicating that there were no core systems used across their institution has fallen steadily since 2019, with 17 responding institutions (22%) reporting this was the case in 2022, although it remains at a higher level than any of the individual systems.

Table 15 (page 38) illustrates that SITS Curriculum Manager has been the most popular individual core system since 2015 and was used at thirteen responding institutions (17%) in 2022, followed by Worktribe (7 respondents, 9.0%).

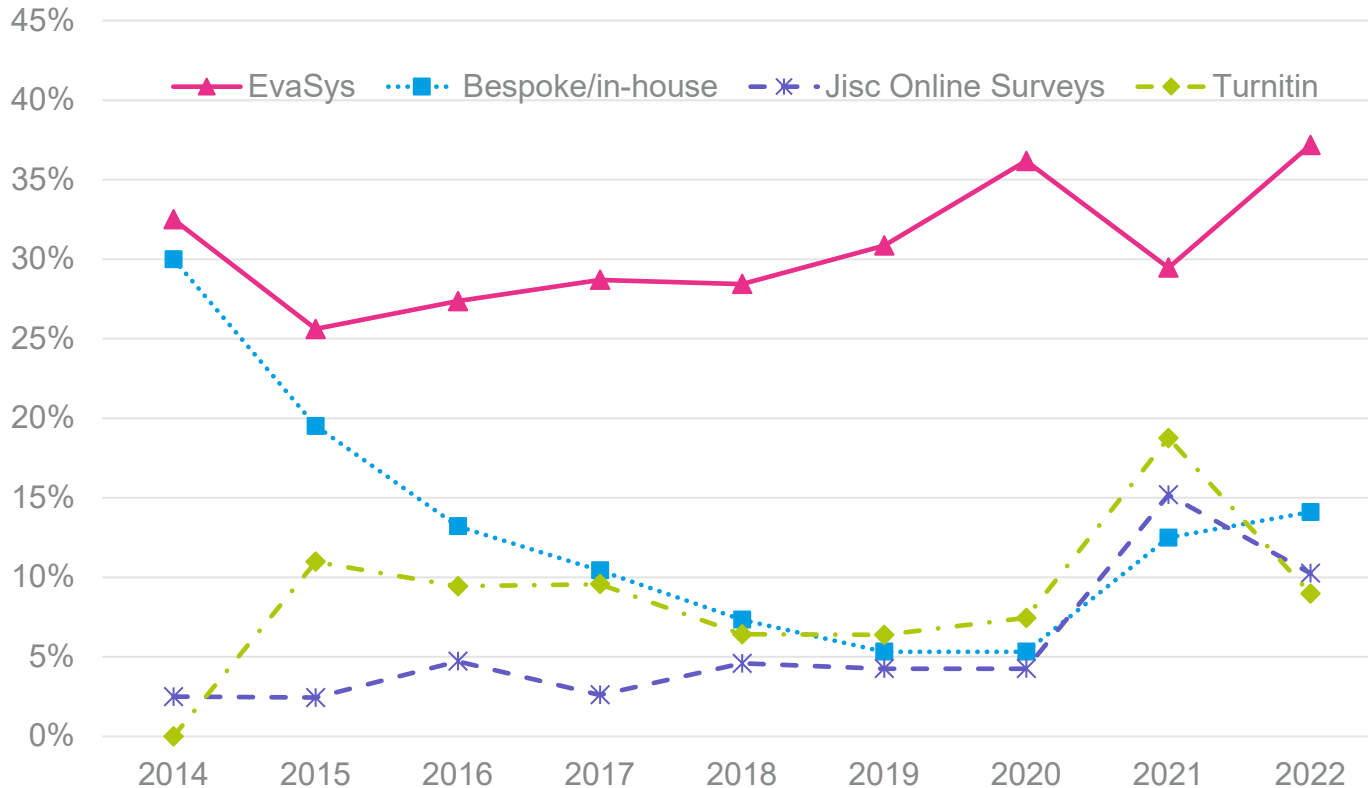
# Student Evaluation of Teaching Software

	2014	2015	2016	2017	2018	2019	2020	2021	2022
EvaSys	13	21	29	33	31	29	34	33	29
Bespoke/in-house	12	16	14	12	8	5	5	14	11
Jisc Online Surveys (Bristol Online Surveys)	1	2	5	3	5	4	4	17	8
Turnitin	0	9	10	11	7	6	7	21	7
Qualtrics	2	1	4	3	2	2	7	10	6
SITS	0	1	4	5	3	3	3	6	4
VLE	5	10	8	8	6	6	1	7	3
Blackboard	0	1	3	6	5	7	4	9	2
Paper-based	1	1	2	2	0	2	0	0	0
ReMark	0	1	1	1	1	1	0	0	0
SnapSurveys	3	3	3	1	1	0	0	0	0
Various	2	2	4	6	8	9	8	6	3
Other	0	1	0	4	4	6	10	15	8
None	1	13	19	20	28	14	11	12	6
<b>Total respondents</b>	<b>40</b>	<b>82</b>	<b>106</b>	<b>115</b>	<b>109</b>	<b>94</b>	<b>94</b>	<b>112</b>	<b>78</b>

**Table 16: Student Evaluation of Teaching Software 2014-2022**

# Student Evaluation of Teaching Software

Figure 16: Trends in the 4 most popular Student Evaluation of Teaching Software of 2022



Despite fluctuations, EvaSys has been the most popular student evaluation of teaching software throughout the eight-year period, with an increase in the most recent year, so that it was a core system at 29 responding institutions (37%). When we consider the 75 institutions responding in both years, the number indicating that they used EvaSys across their institution has increased slightly – from 23 in 2021 to 25 in 2022.

A bespoke/in-house system declined in popularity between 2014 and 2020 when it was in use at five responding institutions (5.3%). However, the most recent year has seen a second consecutive increase so that it was a core system at eleven responding institutions (14.1%) in 2022. This is closely followed by Jisc Online Surveys (Bristol Online Surveys) (8 respondents, 10.3%) and Turnitin (7 respondents, 9.0%). Notably, Table 15 (page 40) illustrates that six respondents (7.7%) indicated that they did not have a core system in place in 2022.

Overall, six respondents (7.7%) reported using multiple core student evaluation of teaching software in 2022 – compared to almost one-quarter of respondents in 2021, and when we consider the 75 institutions responding in both years we see that just two of the fourteen respondents indicating they used multiple systems in 2021 also reported using more than one core system in 2022.

# CRIS

	2015	2016	2017	2018	2019	2020	2021	2022
Pure	22	31	31	28	25	29	30	25
Eprints	3	13	16	19	12	10	18	18
Elements (Symplectic)	12	13	12	12	14	14	19	15
Worktribe	1	4	3	7	8	8	11	11
Converis	4	9	9	7	5	4	5	4
Bespoke/in-house	5	7	8	8	11	8	6	3
Haplo	0	1	1	1	2	3	2	3
Radar	1	1	1	1	0	1	1	1
Vidatum	1	0	2	1	1	0	3	1
IRIS	1	1	3	0	1	1	1	0
Other	6	5	6	2	3	1	6	3
None	31	28	30	26	15	15	16	10
<b>Total respondents</b>	<b>87</b>	<b>113</b>	<b>122</b>	<b>112</b>	<b>97</b>	<b>94</b>	<b>106</b>	<b>82</b>

**Table 17: Current Research Information Systems 2015-2022**

Figure 17: Trends in the 4 most popular CRIS systems of 2022

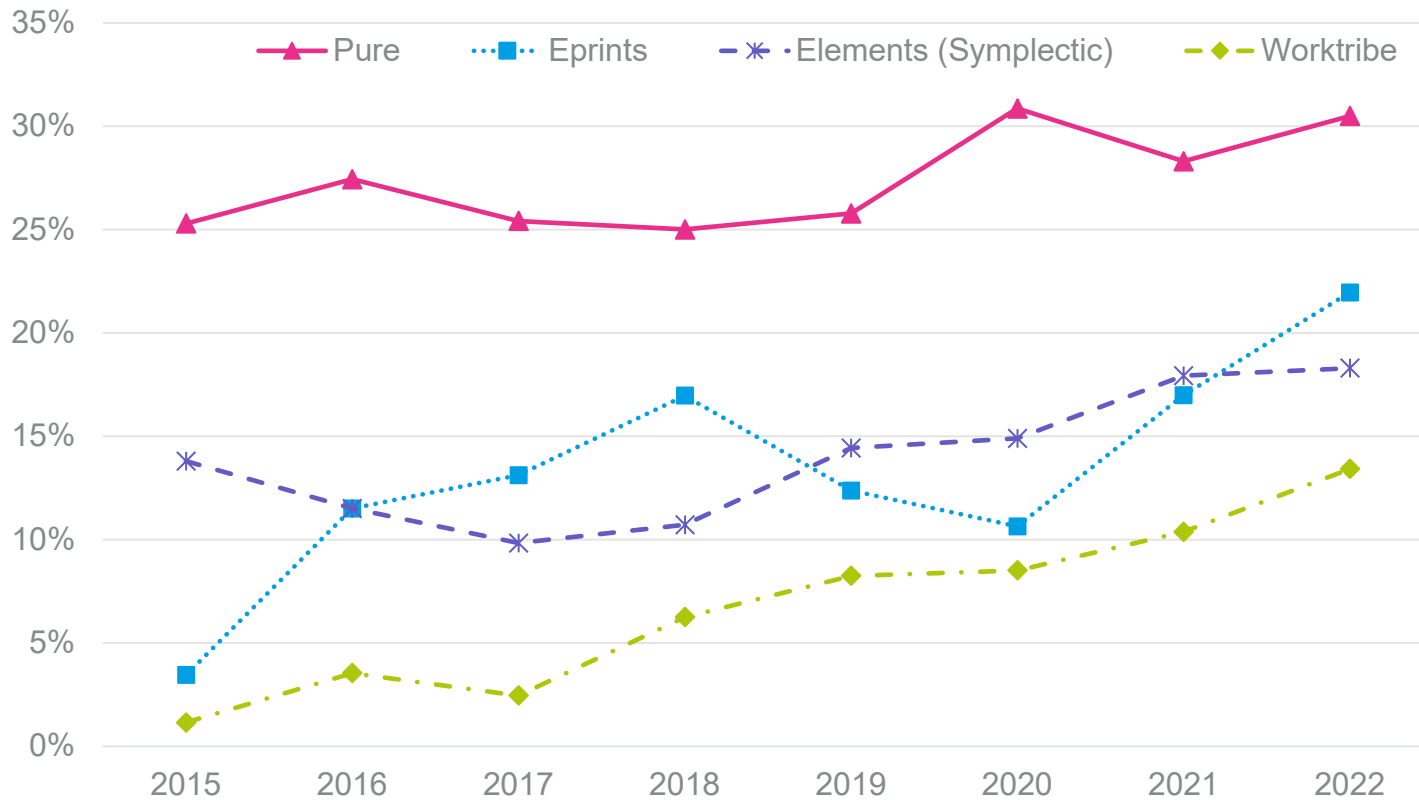


Figure 17 highlights that Pure has been the most popular CRIS throughout the seven-year period and has been used across at least one-quarter of responding institutions in each year since 2015 and was a core system at 25 responding institutions (30%) in 2022. This is followed by Eprints (18 respondents, 22%), which has regained the second spot following consecutive increases since 2020, Elements (Symplectic) (15 respondents, 18%) and Worktribe (11 respondents, 13.4%).

Table 17 (page 42) illustrates that the number of respondents indicating that they did not use a core CRIS has decreased overall since the start of the seven-year period, and stands at 10 respondents (12.2%) in 2022 – compared to 31 respondents (36%) in 2015.

# Research Proposals, Grants and Contracts

	2015	2016	2017	2018	2019	2020	2021	2022
Worktribe	8	8	9	11	13	19	28	26
Unit4 ARCP	16	17	20	17	16	16	17	13
Pure	1	7	9	9	6	8	12	10
Bespoke/in-house	9	18	16	21	16	14	13	9
pFACT	5	13	10	11	11	6	8	5
Unit4 X5	1	1	1	1	2	1	3	2
IRIS	1	0	0	0	0	1	2	1
Radar	1	1	1	1	0	1	1	1
Converis	2	1	2	0	0	0	0	0
InfoEd	0	2	1	0	1	0	0	0
TechnologyOne	1	0	0	0	0	0	2	0
Tribal Ideate	1	0	1	1	0	0	0	0
Various	1	1	0	0	0	0	2	0
Other	10	7	7	10	8	8	13	8
None	26	31	44	30	21	18	20	12
<b>Total respondents</b>	<b>83</b>	<b>107</b>	<b>121</b>	<b>112</b>	<b>94</b>	<b>92</b>	<b>112</b>	<b>84</b>

**Table 18: Research Proposals, Grants and Contracts Systems 2015-2022**



# Research Proposals, Grants and Contracts

Figure 18: Trends in the 4 most popular Research Proposals, Grants and Contracts Systems of 2022

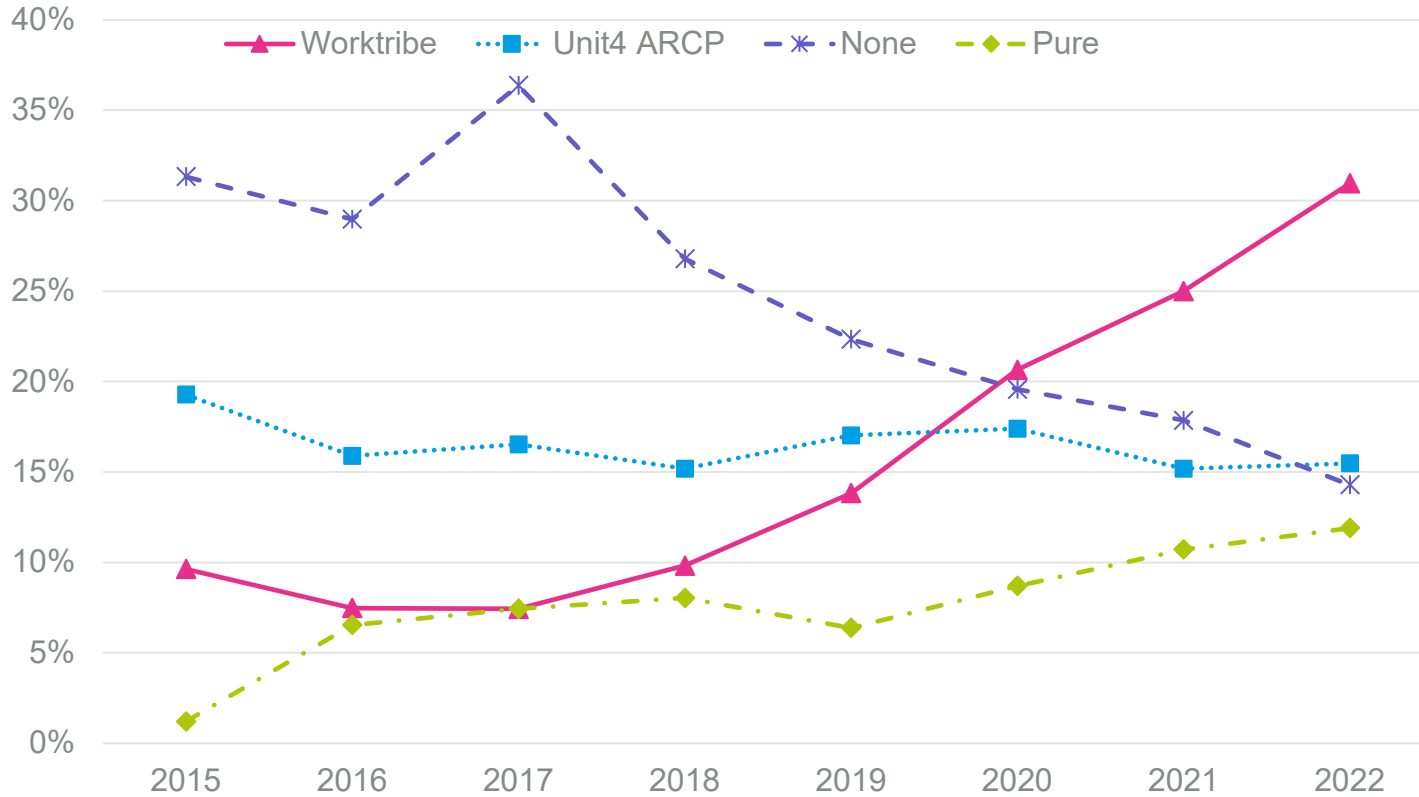


Figure 18 highlights that the proportion of respondents indicating that they did not use a core research proposals, grants and contracts system has dropped steadily since 2017, from 44 respondents (36%) noting this was the case in 2017 to 12 respondents (14.3%) in the most recent year. Worktribe has steadily increased in popularity since 2017, and was a core system at 26 responding institutions (31%) in 2022, so that it is the most popular individual system at responding institutions for the third consecutive year. In 2022 this was followed by Unit4 ARCP (13 respondents, 15%) and Pure (10 respondents, 11.9%).

# Enterprise Service Bus (ESB)

	2018	2019	2020	2021	2022
In-House	33	27	34	34	25
Windows Azure Service Bus	7	7	7	13	12
Microsoft BizTalk Server	12	12	7	12	9
Mule ESB	2	1	4	4	6
SAP Process Integration	2	1	0	3	2
Talend enterprise ESB	0	1	1	2	2
Oracle Enterprise Service Bus	3	3	1	2	1
webMethods enterprise service bus (acquired by Software AG)	1	0	1	1	1
IBM WebSphere Message Broker Integration Bus	0	0	1	0	0
Other	24	30	26	24	20
<b>Total respondents</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>87</b>	<b>69</b>

Table 19: Enterprise Service Bus (ESB) 2018-2022

# Enterprise Service Bus (ESB)

Figure 19: Trends in the 4 most popular Enterprise Service Bus (ESB) of 2022

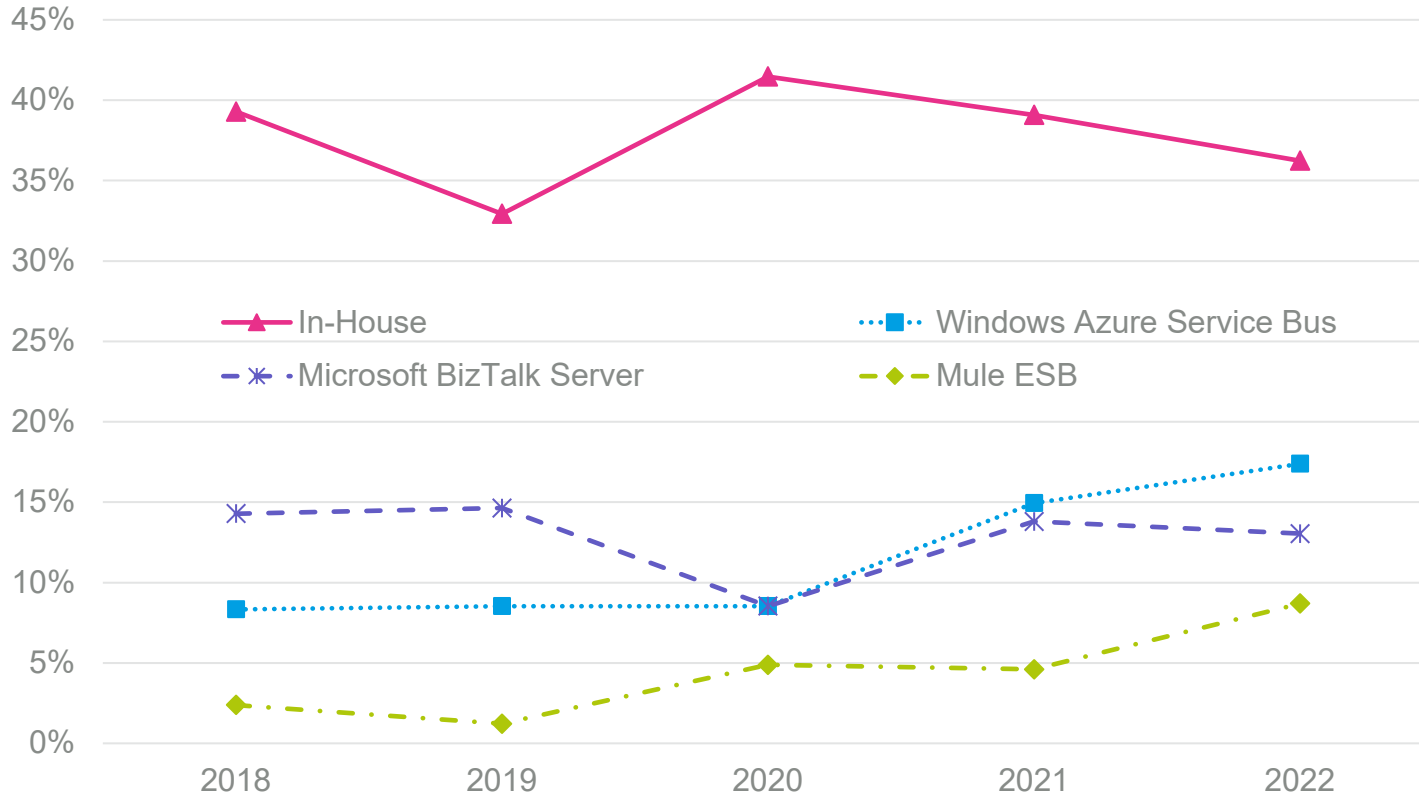


Figure 19 highlights that an in-house system has been the most popular ESB throughout the four-year period, and has been used across more than 30% of responding institutions in each year, with 25 respondents (36%) indicating this was the case in 2022. Windows Azure Service Bus has increased slightly in popularity since 2018 and has been the most popular individual system in the three most recent years and was used across twelve responding institutions (17%) in 2022, followed by Microsoft BizTalk Server (9 respondents, 13.0%) and Mule ESB (6 respondents, 8.7%).

Notably, only 69 of the 86 respondents to the 2022 survey completed this question and, with 'none' not an option, several respondents selected 'other' and noted that they did not use a core ESB, and this will have an impact on the proportions for this question.

# Data Warehouse

	2018	2019	2020	2021	2022
Microsoft	29	27	32	41	29
In-House	27	25	24	30	20
Oracle	20	13	9	10	9
Amazon web services	3	0	3	7	1
IBM	1	0	1	3	1
Microsoft Synapse	0	0	0	0	1
Other	18	20	15	19	16
<b>Total respondents</b>	<b>98</b>	<b>85</b>	<b>84</b>	<b>100</b>	<b>70</b>

Table 20: Data Warehouse Systems 2018-2022

Figure 20: Trends in the 3 most popular Data Warehouse Systems of 2022

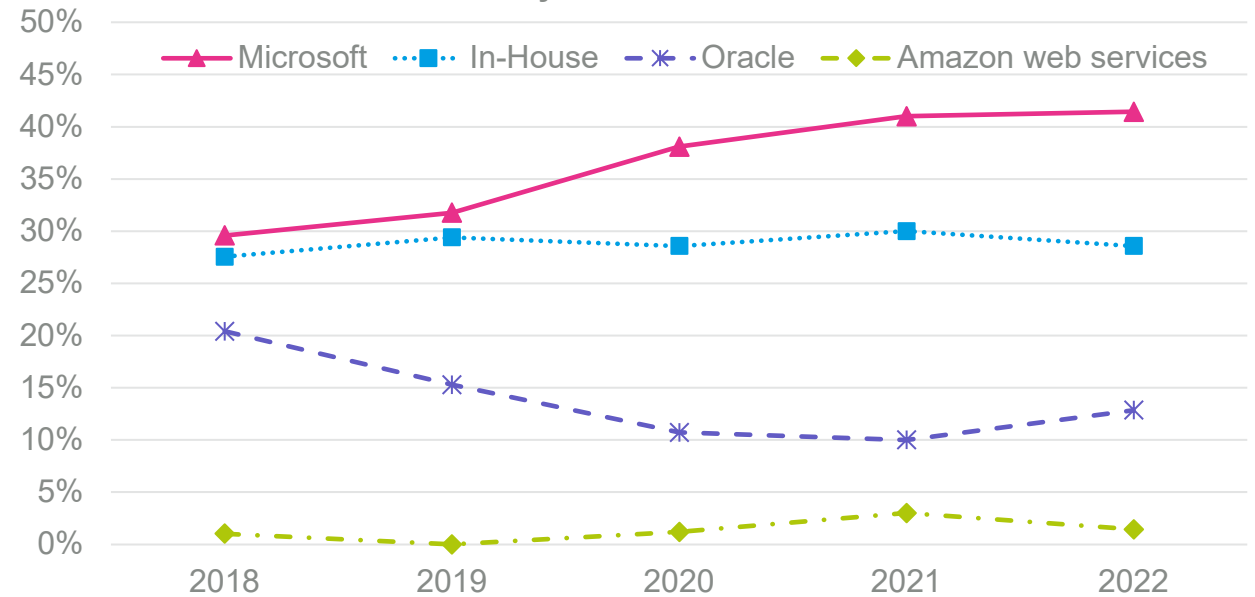


Figure 20 highlights that Microsoft has been the most popular data warehouse system throughout the four-year period and was used across 29 responding institutions (41%) in 2022, followed by an in-house system (20 respondents, 29%) and Oracle (9 respondents, 12.9%). Notably, Figure 20 only includes three systems, as Microsoft, an in-house system and Oracle were the only systems selected by more than one responding institution in 2022.

# Accommodation and/or conferencing event systems

	2018	2019	2020	2021	2022
Kinetics	46	38	40	49	40
StarRez	12	15	15	21	18
Occam	19	13	13	15	13
In-house	13	7	6	9	5
TCAS	1	0	1	2	0
Other	12	15	15	14	9
<b>Total respondents</b>	<b>103</b>	<b>88</b>	<b>90</b>	<b>102</b>	<b>77</b>

Table 21: Accommodation Systems 2018-2022

Figure 21: Trends in the 4 most popular Accommodation Systems of 2022

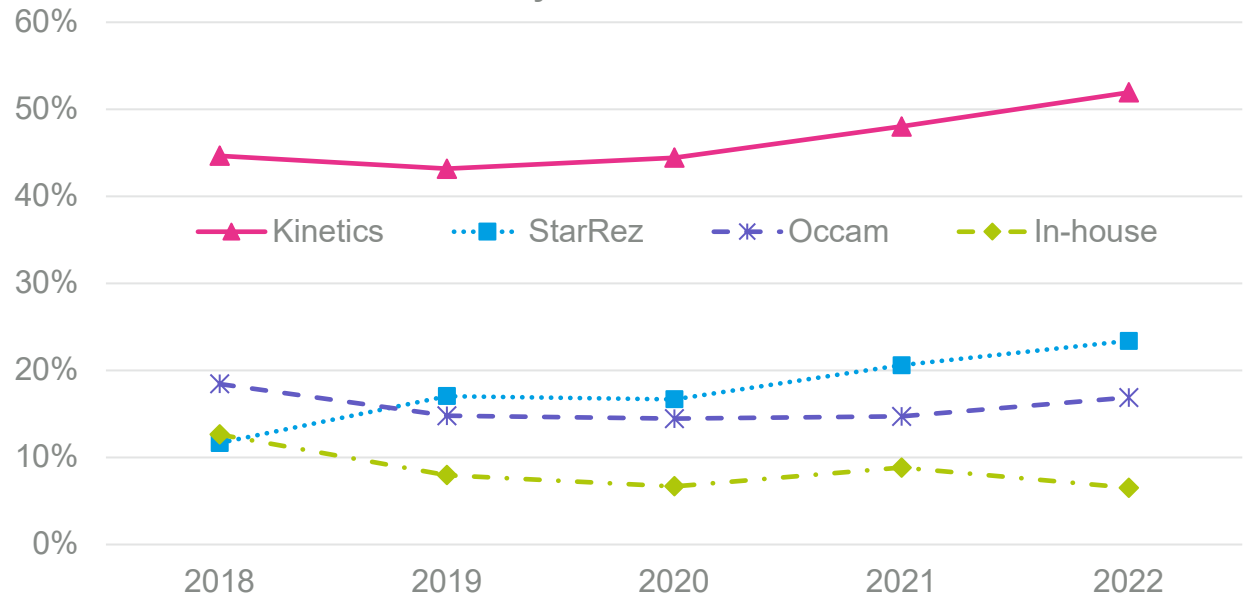


Figure 21 highlights that there has been little change in the top four accommodation and/or conferencing event systems over the four-year period that data are available. Kinetics has been the most popular system since 2018 and was used at around half of responding institutions in 2022, followed by StarRez (18 respondents, 23%), Occam (13 respondents, 17%) and an in-house system (5 respondents, 6.5%). Notably, Kinetics, StarRez and Occam were the only individual systems in use at responding institutions in 2022.

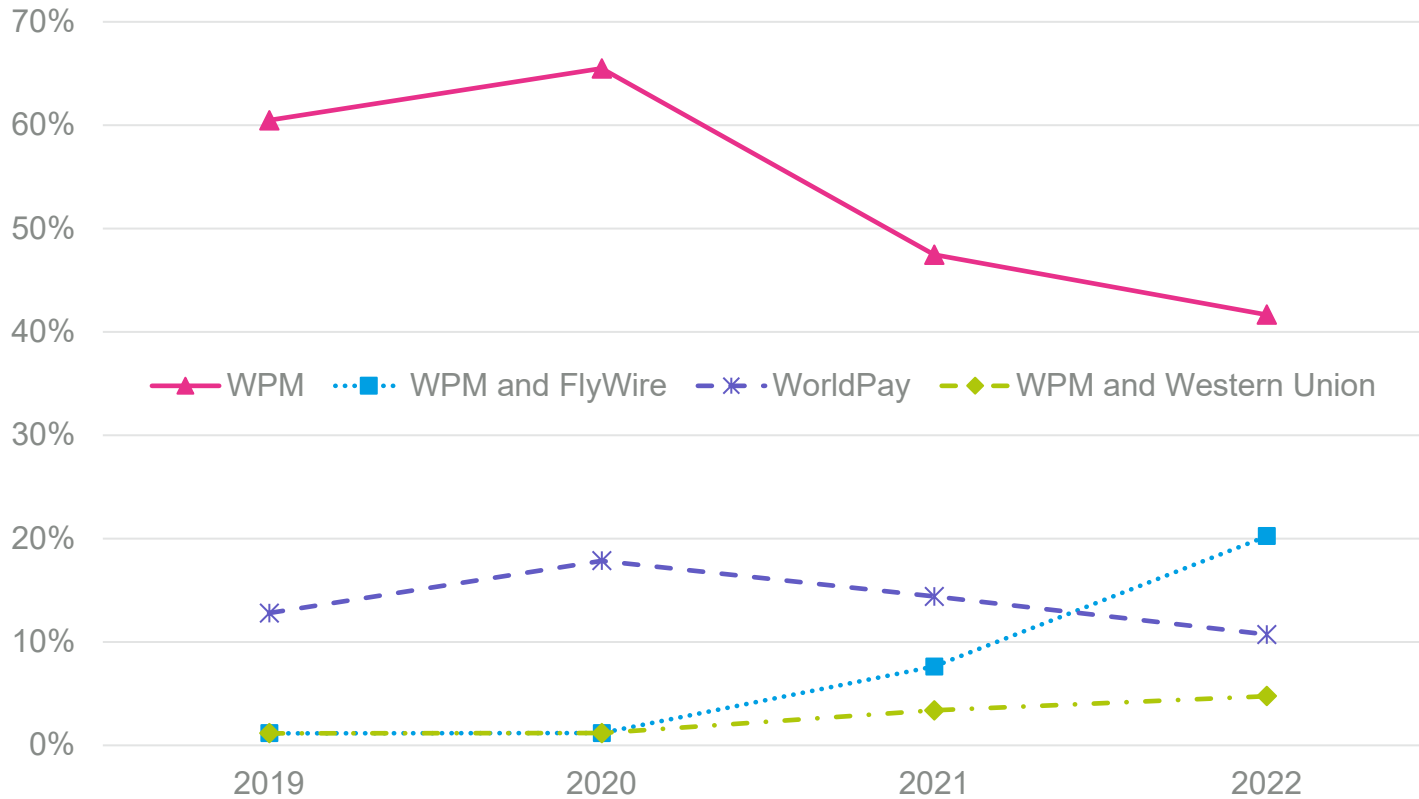
# Payment Gateway Services

	2019	2020	2021	2022
WPM	52	55	56	35
WPM and FlyWire	1	1	9	17
WorldPay	11	15	17	9
WPM and Western Union	1	1	4	4
Pay360	3	3	4	4
GlobalPay	4	3	5	3
Realex	4	1	5	3
Barclays (BACS) + Worldpay (Card payments)	0	1	4	3
SagePay	0	1	1	3
FlyWire	0	2	1	2
PayGate	2	1	0	2
Secure Trading	2	1	2	1
STRIPE	1	1	2	1
Webpay	1	1	1	1
Thawte	0	1	0	0
Verifone	1	2	0	0
Various	3	1	9	3
Other	5	1	5	3
Prefer not to say	0	1	13	8
<b>Total respondents</b>	<b>86</b>	<b>84</b>	<b>118</b>	<b>84</b>

**Table 22: Payment Gateway Services 2019-2022**

# Payment Gateway Services

Figure 22: Trends in the 5 most popular Payment Gateway Services of 2022



In 2021 the format for the payment gateway services question changed so that it was no longer free text and the groupings allow comparisons to be made with the previous years that data are available; however, any changes between years should be treated with caution. Please note that for payment gateway services all years include any instance when multiple systems have been noted.

WPM has been the most popular system in each year since 2019; however, consecutive decreases since 2020 has seen its popularity drop so that it was a core system at 35 responding institutions (42%) in 2022, compared to being used at 55 responding institutions (65%) in 2020. Additionally, 17 respondents (20%) reported using WPM and Flywire in 2022, while four responding institutions (4.8%) indicated they used WPM and Western Union, and the inclusion of these categories in the two most recent years may go some way to explaining the decrease recorded in WPM since 2020.

Overall, nine respondents (10.7%) reported using WorldPay in 2022, while Pay360 was a core payment gateway service at four responding institutions (4.8%).

# Lecture Capture Services

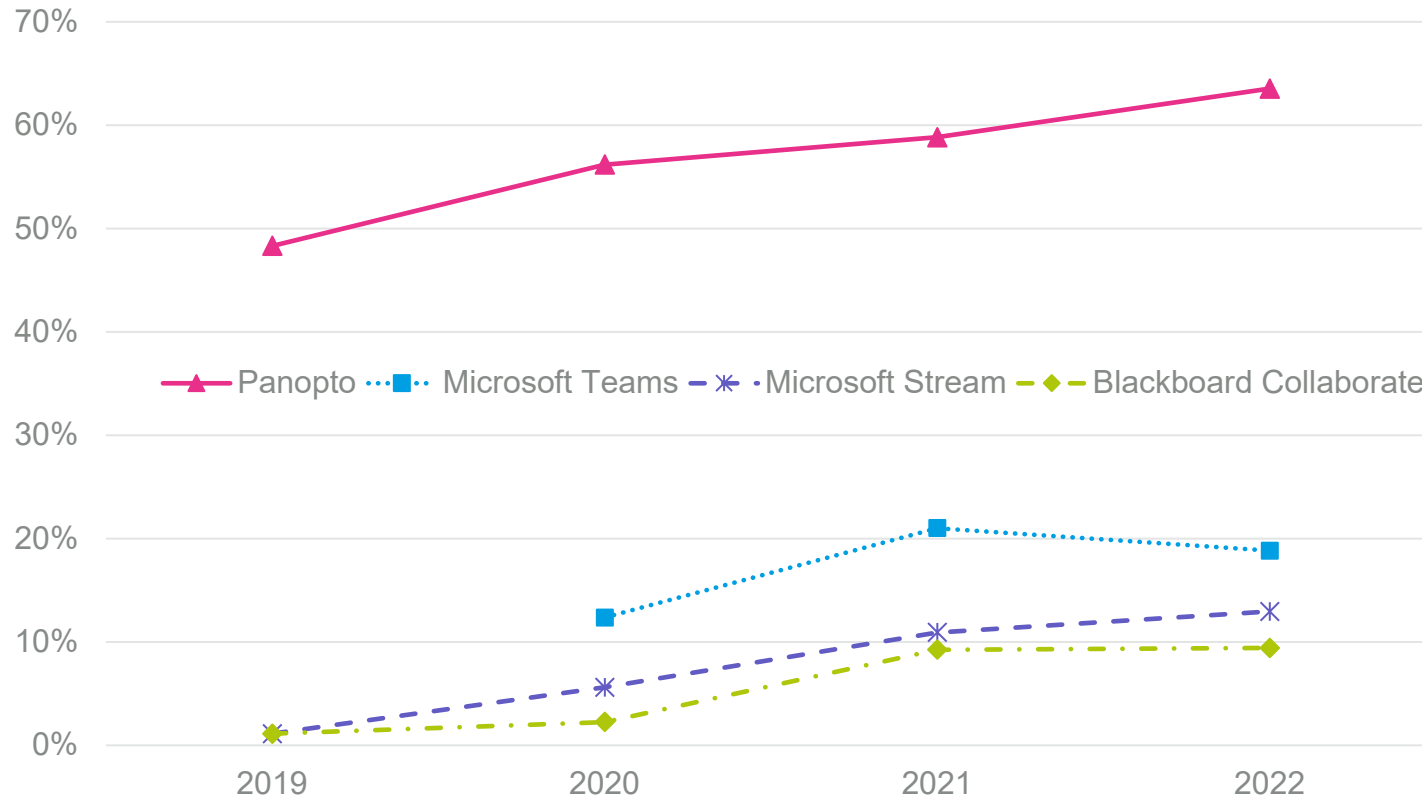
	2019	2020	2021	2022
Panopto	43	50	70	54
Microsoft Teams	0	11	25	16
Microsoft Stream	1	5	13	11
Blackboard Collaborate	1	2	11	8
Echo 360	12	11	11	7
Zoom	0	4	16	5
Yuja	0	2	3	4
Kaltura	0	1	5	3
Planet e-Stream	3	3	3	3
MediaSite	5	5	3	2
Camtasia	0	1	1	1
Cisco Webex	1	1	1	1
In-house	5	3	2	1
Medial	3	1	2	1
Canvas	0	1	3	0
Extron SMP 351 with Avonic cameras	0	1	1	0
Various	2	0	0	0
Other	3	1	0	0
None	11	5	7	0
<b>Total respondents</b>	<b>89</b>	<b>89</b>	<b>119</b>	<b>85</b>

**Table 23: Lecture Capture Services 2019-2022**



# Lecture Capture Services

Figure 23: Trends in the 4 most popular Lecture Capture Services of 2022



In 2021 the format for the lecture capture services question changed so that it was no longer free text and the groupings allow comparisons to be made with the previous years that data are available; however, any changes between years should be treated with caution. Please note that for lecture capture services all years include any instance when multiple systems have been noted.

Figure 23 highlights that Panopto has been the most popular lecture capture service throughout the three-year period, and has been used at more than half of responding institutions in each year since 2020. In 2022 Panopto was a core system at 54 responding institutions (64%), followed, somewhat behind, by Microsoft Teams (16 respondents, 19%), Microsoft Stream (11 respondents, 12.9%) and Blackboard Collaborate (8 respondents, 9.4%).

Table 23 (page 52) illustrates that Zoom has dropped in popularity in the last year – from being a core system at 16 responding institutions (13.4%) in 2021 to being used at five responding institutions (5.9%) in 2022. When we consider the 75 institutions responding in both years, the number of respondents indicating that they used Zoom as a core system has fallen from thirteen in 2021 to four in 2022.

# Appendix A Systems

Finance	Systems included
Advanced Business Solutions	Advanced; Advanced Business Solutions - e5; Advanced Business Solutions - eFinancials; Advanced Business Solutions - OpenAccounts; Advanced Software - Open accounts/EBIS; CedAr; CedAr eFinancials; COA Solutions (e5); COA Solutions eFinancials; e5; Open Accounts;
Agresso/Unit4	Agresso; Agresso QL Finance; Agresso QLX; CODA; CODA Dream; Distinction; Unit 4 ABW; Unit 4/Agresso QLX; Unit 4: Agresso; Unit 4: Agresso Coda Dream; Unit 4: Agresso Financial Management; Unit 4: Business World; Unit 4: Campus Financial Management; Unit 4: Coda; Unit 4: Coda financials; Unit 4: Financials (formerly Coda Financials); Unit 4: QLF; Unit 4: QLX; Unit4 - Coda Dream;
B-plan Aptos	Aptos
Ellucian Banner Finance	Sungard Banner Finance; Sungard Banner;
Microsoft Dynamics NAV	Microsoft DYnamics Navision 2015
SUN Account	SUN Systems;
Technology One	Technology One Financials;
HR	Systems included
Accero Cyborg	Cyborg;
Agresso/Unit4	Agresso; Agresso QL Personnel (QLP); Unit 4 – Agresso ; Unit 4 - QLP; Unit 4 Business World;
Alta HR	Alter HR;

# Appendix A Systems

HR (continued)	Systems included
Bond HR	Bond; Bond HR Professional; Bond International; Bond Personnel Professional; Professional Personnel; Professional Personnel (Bond HR);
Ciphr - Compel	Ciphr; Ciphr (Compel); Compel; Compel CIPHR; Computers in Personnel - CIPHR; Cyphr;
Core HR	Core;
Frontier - Chris 21	Chris 3; Chris 21;
Jane HR and Payroll	Jane Systems;
Midland HR/iTrent	Midland HR; Midland iTrent; Midland;
NorthgateArinso	Northgate; PSEnterprise; PSE; ResourceLink; Zellis;
Payroll	Systems included
Accero Cyborg	Cyborg; Hewitt Cyborg;
Agresso/Unit4	Agresso; Agresso QL Personnel (QLP); Unit 4 - Agresso; Unit 4 - QLP; Unit4 Business World;
Bureau Service	Bureau;
Ceredian/Centrefile	Centrefile; Ceredian; Ceredian Source; Managed Service by Ceredian; Source;

# Appendix A Systems

Payroll (continued)	Systems included
Core Payroll	Core; Core Pay; CORE Payroll System;
Earnie IQ	Iris-Earnie;
Frontier - Chris 21	Chris 3; CHRIS 21;
Maxima	Maxima Paysolve; Paysolve; Paysolve from Maxima;
Midland HR/iTrent	Midland HR; Midland iTrent; Midland; Trent;
NorthgateArinso	Northgate; Resourcelink; PSE; Zellis;
Outsourced	External; external agency; External agency service; outsourced to bureau; Outsourced to CMG; Outsourced to ISC;
Payrite	Paywrite

Student Records	Systems included
Agresso/Unit4	Agresso; Agresso QL Students; Unit 4- QLS; Unit 4 - Student Management; Thesis Student Management (formerly Unit4)
Campus IT - Quercus	Campus IT Quercus; Campus IT Quercus Plus; Campus IT Querus Plus; CampusIT; Quercus; Quercus Plus from Campus IT; Ellucian – Quercus;
Ellucian Banner	SunGard; Banner; Ellucian;
ITS (Integrated Tertiary Software)	ITS; Integrated Tertiary Systems; Integrated Tertiary Systems(ITS); ITS (South African System);

# Appendix A Systems

Estates	Systems included
Archibus	Archibus plus AutoCAD;
Bespoke/in-house	Homegrown; In house built systems; In-House (less than sophisticated system);
CAFM	Technology Forge CAFM
FSI Concept	Concept; FSI Evolution;
GVA	GVAS; GVA-S;
None	No integrated system; Not used; N/A; We do not have....; Out to tender; Soon to be....; To be tendered shortly;
Not known	Not sure

Library	Systems included
Millenium	Innovative; Millennium;
SirsiDynix – Unicorn	Sirsi Unicorn; Unicorn;
Vubis Smart	Infor/Vubis;

# Appendix A Systems

VLE	Systems included
Blackboard – WebCT	Blackboard Vista; Blackboard (WebCT);
Desire2Learn	D2L;
Pearson	Pearson Learning Studio; Pearsons;

Timetabling	Systems included
Advanced Learning –CMIS	Facility CMIS; Serco - Facility CMIS; Serco;
Capita UNIT - eResource Manager	Capita Resource Manager; Capita; ESS UNIT-e;
Infosilem - TPH	Infosilem; TPH (supplier Infosilem);
Scientia	Scientia Syllabus Plus, Scientia; Syllabus Plus (Scientia);
Tribal	Tribal (SITS);
None	n/a; No system;

# Appendix A Systems

CRM	Systems included
Agresso/Unit4	Agresso CRM; Agresso Distinction; Microsoft (Distinction); Unit 4 - Agresso;
Blackbaud - Raisers Edge	Blackbaud - Razers Edge; Blackbaud;
Hobsons	Honsons; Hobsons Connect;
Donor Strategy	Care; IRIS Donor Strategy; IRIS;
Microsoft Dynamics	Microsoft; Microsoft Dynamics CRM; MS Dynamics; MS Dynamix;

Content Management System	Systems included
Alterian – Morello	Alterian Content Management
Microsoft Sharepoint	Microsoft; MS Sharepoint; Sharepoint (Digital repository);
MySource Matrix (Squiz)	Squiz Matrix (open source); Squiz;
OpenText	OpenText RedDot; Red Dot; RedDot; Redot;
Percussion – RhythMyx	Rythmix; Rythmx;
TerminalFour	Site Manager by TerminalFour; Terminal 4; t4;

# Appendix A Systems

Business Intelligence	Systems included
Various	Combination of BI tools
IBM-Cognos	Cognos 8
Microsoft – Reporting	Microsoft Reporting Services; SQL Reporting Services ;

Enterprise Web Portal	Systems included
Blackboard	Blackboard (Blackboard); Blackboard for Students; Blackboard Learn 9 Portal; Blackboard portal;
Ellucian Luminis CMS	SunGard Luminis;
Drupal	Drupel
SAP Enterprise Portal	SAP;
Tribal - SITS	Tribal SITS eVision;
uPortal	JASIG uPortal;

IT Service Management Systems	Systems included
Alembra – Fire	Alemba
BMC Footprints	Numara Footprints;
BMC Remedy	BMC Service Desk; BMC Service Desk Express; Remedy Force;



# Appendix A Systems

IT Service Management Systems (continued)	Systems included
Hornbill - Supportworks	SupportWorks; SupportWorks Hornbill;
Kayako Fusion	Kayaco; Kyako;
LANDesk	Ivanti; Touchpaper;
ManageEngineServiceDesk Plus	ManageEngine;
Microsoft System Center Service Manager	Microsoft SCSM; SCSM;
Richmond SupportDesk	Richmond

Payment Gateway Services	Systems included
GlobalPay	Global Payments; Global;
Pay360	Capita; Capita Pay360;
WPM	WBM; Web Page Marketing; WPM Web Page Marketing; WPM Payment Gateway Service; WPM Online Store;

Lecture Capture Services	Systems included
Cisco Webex	CISCO VC recording; Cisco Webex conference recording;
Echo360	Echo;
Panopto	Panopto Recording; Panopto Focus; PanOpto; Panaopto; Ponopto;

## Appendix B 'Other' systems used

System	Included in 'other'
Finance	Aptean Ross; Bespoke/in-house; BluQube; Ellucian Banner Finance; Great Plains – Microsoft; Infor; JD Edwards; Quali Financials; PS Financials; Resource 3200; Sage 50; Various;
HR	ADP HR.net; Cascade; Cintra HR; Civica Resource; HRPro; PWA; RedskyIT Genesis; World Service - Software for People; Topaz;
Payroll	Access Dimensions; ALBACS; Cascade; CIPHR add-on; Cintra; Envoy; HR Revolution – SD Worx; Logica; Moore Pay; Pegasus; Selima; Teamspirit; TechnologyOne;
Student records	Civica REMS; OneAdvanced ProSolution; Oracle = OSS;
Estates	3iStudio Estate Manager; AFM/FACnet; Avon; Backtraq FM; Cardax access control, DeCAL; ex-CHA (MAC initiative); Excel based; FAMIS; Hornbill; Insite; Integrated FM – FACTS; Kinetix; Logger; Matrix Impact (now SoftSols); Nvidia; Paragon; Maintrix; PEMAC; QUBE; Richmond Systems; SID (Hangs off SITS); Tabs FM; Unit4 Field Force Module; Wren;
Library	Capita Prism; Capita Soprano; Liberty Softlink; OCLC; OLIB; Pemac; RMS; Worldshare Management System;
VLE	AULA; Blackboard-Moodlerooms; Blackboard – Ultra; Brightspace; Google Classroom; Sunguard Luminis Campus Pipeline; Open LMS;
Timetabling	Civica – REMS; EventMap Optime; Its Abacus; Meeting Room Manager; O! Timetable; OneAdvanced ProSolution; Semestry/Semestry TermTime; Simitive; Timetabler (provided by EventMap);
CRM	Anthology; Advance ProEngage; Blackboard CRM; Blackboard NXT; BMC Fusion; Career Hub; Compass ProEngage; Diagonal; Ellucian-Advance; Ellucian Recruiter; Ellucian CRM Recruit; Evolutive; Goldmine; Hubspot; iMIS; Kidz Africa; Maximiser CRM database; Onyx; RMS; Oracle – Peoplesoft; Sage SalesLogix; Sage Act Professional; SAP; Spectrix; Teamscope; Tribal (SITS);
Content Management System	Adobe contribute; Alfresco; Arconics; Blackboard; Celum; D Space; EMC; Ektron; Goss; Hyland-Onbase; Joomla; Kentico (MMT); Mediasurface; Oracle; Serena; Silva; Silverstripe; Straker Shado; Sitefinity; Silktide; Teamsite; Tridion; Wagtail; Zope;

## Appendix B 'Other' systems used

System	Included in 'other'
Business Intelligence	360 Performance Solutions; CACI; Compass – ProMetrix; InPhase; IQ Objects; Jisc Learning Analytics; Logix4; microstrategy; ProClarity; WebFOCUS (information builders);
Enterprise Web Portal	Alfresco; Alterian CMS; Campus EAI; Elgg; Empresa e-ST; Google; Interact Intranet; JADU; Jboss; Kaleidoscope; Sitecore; T4; Zenenti; Drupal; Confluence; Workvivo;
IT Service Management Systems	Easy Vista; Fresh Service; Freshworks; HP Service Manager; Infra; ITBM; JIRA; Microsoft Sharepoint; OneorZero; PC Duo; Quantarc Quemis; Quscient – ProRetention; Remedy Force; Salesforce ServiceCloud; Samanage; SID (attached to SITS); Solar Winds; Success CRM; Wendia; FeshDesk; MS Dynamics 365; Point of Business;
EDRMS	ADOS; Banner Document Management; Box; D Space; Documation Software Ltd; DocuShare; Equella; Filestream; Google; Knowledge tree; Ellucian Xtender/dms; Novell Teaming; Perceptive Software; Soft co R8; Teams; Therefore; Tokopen; Wisdom; Worksite; Ellucian Banner; Mayan; Liberty Netcall; T4;
Curriculum Management	Advance ProResource; CourseLoop; ESS UNIT-e; LiftUpp; MS Excel; Not known; SAP; Scientia; Syllabus Plus;
Student Evaluation of Teaching Software	CourseEval; Empresa e-ST; Explorance Blue; Loop; Markclass; Questionmark Perception; QDP; SiMon; Microsoft Forms;
CRIS	Ideate; InfoEd; myProjects my impact; Not known; Research Administrator; Symplectic; Various; VeryConnect; Guild HE research repositories; Figshare;
Research Proposals, Grants and Contracts	Agresso Awards Management; Agresso BCP; Banner; Black Dackel; Haplo; Infornetica; Microsoft Dynamics CRM; my projects proposal/ my projects; Not known; Oracle development; Oracle Grants Management System; SAP; Unit 4 Agresso Business World; Unit 4 PCB; Vertigo Ventures Impact;
Enterprise Service Bus (ESB)	Dell Boomi; None; WSO2; Various;
Data Warehouse	Eventbrite; Google BigQuery; None; Priava Cloud; SAP Business Warehouse; RezLynx; roomMaster; Salesforce; Snowflake; Splunk; SQL; Wherescape Red; Various;
Accommodation and/or conferencing event systems	Bespoke; Cvent; Hallpad; Hotec; Mercury; None; RMS; StudentPad; Various;

## Appendix B 'Other' systems used

System	Included in 'other'
Payment Gateway Service	PAYU; Barclays; Blackbaud NetCommunity; CIBC Online Banking; WCN; WisePAY;
Lecture Capture Service	Blue button; UbiCast; Replay; Media Lecture;

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