Trends in Corporate Information Systems 2013-2023

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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 2013 to 2023, 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 2023 – 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 2023 and highlighting any changes in the proportion of respondents indicating that these systems were in use at their institution in each available year since 2013. Where the option 'other' is one of the four most popular choices in 2023, 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 2013, with the charts illustrating the proportion of responding institutions selecting the four most popular options in each available year since 2013.

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 the three most recent years, the total number of respondents will not equal the sum of the number of respondents selecting each system, with all percentages based on the responding institutions to each question.

Introduction

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 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, the systems have been 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, and where possible these systems have been included in the relevant category.

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 2023 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 response 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.

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Finance

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Unit 4/Agresso	56	47	56	62	63	63	54	55	62	48	39
Advanced Business Solutions	11	6	11	13	10	12	11	9	10	8	8
TechnologyOne	2	1	3	4	5	5	6	9	7	6	8
Oracle - Cloud	0	0	0	0	0	0	0	0	5	2	6
Oracle ERP	0	0	0	0	0	1	0	1	0	4	5
Oracle - Financials	9	7	7	9	9	8	7	7	10	5	5
Symmetry	5	2	7	8	8	5	3	2	6	3	3
SAP	6	4	5	6	8	5	5	5	9	4	2
Access Dimensions	2	2	1	2	2	2	2	2	3	2	1
B-plan Aptos	4	2	4	5	5	2	1	0	2	1	1
Civica Resource Financials	0	0	1	2	3	3	2	2	3	0	1
Deltek - Maconomy	1	1	1	1	1	1	0	0	1	1	1
Microsoft Dynamics NAV	0	0	1	1	0	1	0	1	2	1	1
Capita APTOS	0	0	1	0	1	3	1	0	0	0	0
SunAccount	2	1	1	1	3	2	2	1	1	2	0
Topaz Financials	2	0	1	1	1	1	0	0	1	0	0
Other	3	2	1	2	6	3	4	4	6	2	1
Total respondents	103	75	101	117	125	117	98	98	121	85	76

Table 1: Finance Systems 2013-2023

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Finance

Figure 1: Trends in the 4 most popular Finance Systems of 2023

Legend:
- Unit 4/Agresso
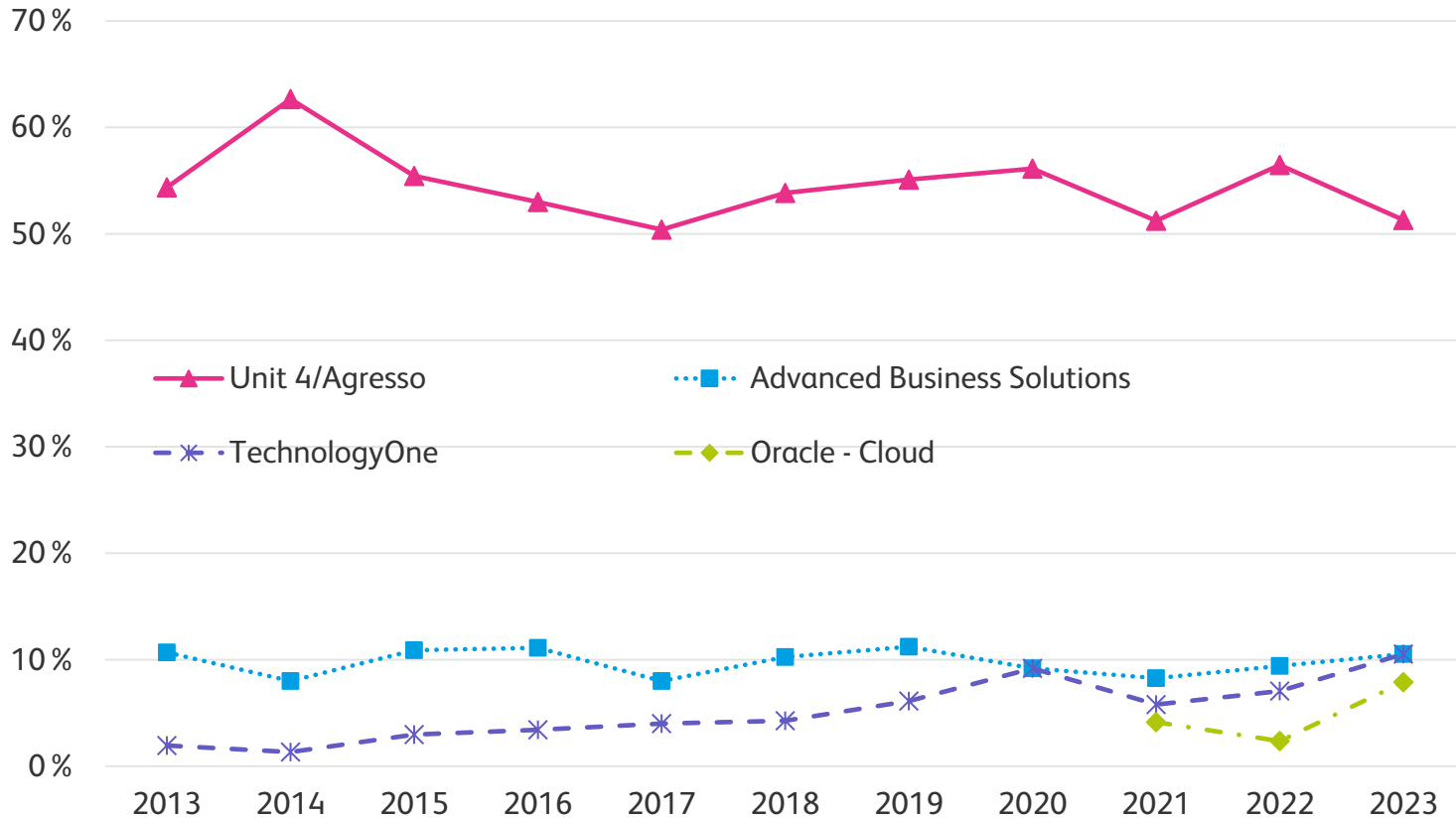- Advanced Business Solutions
- TechnologyOne
- Oracle - Cloud

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 2013. There has been a slight decrease in the most recent year, and when we consider the 62 institutions responding in both 2022 and 2023 the number indicating they used Unit4/Agresso drops slightly from 33 to 31. It is worth noting that Unit4/Agresso covers several different systems, and in 2023, 36 respondents overall (47%) 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 in each year since 2015; however, it is someway behind and was a core system at eight responding institutions (10.5%) in 2023. TechnologyOne appears to have increased slightly in popularity in the most recent year and is now on a similar level to Advanced Business Solutions; however, when we consider the 62 institutions responding in both 2022 and 2023 there is no change. Oracle – Cloud has entered the top four finance systems for the first time in 2023 and is currently a core system at six responding institutions (7.9%), and when we consider the 62 institutions responding in the two most recent years, the number indicating they use Oracle-Cloud has increased from two to six.

H R

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Midland HR/iTrent	23	18	26	30	35	36	32	35	44	28	22
Core HR	8	8	11	11	14	12	14	9	12	10	12
NorthgateArinso	31	21	26	31	26	21	19	16	16	17	12
Agresso/Unit 4	4	3	6	11	14	14	13	9	14	12	8
Oracle ERP	0	0	0	0	0	0	0	0	0	6	5
Oracle	7	3	7	9	9	8	7	8	12	2	4
SAP	7	5	9	9	10	9	8	9	9	6	4
SAP SuccessFactors	0	0	0	0	0	0	0	0	1	1	3
Jane HR and Payroll	0	1	1	1	1	2	0	1	2	2	2
Alta HR	4	3	1	2	1	1	0	0	0	0	1
Bespoke/In-house	4	2	3	2	3	2	0	1	1	1	1
Bond HR	4	2	4	3	3	2	1	3	1	0	1
Ciphr - Compel	2	2	3	2	1	3	2	2	3	1	1
Deltek - Maconomy	1	1	1	1	1	1	0	0	1	1	1
Accero Cyborg	2	0	0	0	0	0	0	0	0	0	0
Frontier - Chris 21	2	2	2	1	0	0	1	1	0	0	0
Oracle - Peoplesoft	1	1	1	1	1	1	0	0	0	0	0
Pyramid	1	2	0	0	0	0	0	0	0	0	0
Sage Snowdrop	0	0	1	1	1	1	0	0	0	0	0
Select HR	1	1	1	1	1	2	0	2	2	0	0
Other	0	0	0	1	4	2	2	1	4	4	5
Total respondents	102	75	103	117	125	117	99	97	119	86	76

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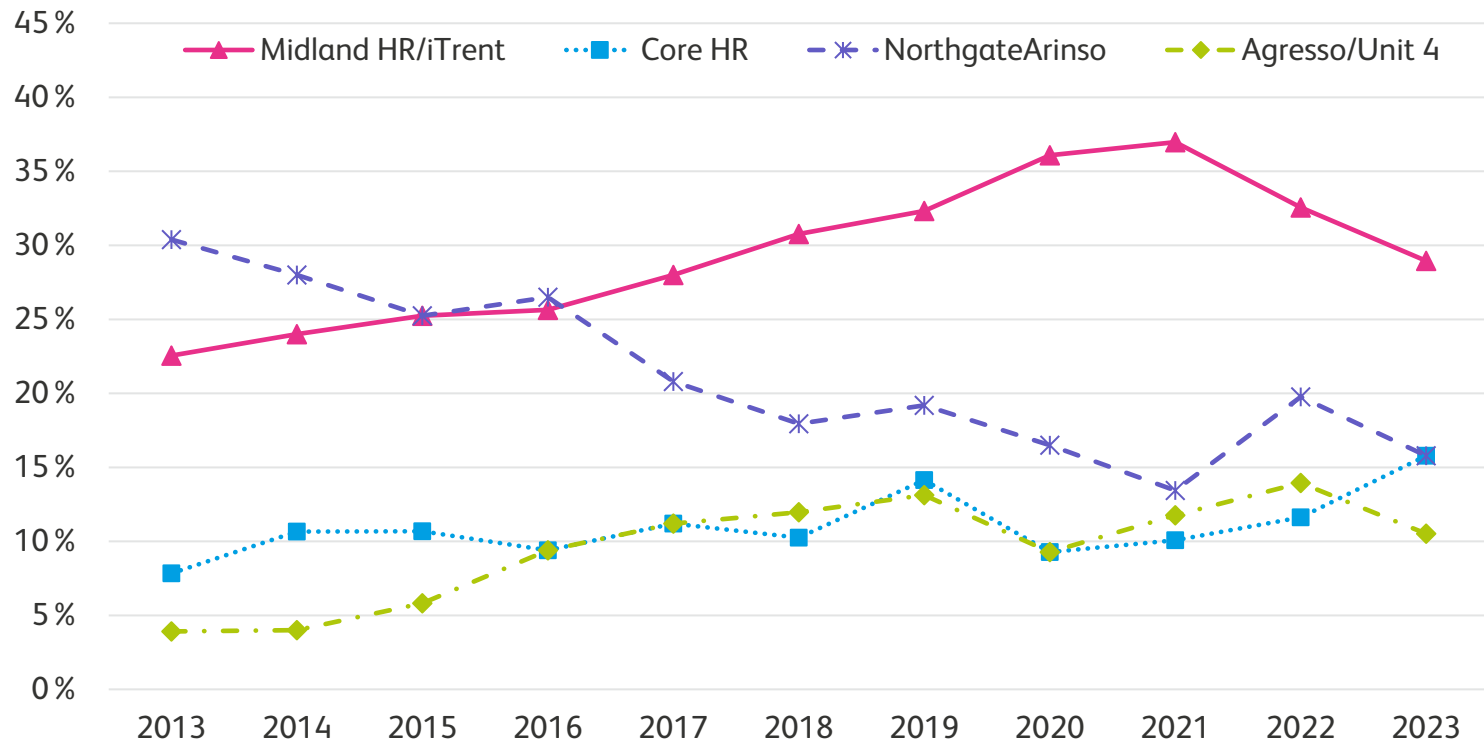**Figure 2: Trends in the 4 most popular HR Systems of 2023**

Figure 2 highlights that Midland HR/iTrent increased in popularity between 2013 and 2021 when it was a core HR system at 37% of responding institutions. The two most recent years appear to show a decline in popularity, and it was a core system at 22 responding institutions (29%) in 2023, although it remains the most popular HR system. However, when we consider the 69 institutions responding in both 2021 and 2023, there is no change in the number indicating that they used Midland HR/iTrent.

NorthgateArinso started the ten-year period as the most popular HR system and was used across 30% of responding institutions; however, since then, and despite some fluctuation, its popularity has decreased and it was a core system at twelve responding institutions (16%) in 2023, and on a similar level to Core HR for the first time over the ten-year period. Agresso/Unit4 has fluctuated in popularity since 2013, although it has been one of the top four HR systems in each year since 2016 and is currently used across eight responding institutions (10.5%).

Payroll

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Midland HR/iTrent	24	17	27	29	34	35	29	33	43	28	21
NorthgateArinso	29	21	25	28	27	23	19	14	15	16	15
Core Payroll	7	8	11	11	14	12	14	9	12	8	12
Agresso/Unit 4	4	3	6	10	12	12	12	13	18	14	8
Oracle	4	2	5	7	7	6	6	7	11	2	4
Oracle ERP	0	0	0	0	0	0	0	0	0	5	4
SAP	7	5	9	9	10	9	7	8	10	5	3
Jane HR and Payroll	0	1	1	2	1	1	0	1	2	2	2
Alta HR	4	3	1	2	1	1	0	0	0	0	1
Bureau Service	5	3	1	1	1	2	2	0	2	0	1
Civica Resource Financials	0	0	1	0	1	0	0	0	0	1	1
SAP SuccessFactors	0	0	0	0	0	0	0	0	0	0	1
Accero Cyborg	2	0	0	0	0	0	0	0	0	0	0

Table 3: Payroll Systems 2013-2023

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Payroll

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Access Select Payroll	1	1	1	1	1	1	0	2	2	0	0
Action file	0	0	1	0	0	0	0	0	0	0	0
Bespoke/In-house	3	1	1	1	1	1	1	2	1	1	0
Bond HR	1	1	1	1	1	1	0	0	0	0	0
Ceridian/Centrefile	3	3	4	2	2	1	2	1	1	1	0
Earnie IQ	0	0	1	2	1	1	0	0	0	0	0
Frontier - Chris 21	2	2	2	1	0	0	1	1	0	0	0
ICS Equinity - Perito	1	1	2	2	2	2	0	0	0	0	0
Outsourced	0	0	1	4	6	0	0	0	0	0	0
Pyramid	2	2	0	0	0	0	0	0	0	0	0
Topaz EMS	1	0	1	1	1	0	0	0	0	0	0
Other	2	0	1	3	2	9	4	7	5	4	5
Total respondents	102	74	103	117	125	117	97	98	119	85	75

Table 3 (continued): Payroll Systems 2013-2023

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P a y r o l l

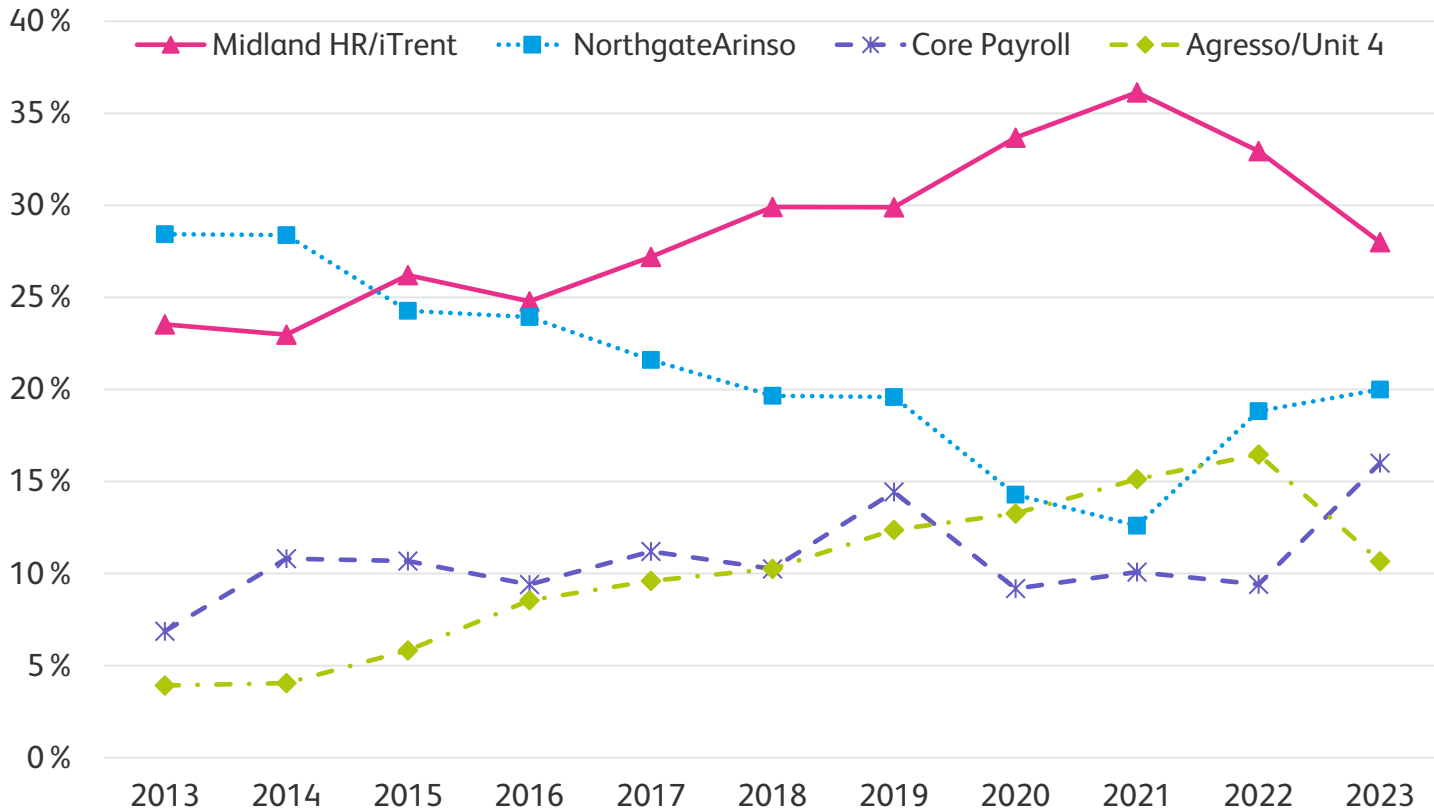## Figure 3: Trends in the 4 most popular Payroll Systems of 2023

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 twelve of the individual systems were used at responding institutions in 2023. 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 increased in popularity overall between 2013 and 2021 when it was a core system at 43 responding institutions (36%). However, the two most recent years appear to see its popularity dip and it was used across 21 responding institutions (28%) in 2023, although it remains the most popular core system. In contrast, NorthgateArinso started the ten-year period as the most popular HR system and was used across 29 responding institutions (28%). This was followed by a decrease in popularity from 2013 to 2021, although the two most recent years has seen an increase so that it was a core system at 15 responding institutions (20%) in 2023. However, when we consider the 62 institutions responding in both 2022 and 2023, there is little change in the numbers indicating that they used either MidlandHR/iTrent or NorthgateArinso.

Core Payroll has increased in popularity over the ten-year period and is currently the third most popular payroll system and was used across twelve responding institutions (16%) in 2023, closely followed by Agresso/Unit4 (8 respondents, 10.7%). Notably, MidlandHR/iTrent, NorthgateArinso, Core Payroll and Agresso/Unit4 have been the top four payroll systems at responding institutions in each year since 2016.

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Student Records

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Tribal - SITS	48	36	56	57	60	61	49	49	66	53	45
Ellucian - Banner	12	9	9	14	12	13	15	15	16	12	12
Bespoke/in-house	15	12	15	14	15	11	9	11	9	8	7
Ellucian - Quercus	5	3	5	7	7	6	6	5	4	4	4
Oracle - Peoplesoft	1	3	3	4	4	5	4	3	6	3	3
Agresso/Unit 4	11	7	7	12	12	10	7	5	8	1	2
Capita	5	2	4	5	6	5	4	5	6	5	2
ITS (Integrated Tertiary Software)	1	1	1	0	1	1	1	0	1	0	1
SAP	1	1	1	1	1	1	0	1	2	1	1
Ellucian - PowerCampus	0	0	1	1	1	1	0	0	0	1	0
Oracle	2	1	0	0	0	0	0	0	0	0	0
Tribal - ebs	1	0	1	0	2	1	1	1	1	0	0
Other	0	0	0	1	3	1	3	1	5	3	4
Total respondents	102	75	103	116	124	116	99	96	120	86	75

Table 4: Student Records Systems 2013-2023

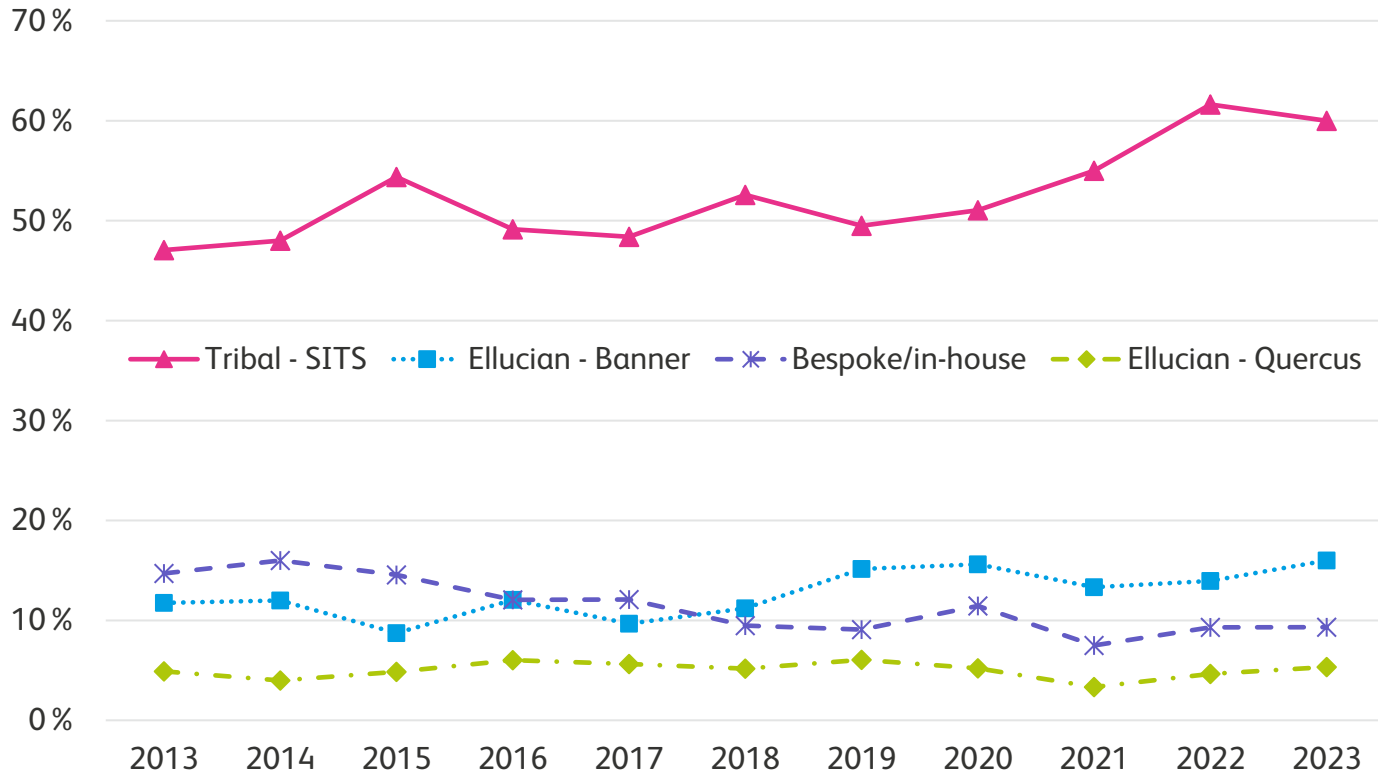## Figure 4: Trends in the 4 most popular Student Records Systems of 2023

Figure 4 highlights that there has been little change in the student records systems used at responding institutions throughout the ten-year period. Tribal SITS has been the most popular system since 2013 and was in use at more than half of responding institutions in six out of the eleven years and was a core system at 45 responding institutions (60%) in the most recent year. In 2023 this is followed, someway behind, by Ellucian – Banner which was a core system at twelve responding institutions (16%) and it has been the second most popular student records system since 2018. A bespoke/in-house system has also been in the top three systems throughout the ten-year period, with a ranking of third in each year since 2018 and was used across seven responding institutions (9.3%) in 2023. Ellucian-Quercus enters the top four for only the second time since 2013; however, it was a core system at just four responding institutions (5.3%) in 2023 and highlights the dominance of Tribal SITS.

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Estates

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Planon	21	18	24	29	32	28	32	32	40	29	29
Archibus	13	10	13	14	13	16	8	13	15	9	10
CAFM	7	5	4	5	4	7	6	5	8	3	5
Trend	0	0	1	1	1	2	3	1	6	3	5
Micad	1	2	3	4	4	3	2	1	6	5	4
TOPdesk	1	0	1	0	2	3	3	2	4	4	4
Planet FM	3	2	3	2	2	2	1	1	4	2	3
QFM Estates Manager	0	0	1	2	3	3	3	3	2	3	3
FSI Concept	3	3	3	4	4	4	5	5	4	5	2
Quantarc	6	2	3	4	1	4	5	4	4	5	2
QuEMIS	4	5	8	9	11	9	5	5	8	6	2
Badger	4	3	1	1	1	0	1	0	0	0	1
IBM Maximo	0	0	2	2	3	2	1	0	1	3	1
Pirana	0	0	1	1	1	1	0	0	1	1	1
Q5	1	0	1	1	1	1	0	0	1	1	1

Table 5: Estates Systems 2013-2023

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Estates

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
SysAid - Estates Helpdesk	0	0	1	1	1	1	1	1	1	1	1
Tribal - K2	3	1	2	1	1	1	1	2	3	2	1
Bespoke/In-house	4	5	6	6	6	5	1	0	4	2	0
GVA	2	0	0	0	0	0	0	0	0	0	0
Honeywell BMS	1	0	2	3	2	1	2	0	2	1	0
Manhattan	0	0	1	1	1	1	1	0	0	0	0
SAP	3	2	1	0	1	0	0	0	1	1	0
ServiceNow	0	0	1	2	1	1	1	1	2	0	0
SiteHelpdesk	1	1	1	1	1	1	0	1	1	1	0
Tririga	1	1	1	2	0	1	1	1	0	0	0
Unit4 Field Force	0	0	0	1	1	1	0	2	1	1	0
Various	5	2	6	5	2	5	3	4	4	1	1
Other	7	6	1	4	6	2	5	5	6	9	10
None	5	2	6	8	13	6	5	3	5	3	1
Not known	6	4	5	3	5	4	1	3	1	0	2
Total respondents	102	74	103	117	124	115	97	95	118	85	75

Table 5 (continued): Estates Systems 2013-2023

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Figure 5: Trends in the 6 most popular Estates Systems of 2023
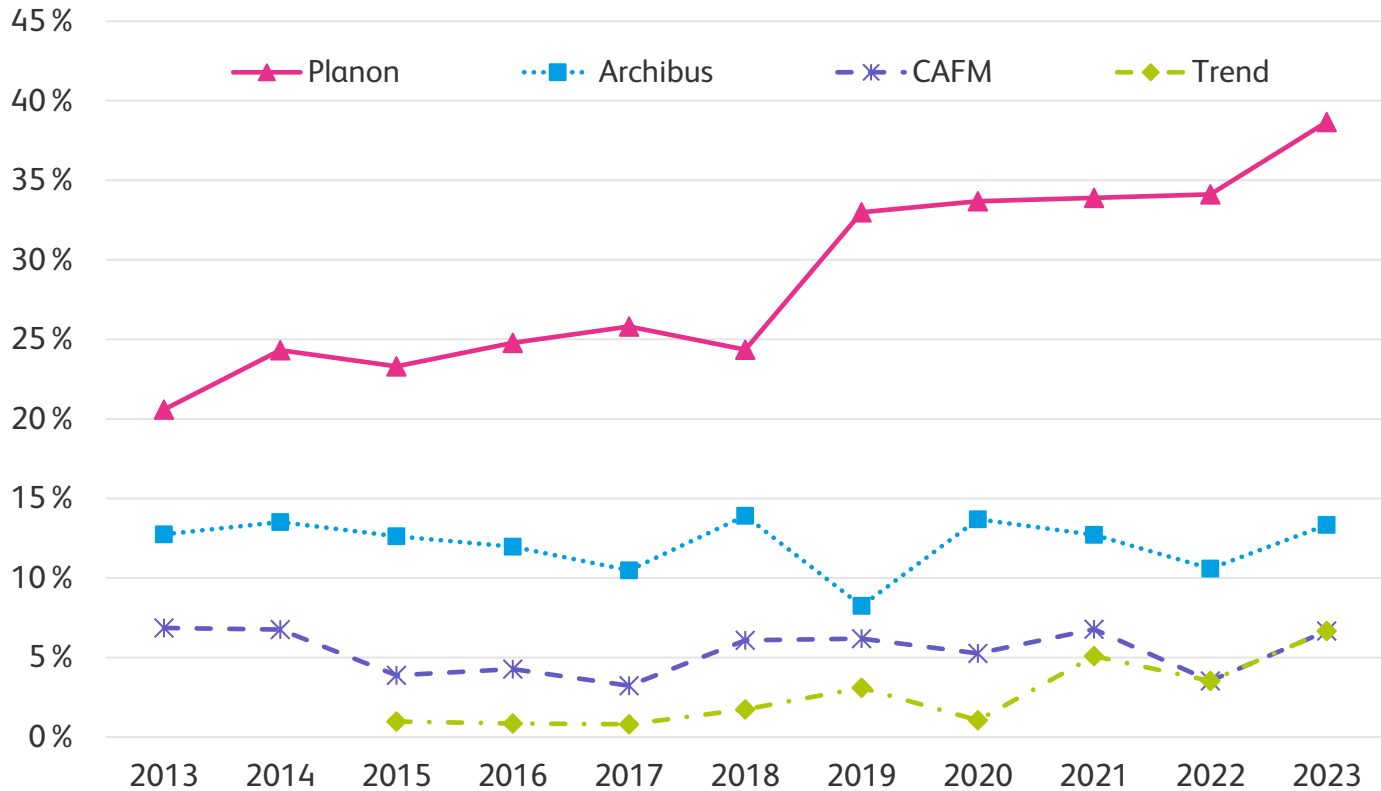

Legend: Planon, Archibus, CAFM, Trend

Table 5 (*pages 14 and 15*) illustrates the wide range of estates systems used at responding institutions throughout the ten-year period and highlights that Planon has been the top system in each year since 2013, followed, someway behind, by Archibus. Planon's popularity has increased overall since 2013 (*Figure 5*), with a further apparent rise in 2023, so that it is currently a core system at 29 responding institutions (39%), and when we consider the 62 institutions responding in both 2022 and 2023, the number indicating they used Planon has increased slightly from 24 to 26. Despite some fluctuations, the proportion of institutions reporting that Archibus was a core system at their institution has remained relatively stable, except for 2019, and in the most recent year it was a core estates system at ten responding institutions (13.3%). This was followed by CAFM and Trend which were each a core system at five responding institutions (6.7%) in 2023.

It is notable that nine of the 26 systems listed in Table 5 were not a core estates system at responding institutions in 2023, while six of the systems were each used across just one institution.

Library

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Ex Libris - Alma	1	4	11	24	30	30	29	35	46	42	38
Ex Libris	5	6	5	6	6	5	4	2	8	6	9
Talis	19	15	23	16	12	11	4	5	17	7	8
Sierra	0	2	4	8	8	10	11	10	10	9	7
Capita Alto	0	0	1	5	9	11	11	8	6	4	6
SirsiDynix	16	7	10	9	9	10	10	11	15	7	6
Koha	1	0	2	2	4	4	3	5	5	5	4
Heritage	4	3	2	3	9	8	5	3	5	1	1
Horizon	0	0	1	2	1	1	1	0	1	1	1
Ex Libris - Aleph	17	13	12	16	13	7	6	5	6	2	0
Ex Libris - Voyager	9	9	7	4	3	1	0	0	0	0	0
Kuali	0	0	1	1	1	0	1	1	2	1	0
Millenium	25	11	15	11	11	8	6	4	5	1	0
SirsiDynix - Unicorn	3	3	5	5	3	2	3	0	0	0	0
Vubis Smart	1	1	1	2	2	1	1	3	3	1	0
Various	0	1	1	1	1	2	0	0	0	0	0
Other	1	0	1	2	3	6	4	3	9	8	8
Total respondents	102	75	102	117	125	117	99	95	120	83	73

Table 6: Library Systems 2013-2023

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L i b r a r y

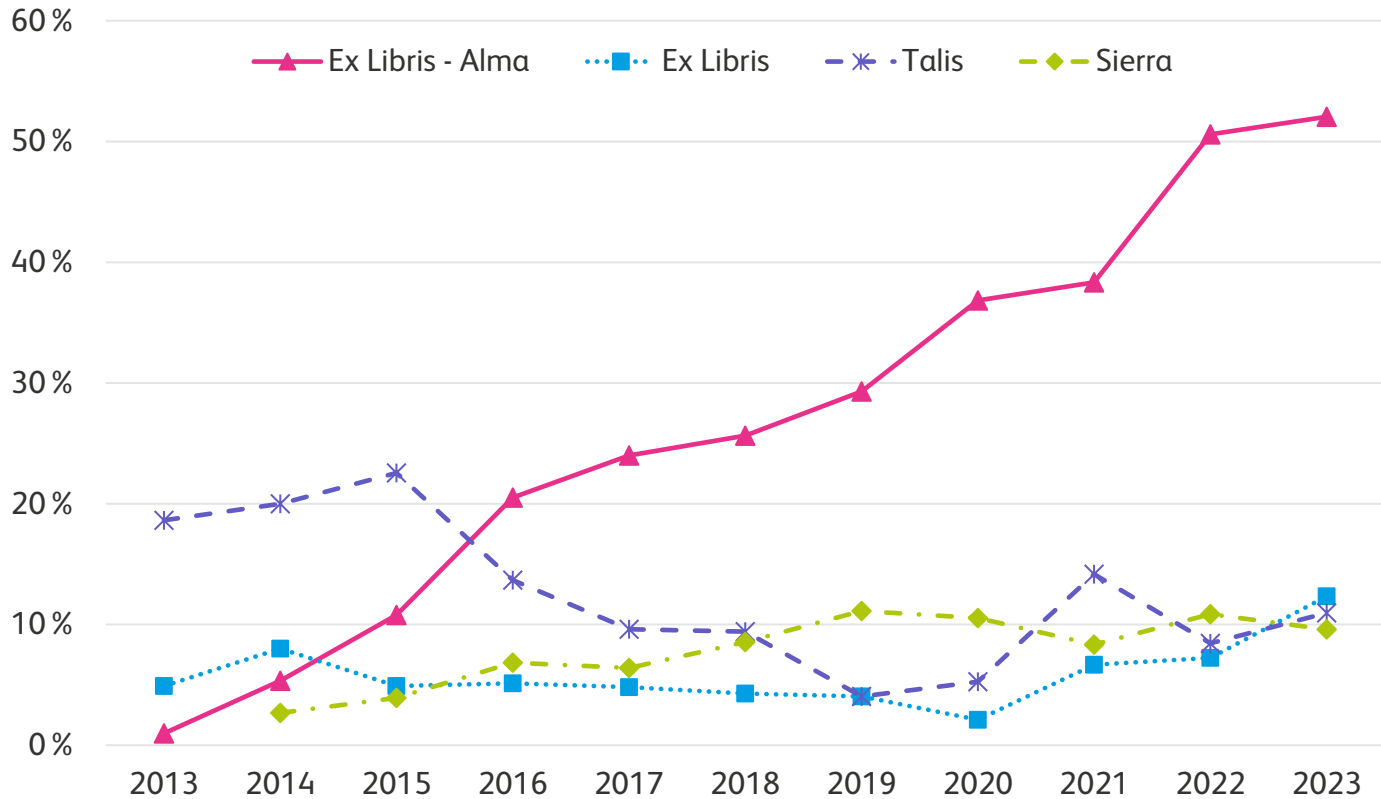### **Figure 6: Trends in the 4 most popular Library Systems of 2023**

Figure 6 highlights the steady rise in popularity of Ex Libris – Alma since 2013 when it was a core library system at just one responding institution (1.0%) to it being used across 38 responding institutions (52%) in 2023 and the most popular library system since 2016. In the most recent year this is followed by Ex Libris, although it is someway behind (9 respondents, 12.3%) and is positioned in the top four systems for the first time over the ten-year period. Figure 6 also shows that Talis has fallen in popularity since 2015 and it was a core system at eight responding institutions (11.0%) in 2023, although it has been in the top four systems in nine of the eleven years considered here. Sierra (7 respondents, 9.6%) is currently the fourth most popular library system at responding institutions and it has been in the top four in each year since 2018.

Notably, Millenium started the ten-year period as a core system at one-quarter of responding institutions and a ranking of first. However, this level could not be maintained, and its popularity gradually declined with no respondents indicating it was a core system at their institution in 2023.

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V L E

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Moodle	44	33	45	49	54	44	40	35	58	33	33
Blackboard - Blackboard	43	30	46	51	50	47	37	36	41	27	24
Canvas	1	1	1	4	8	12	14	18	24	22	18
Desire2Learn	2	2	1	2	2	6	5	3	5	6	6
Teams	0	0	0	0	0	0	0	0	8	3	6
SharePoint	1	1	1	1	1	1	0	0	1	1	3
Blackboard - WebCT	5	4	4	4	3	0	0	0	0	0	1
Pearson	0	1	1	1	0	0	0	0	1	0	1
Sakai	2	1	2	2	3	1	1	1	1	1	1
Bespoke/In-house	3	2	2	2	0	0	0	0	1	0	0
Various	1	0	0	0	1	3	1	0	0	1	0
Other	0	0	0	1	3	2	0	3	3	3	0
Total respondents	102	75	103	117	125	116	98	96	121	85	75

Table 7: VLE Systems 2013-2023

V L E

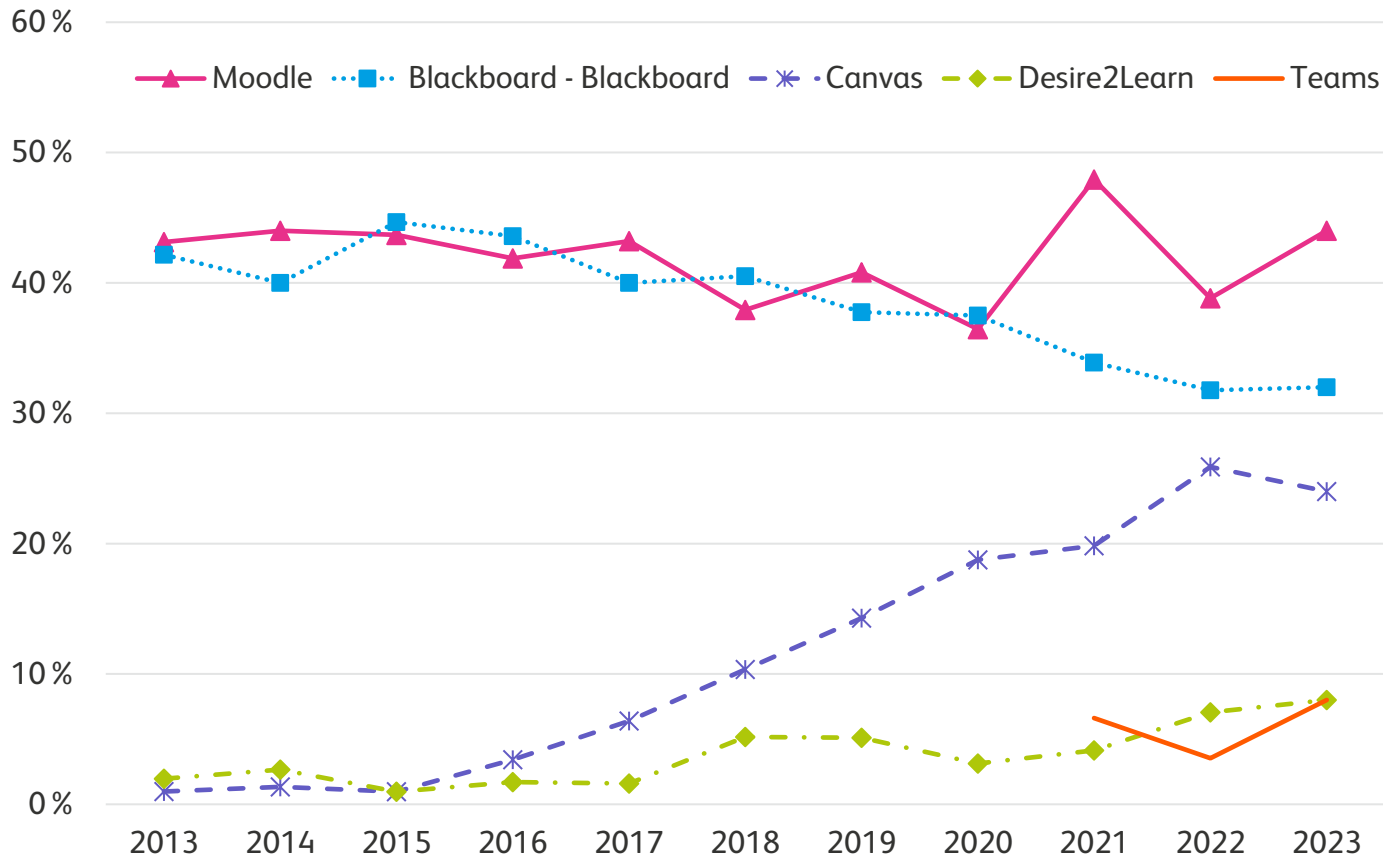## Figure 7: Trends in the 5 most popular VLE Systems of 2023

Table 7 (*page 19*) illustrates that Moodle and Blackboard – Blackboard have been the top two VLE's in each year since 2013. Both systems started the ten-year period on a similar level and were core systems at just over 40% of responding institutions; however, since then, and despite several fluctuations, a fall in popularity of Blackboard-Blackboard since 2020 has seen Moodle the most popular VLE since then. In 2023, 33 respondents (44%) reported they used Moodle, while 24 (32%) reported that Blackboard-Blackboard was used across their institution. This was followed by Canvas, which, despite a slight dip in the most recent year, has increased in popularity overall since 2013, and was a core system at around one-quarter of responding institutions in 2023. When we consider the 62 institutions responding in both 2022 and 2023, the number reporting they used Canvas has increased slightly from 16 to 17. In 2023 Desire2Learn and Teams were the next most popular systems, although they were someway behind the top three, and each was in use at six responding institutions (8.0%).

Overall, fourteen institutions (19%) reported using multiple systems in 2023, with four respondents (5.3%) indicating that three core VLE's were used across their institution.

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Timetabling

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Scientia	52	40	54	61	64	57	50	49	61	41	38
Advanced Learning - CMIS	22	19	22	25	26	26	22	23	25	23	20
Celcat	14	9	15	21	20	20	13	12	19	12	8
Eventmap	0	0	0	0	0	0	0	0	0	2	6
Tribal	4	3	4	2	4	3	4	4	3	2	2
Infosilem - TPH	1	1	2	2	2	2	1	1	1	1	1
Capita UNIT - eResource Manager	1	0	0	0	0	2	0	0	2	1	1
ASIMUT	0	0	1	1	0	0	0	1	1	0	0
Bespoke/In-house	2	1	2	3	2	3	4	3	2	1	0
Sematary	0	0	0	0	0	0	0	0	0	1	0
Various	2	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	3	2	3	3	6	3	4
None	2	2	2	1	3	2	2	1	3	0	2
Total respondents	100	75	102	116	124	117	99	97	120	84	75

Table 8: Timetabling Systems 2013-2023

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Timetabling

Figure 8: Trends in the 4 most popular Timetabling Systems of 2023
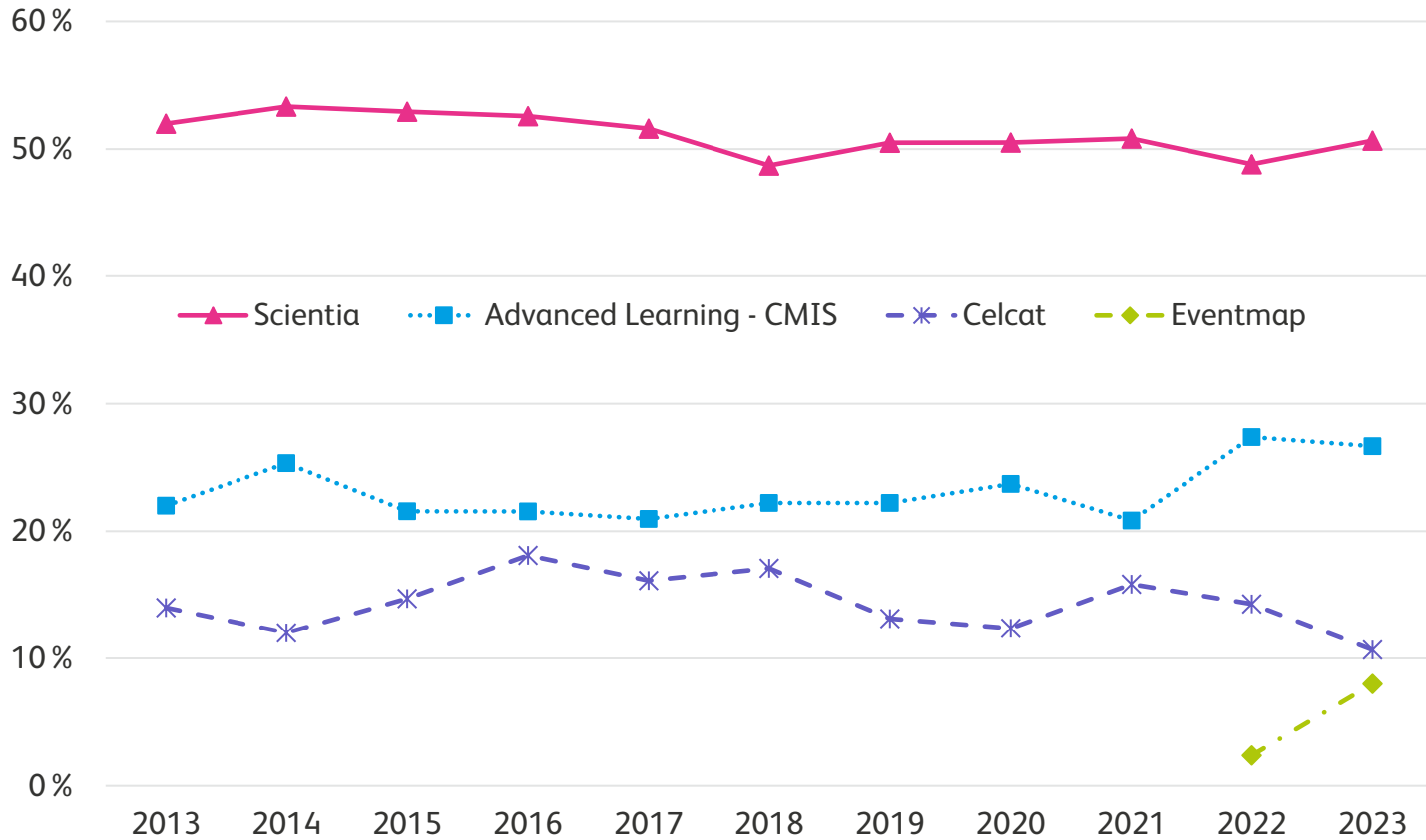

Table 8 (*page 21*) highlights that the top three timetabling systems have remained unchanged over the ten-year period, with Scientia and Advanced Learning – CMIS together accounting for more than 70% of core systems at responding institutions in each year. When we consider the individual systems, we see that Scientia has been the core timetabling system at around half of responding institutions in each year and was a core system at 38 responding institutions (51%) in 2023. This was followed by Advanced Learning - CMIS (20 respondents, 27%), Celcat (8 respondents, 10.7%) and Eventmap (6 respondents, 8.0%) which was included as an option for the first time.

CRM

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Microsoft dynamics	17	18	23	29	38	36	32	33	61	40	41
Blackbaud - Raiser's Edge	12	8	9	13	10	9	4	7	33	33	25
Salesforce	0	1	4	3	6	10	12	13	16	11	13
Hobsons	10	11	17	18	14	11	9	10	18	10	7
Azorus	3	3	2	3	0	4	6	5	8	7	5
Achiever	2	2	2	3	3	3	4	2	2	2	2
Data Harvesting	0	0	2	3	4	1	3	2	2	1	2
Agresso/Unit 4	9	4	6	6	2	0	0	0	2	0	0
AR Remedy	1	0	1	0	0	0	0	0	0	0	0
Bespoke/In-house	4	3	4	3	3	4	1	3	1	3	0
Donor Strategy	1	0	1	1	2	0	0	0	0	0	0
ESIT - thankQ	2	0	0	0	0	0	0	0	0	1	0
EzyRecruit	0	1	1	1	0	0	0	0	0	1	0
Maconomy	0	1	1	1	1	1	0	0	1	0	0
Oracle - CRM	1	1	2	1	0	0	0	0	1	1	0
Oracle - Siebel	2	2	1	1	0	0	0	0	0	0	0
Sugar	1	0	0	0	0	0	0	0	1	0	0
Various	12	9	16	16	21	19	10	12	14	2	5
Other	0	1	0	2	8	6	8	5	13	11	14
None	13	6	9	13	13	10	9	5	8	5	1
Total respondents	90	71	101	117	125	114	98	97	120	83	70

Table 9: CRM Systems 2013-2023

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CRM

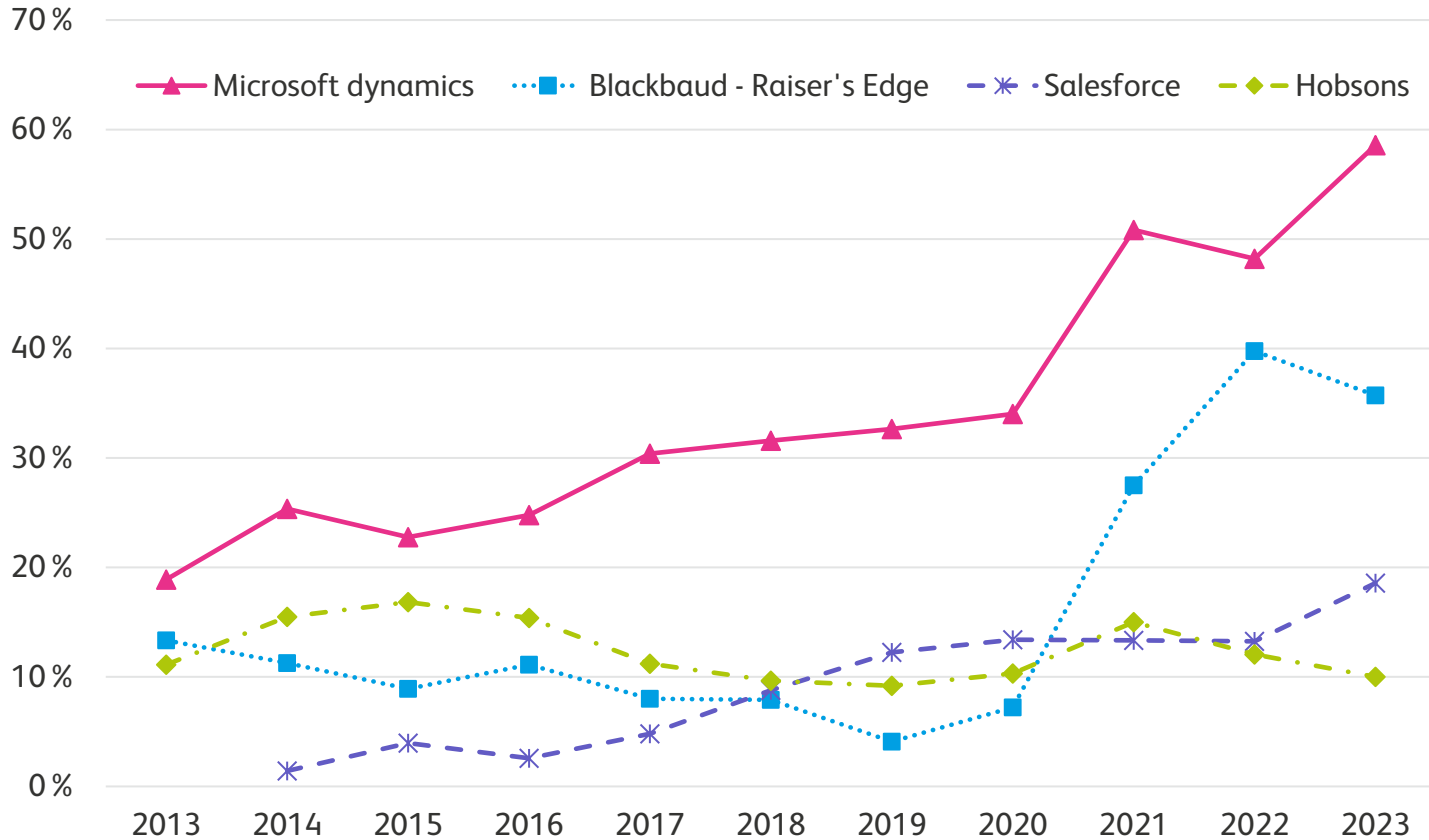## Figure 9: Trends in the 4 most popular CRM Systems of 2023

Figure 9 highlights that Microsoft Dynamics started the ten-year period as the most popular CRM, and a steady increase in popularity since then sees it the most popular system in each year and a core system at almost 60% of responding institutions in 2023. Blackbaud-Raiser's Edge has increased in popularity overall since 2019 and has been the second most popular system in the three most recent years. In 2023 the proportion of institutions reporting they used Blackbaud – Raiser's Edge dropped slightly, and it was used at 25 responding institutions (36%). When we consider the 62 institutions responding in both 2022 and 2023 the number indicating they used Blackbaud-Raiser's Edge decreased from 26 to 20. Salesforce has been the third most popular system in the two most recent years, and in 2023 it was a core system at thirteen responding institutions (19%), followed by Hobsons (7 respondents, 10%).

It is important to note, that to allow the trends to be presented, Microsoft Dynamics covers several categories, and of the 41 respondents (59%) indicating it was a core system in 2023 (*Table 9, page 23*), fourteen (20%) reported using an in-house system, twelve (17%) reported using Tribal/Crimson, ten (14.3%) reported using an 'other' Microsoft Dynamics system and five (7.1%) 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 33 respondents (47%) reported using more than one core CRM in 2023, with twelve (17%) indicating that three core systems were used across their institution.

Content Management Systems

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
TerminalFour	20	19	30	33	32	30	25	29	35	27	26
Drupal	7	3	9	14	20	19	13	10	20	17	14
Microsoft Sharepoint	9	4	4	5	7	12	4	7	29	15	13
Contensis	10	7	7	11	11	10	8	10	12	11	8
MySource Matrix (Squiz)	7	5	6	7	9	8	8	8	8	7	7
Bespoke/In-house	7	5	7	5	8	7	6	6	8	1	6
Sitecore	0	0	6	7	10	9	7	8	10	6	3
OpenText	4	5	4	4	5	4	3	1	3	2	1
Plone	3	3	3	2	1	1	1	1	3	1	1
Alterian - Morello	1	2	2	1	0	0	0	0	0	0	0
C2 Activedition	1	1	1	0	0	0	0	0	0	0	0
Easysite	1	1	1	1	1	0	0	0	0	0	0
EpiBuilder	1	1	1	1	1	0	1	2	0	1	0
FarCry Open Source	0	0	1	1	0	0	0	0	0	0	0

Table 10: Content Management Systems 2013-2023

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Content Management Systems

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Immediacy	2	0	2	1	1	1	0	0	0	0	0
Jadu	2	1	1	1	2	0	1	1	1	0	0
Liferay	1	1	2	2	1	1	1	0	0	1	0
OpenCMS	1	1	1	1	1	0	0	0	0	0	0
Orchard CMS	0	0	1	1	0	1	0	0	2	0	0
Percussion - RhythMyx	7	5	2	1	1	0	1	1	0	0	0
Polopoly	2	2	1	1	1	1	1	0	0	0	0
Umbraco	0	0	0	1	0	0	3	2	2	1	1
WordPress	0	0	0	2	3	1	1	2	2	3	0
Various	7	2	5	5	3	3	4	4	1	1	1
Other	4	3	0	3	3	5	9	3	9	6	5
None	3	2	4	5	3	3	2	2	1	0	0
Total respondents	100	73	101	116	124	116	99	97	119	85	72

Table 10 (continued): Content Management Systems 2013-2023

connect share transform

Figure 10: Trends in the 4 most popular Content Management Systems of 2023

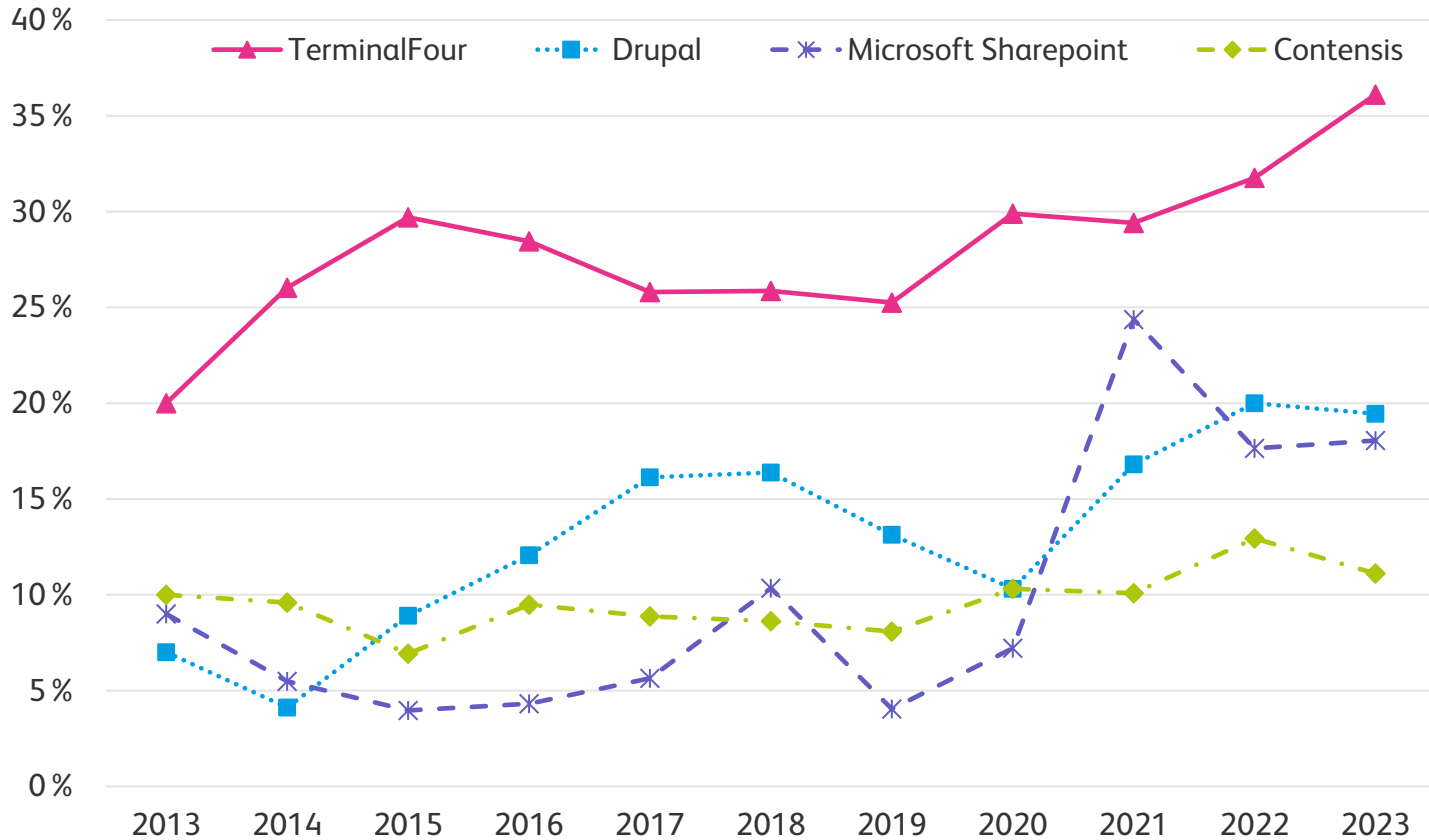Legend: TerminalFour, Drupal, Microsoft Sharepoint, Contensis

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 2013 and was a core system at 26 responding institutions (36 %) in the most recent year. Microsoft SharePoint saw a large increase in the proportion of respondents indicating that it was a core system at their institution in 2021. However, this was followed by a decrease in 2022, so that it has been the third most popular content management system in the two most recent years and was a core system at thirteen responding institutions (18 %) in 2023. Despite fluctuations, Drupal has been the second most popular system in each year since 2015, except for 2021 when it was overtaken by Microsoft SharePoint, and was a core system across fourteen responding institutions (19 %) in the most recent year, while Contensis, the fourth most popular system, was used across eight responding institutions (11.1 %).

Overall, fourteen responding institutions (19 %) noted using two content management systems across their institution in 2023.

Business Intelligence

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Microsoft - Power BI	0	0	0	0	2	3	3	19	60	53	49
Tableau	1	6	12	13	13	16	17	15	27	23	23
SAP - Business Objects	22	19	17	17	13	14	18	15	23	17	20
Microsoft - Reporting	17	9	19	21	25	22	15	8	18	10	13
Qlikview	7	5	9	17	17	13	11	8	19	12	9
IBM-Cognos	12	10	10	10	10	9	9	5	15	12	8
Oracle	13	7	10	9	9	8	4	1	5	7	6
SAP - Business Intelligence	3	3	3	4	4	0	1	1	5	3	3
Bespoke/In-house	6	3	2	4	3	1	1	2	6	1	2
Dynistics	1	1	1	1	2	2	1	1	1	1	1
Infor PM	1	1	1	0	0	0	0	0	0	0	0
Microsoft - Performance Point	2	0	2	1	2	1	1	0	0	0	0
SAP - Crystal reports	1	0	0	0	0	0	0	0	3	0	0
SAS	1	1	1	1	1	1	0	1	1	0	0
Various	8	6	9	9	11	13	11	20	11	2	3
Other	2	0	0	1	2	3	2	0	4	3	2
None	3	3	4	8	9	9	4	2	2	1	0
Total respondents	100	74	100	116	123	115	98	98	121	86	75

Table 11: Business Intelligence Systems 2013-2023

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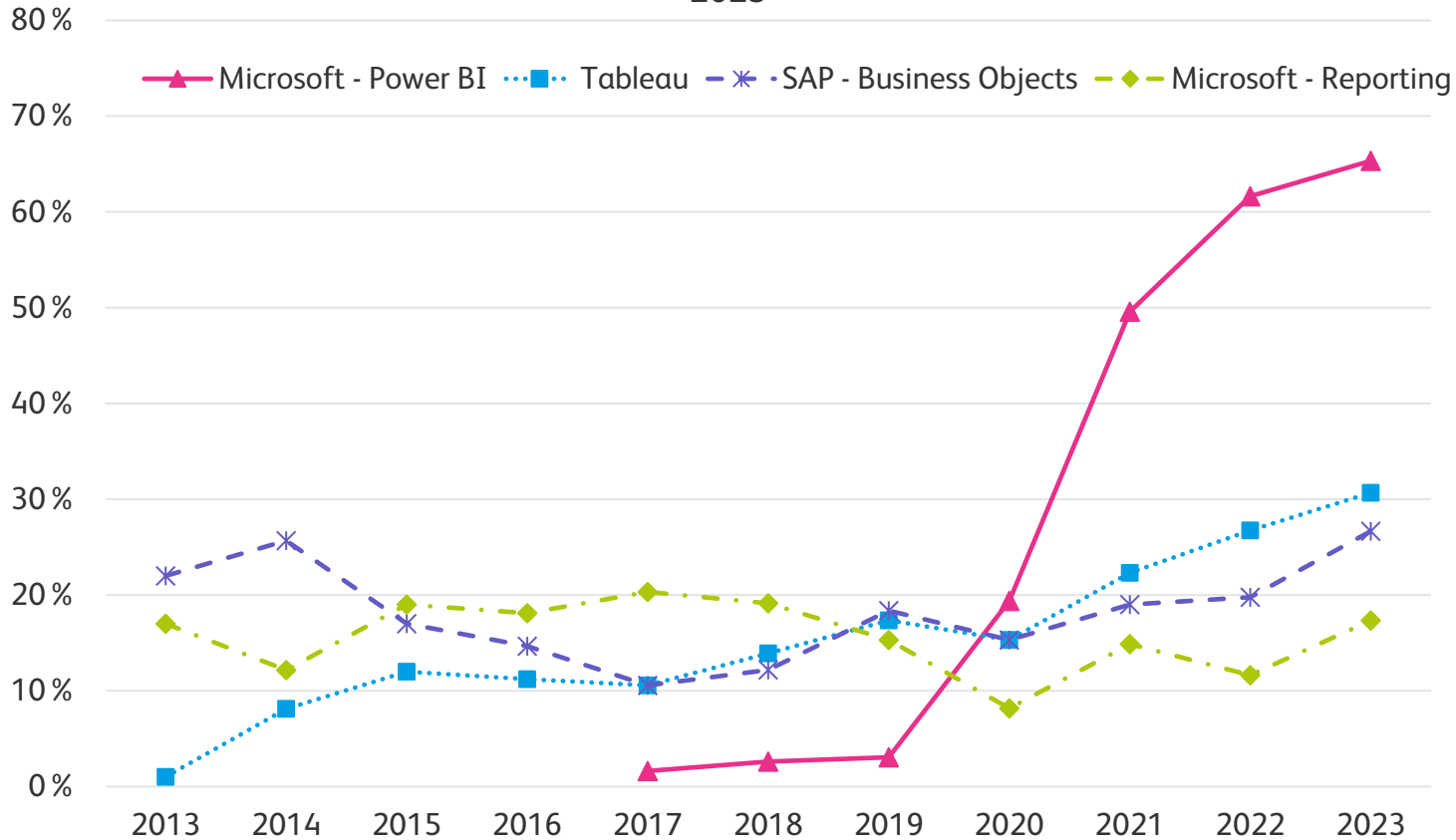## Figure 11: Trends in the 4 most popular Business Intelligence Systems of 2023

Figure 11 highlights the increasing popularity of Microsoft Power BI since 2017, from being a core system at just two responding institutions (1.6%) to being the top business intelligence system in each year since 2020 and used across almost two-thirds of responding institutions in the most recent year. Tableau has also steadily increased in popularity over the ten-year period, albeit at a slower pace, and it has been the second most popular system since 2018 and was a core system at 23 responding institutions (31%) in 2023.

SAP - Business Objects started the ten-year period as the most popular business intelligence system and was used at 22 responding institutions (22%). However, since then there have been several fluctuations and it is currently a core system at 20 responding institutions (27%) and has been the third most popular system in the three most recent years. In 2023, this is followed by Microsoft – Reporting which was used across thirteen responding institutions (17%) and has moved back in to the top four systems for the first time since 2020.

Notably, 42 respondents (56%) reported using more than one business intelligence system across their institution in 2023, with two (2.7%) reporting they used five systems.

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Enterprise Web Portal

Table 12: Enterprise Web Portal Systems 2013-2023

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Microsoft Sharepoint	28	14	23	25	29	19	19	22	37	31	28
myday	0	0	1	4	9	11	12	11	19	16	15
e-Vision	0	0	0	3	3	3	2	8	20	14	14
Bespoke/In-house	18	19	20	24	23	19	16	12	17	10	8
oMbiel CampusM	0	0	1	2	7	7	6	10	12	4	6
WordPress	0	0	1	2	0	0	0	1	4	3	6
Contensis	0	0	1	3	2	3	2	2	4	3	4
Ellucian Luminis CMS	9	7	4	7	5	4	4	3	2	3	4
Moodle	1	1	1	2	3	1	0	0	4	4	2
Tribal - SITS	2	3	6	4	3	3	4	0	5	6	2
uPortal	5	3	6	7	6	2	2	2	4	1	2
Blackboard	2	2	4	3	6	1	3	3	5	5	1
Drupal	0	0	0	0	1	0	0	2	0	2	1

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Enterprise Web Portal

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	Table 12 (continued): Enterprise Web Portal Systems 2013-2023
MySource Matrix (Squiz)	1	1	2	1	1	1	0	2	1	1	1	
Ektron	3	0	0	0	0	0	0	0	0	0	0	
IBM Websphere	4	1	0	0	0	0	0	0	0	0	0	
Liferay	1	1	1	1	2	2	1	1	0	1	0	
Microsoft UAG	0	0	1	2	1	1	0	0	0	0	0	
Oracle Portal	7	3	3	3	1	0	0	0	1	0	0	
Orchard CMS	0	0	1	1	0	1	0	0	0	0	0	
SAP Enterprise Portal	1	1	1	1	1	0	0	0	0	0	0	
SUN Enterprise Server	1	1	1	1	0	0	0	0	0	0	0	
Various	4	4	4	11	13	20	17	14	7	4	3	
Other	0	0	2	1	3	7	5	2	7	6	3	
None	11	11	13	7	5	8	4	3	9	8	3	
Total respondents	98	72	97	115	124	113	97	98	117	84	71	

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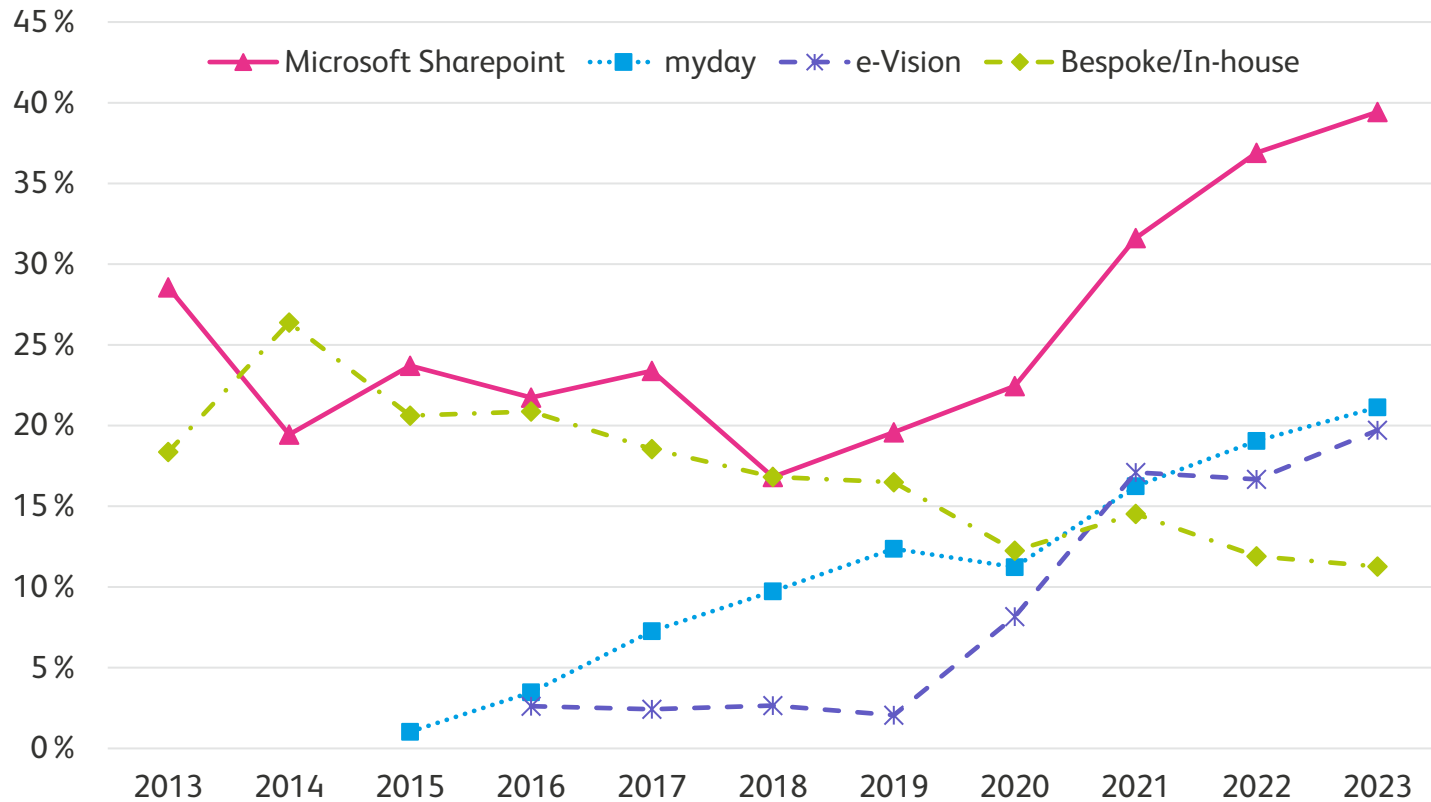**Figure 12: Trends in the 4 most popular Enterprise Web Portal Systems of 2023**

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 highlights that Microsoft SharePoint has been the most popular system in each year of the ten-year period, except for 2014, and has gradually increased in popularity since 2018 so that it is currently a core system at 28 responding institutions (39%). myday has also increased in popularity since 2020 and has been the second most popular system in the two most recent years and was used across 15 responding institutions (21%) in 2023, closely followed by e-Vision (14 respondents, 20%). A bespoke/in-house system has been in the top four enterprise web portal systems throughout the ten-year period and was a core system at eight responding institutions (11.3%) in 2023.

Overall, 24 respondents (34%) reported using more than one enterprise web portal system across their institution in 2023, with one noting they used four core systems.

IT Service Management Systems

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Ivanti Service Manager (HEAT)	5	3	3	1	4	4	6	5	15	11	13
TOPdesk	9	5	10	8	14	13	14	14	20	14	12
Unidesk	0	1	4	6	6	6	7	6	8	6	8
Cherwell	3	2	3	3	5	6	6	4	4	3	4
Service Now	7	3	6	11	11	10	11	10	11	7	4
RT - Request Tracker	2	1	2	2	1	2	3	1	3	2	3
Sunrise	4	2	4	7	6	6	5	7	6	3	3
SysAid	0	0	2	2	3	3	2	3	4	3	3
Axios Assyst	1	1	2	2	2	2	0	0	1	1	2
Hornbill - Supportworks	15	9	15	17	13	12	8	5	4	7	2
KACE	0	0	1	1	1	2	2	2	4	0	2
ManageEngine ServiceDesk Plus	1	1	0	1	2	3	2	2	4	4	2
BMC Footprints	4	5	2	5	3	2	2	1	0	0	1
BMC Remedy	8	3	3	3	2	2	2	2	3	3	1
Marval	0	0	1	2	3	2	2	2	2	1	1
Microsoft System Center Service Manager	4	4	3	3	3	1	1	1	3	0	1
OTRS	1	1	2	3	3	2	1	0	1	1	1
POB	0	0	0	2	4	1	1	0	0	0	1
SiteHelpDesk	1	1	1	2	2	2	1	3	3	1	1
Vivantio	2	1	1	0	0	0	1	0	1	1	1

Table 13: IT Service Management Systems 2013-2023

connect share transform

IT Service Management Systems

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Web Helpdesk	1	2	4	3	4	3	2	2	3	2	1
Alembra - Fire	0	0	0	1	2	0	2	2	1	0	0
Bespoke/In-house	3	1	3	2	4	5	1	1	2	1	0
House on the Hill	0	0	1	1	0	0	0	0	0	0	0
ICCM Assure	0	0	1	1	0	0	0	0	0	0	0
iTop	0	1	1	1	1	1	0	0	0	0	0
Kayako Fusion	2	2	2	1	2	2	1	0	0	0	0
LANDesk	8	7	9	11	11	11	5	5	3	3	0
Oracle - Siebel	1	1	1	0	0	0	0	0	0	0	0
Richmond SupportDesk	1	1	1	1	1	1	1	2	2	0	0
RMS	10	6	7	6	1	1	1	0	1	0	0
SiT	0	1	1	0	0	1	1	1	1	0	0
Spiceworks	1	1	2	2	2	0	0	1	1	0	0
Tribal	1	2	2	1	1	1	1	0	2	1	0
VivaDesk	0	1	1	0	0	0	0	0	0	0	0
VMware Service Manager	1	1	1	1	1	1	0	1	2	1	0
Zendesk	2	2	1	2	2	2	1	2	2	2	0
Various	2	1	0	0	0	0	0	0	0	0	0
Other	2	0	0	2	5	6	6	10	13	13	14
Total respondents	102	73	103	117	125	116	99	95	120	86	76

Table 13 (continued): IT Service Management Systems 2013-2023

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Figure 13: Trends in the 5 most popular IT Service Management Systems of 2023

Legend:
- Ivanti Service Manager (HEAT)
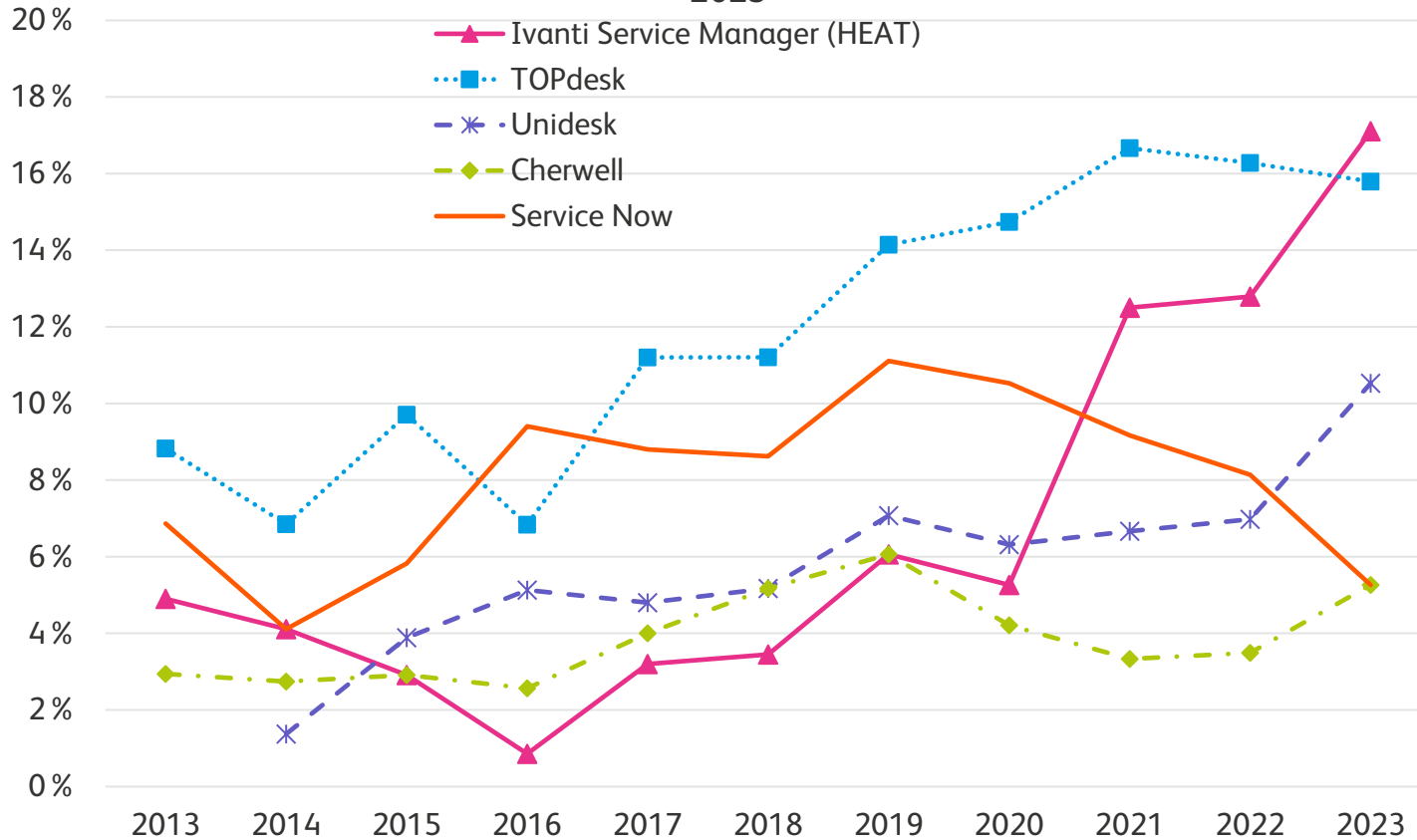- TOPdesk
- Unidesk
- Cherwell
- Service Now

Table 13 (*pages 33 and 34*) illustrates the wide range of IT Service Management Systems available to institutions throughout the ten-year period; however, it is notable that in 2023 nine of the systems were only used across one institution and 16 were not core systems at any responding institutions. Additionally, the five systems displayed in Figure 13 are the only ones in use at more than three responding institutions in 2023.

Figure 13 appears to highlight an increase in popularity for Ivanti Service Manager (HEAT) in 2023 so that it is the top IT Service Management System for the first time over the ten-year period and was used across thirteen responding institutions (17 %). However, when we consider the 62 institutions responding in both 2022 and 2023 the number reporting they use Ivanti Service Manager (HEAT) has fallen slightly from ten to nine. TOPdesk was the most popular system between 2017 and 2022; however, a slight decrease in the most recent year sees it in second position and a core system at twelve responding institutions (16 %).

In 2023, Unidesk was the third most popular IT Service Management System (8 respondents, 10.5 %), followed by Cherwell and Service Now which were each a core system at four responding institutions (5.3 %).

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E D R M S

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Microsoft Sharepoint	34	19	34	39	46	40	34	40	65	40	48
SITS Document Manager	0	0	1	2	4	2	5	6	12	9	10
Serengeti	4	5	4	4	5	5	4	5	6	4	5
Invu	1	0	1	1	1	1	0	1	2	0	2
OpenText	1	1	1	2	2	2	2	1	2	2	2
Banner Document Management	0	0	0	1	1	0	1	0	2	1	1
Bespoke/In-house	1	1	2	1	1	2	1	1	3	3	1
DocuWare	0	0	1	1	1	1	0	0	1	1	1
Objective	1	0	1	1	1	1	1	1	1	1	1
VersionOne	2	2	2	1	2	1	0	0	0	0	1
Alfresco	2	2	2	4	3	1	1	1	2	0	0
Document Logistiix	0	0	1	1	0	1	1	1	2	0	0
EMC Documentum	2	3	1	3	3	2	2	2	2	1	0
Folding Space	1	1	2	3	3	2	2	2	1	1	0
LiveLink	0	0	1	1	0	0	0	0	0	0	0
Oracle UCM	1	1	1	1	0	1	0	0	0	0	0
WinDP	1	1	1	1	1	1	0	0	0	0	0
Xerox DocuShare	0	0	1	1	0	1	0	0	0	0	0
Various	6	5	9	9	8	12	6	10	9	3	1
Other	3	6	2	1	4	10	10	10	8	9	9
None	25	20	29	36	36	26	22	14	15	19	6
Total respondents	85	67	97	114	122	112	92	95	112	79	73

Table 14: Electronic Document & Records Management Systems 2013-2023

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Figure 14: Trends in the 4 most popular EDRMS of 2023
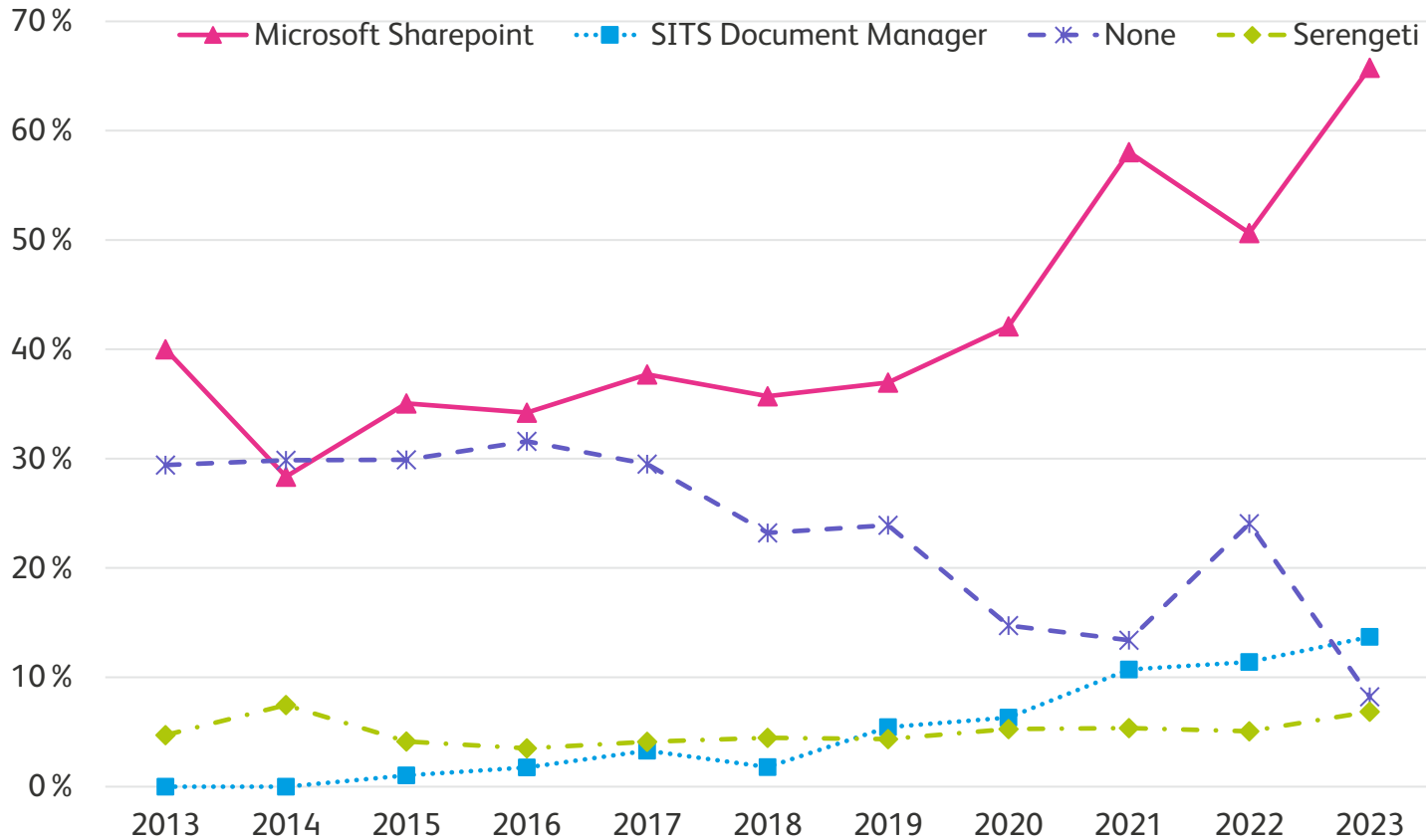
Microsoft SharePoint was the most popular EDRMS throughout the ten-year period, except for 2014 (*Figure 14*), and a large increase in the most recent year sees it a core system at two-thirds of responding institutions (48 respondents, 66 %). When we consider the 62 institutions responding in both 2022 and 2023, we see the number indicating that Microsoft SharePoint was a core EDRMS at their institution increasing from 32 to 37.

SITS Document Manager was the next most popular individual system in 2023, although this was someway behind Microsoft Sharepoint, and was a core EDRMS at ten responding institutions (13.7 %), followed by Serengeti (5 respondents, 6.8 %). Figure 14 highlights that the proportion of respondents indicating that there were no core EDRMS at their institution has dropped in 2023 (6 respondents, 8.2 %) and when we consider the 62 institutions responding in both 2022 and 2023, the number indicating that they did not use an EDRMS across their institution has fallen from twelve to five.

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Curriculum Management

Table 15: Curriculum Management Systems 2014-2023

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Bespoke/in-house	26	37	38	41	33	23	25	28	21	17
SITS Curriculum Manager	0	6	9	10	10	9	9	13	13	9
Akari	2	2	1	4	3	4	3	6	5	8
Worktribe	2	2	4	3	4	6	7	8	7	6
Banner	0	1	3	3	8	3	5	5	2	2
Tribal EBS Curriculum Planner module	0	1	3	5	2	0	1	4	1	1
Kuali Student	0	1	2	2	0	1	1	0	1	0
Oracle Campus Solutions	1	1	1	1	2	1	0	4	1	0
Quercus	0	1	3	2	2	2	1	1	1	0
SharePoint	0	1	1	0	1	0	0	4	1	0
Therefore	0	1	0	0	0	0	0	0	0	0
Unit4-Curriculum Management	2	2	2	2	5	3	4	2	0	0
Other	2	3	9	7	5	5	3	11	9	10
None	4	28	36	37	37	39	31	32	17	17
Total respondents	39	87	112	117	112	96	90	112	78	68

Figure 15: Trends in the 4 most popular Curriculum Management Systems of 2023

Legend: Bespoke/in-house — None — SITS Curriculum Manager — Akari
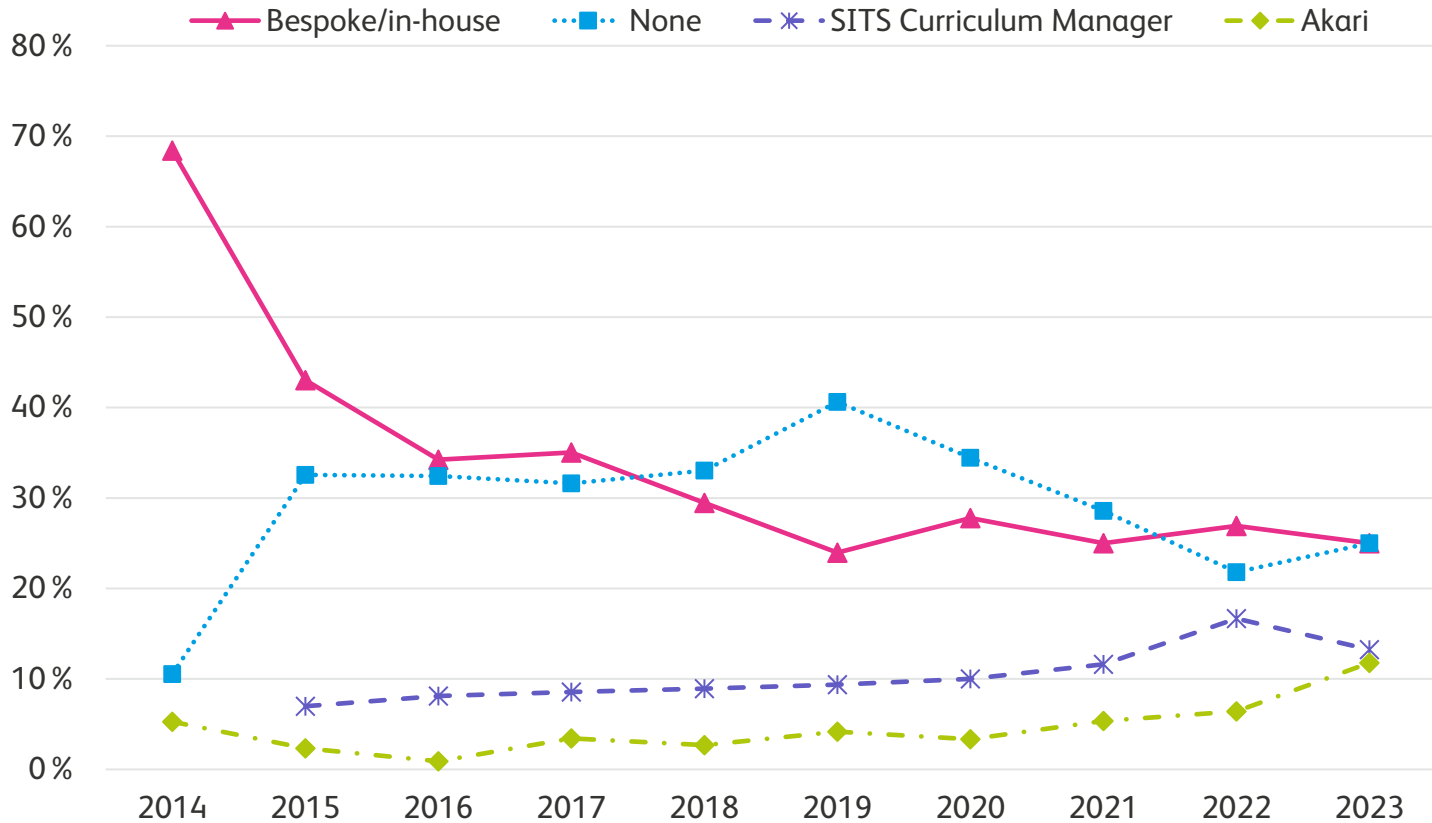
Figure 15 highlights the overall declining popularity of a bespoke/in-house curriculum management system at responding institutions since 2014. It has dropped from being a core system at two-thirds of responding institutions to being in use at one quarter of responding institutions in the most recent year, and on a similar level to those institutions indicating that they do not use a core curriculum management system. SITS Curriculum Manager has been the most popular individual system in each year since 2015 and was used across nine responding institutions (13.2%) in 2023, followed by Akari (8 respondents, 11.8%).

Notably, only three of the individual systems included in Table 15 (*page 38*) were core systems at more than two responding institutions in 2023.

Student Evaluation of Teaching Software

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
EvaSys	13	21	29	33	31	29	34	33	29	24
Turnitin	0	9	10	11	7	6	7	21	7	11
Jisc Online Surveys (Bristol Online Surveys)	1	2	5	3	5	4	4	17	8	7
Qualtrics	2	1	4	3	2	2	7	10	6	6
Bespoke/in-house	12	16	14	12	8	5	5	14	11	4
SITS	0	1	4	5	3	3	3	6	4	4
VLE	5	10	8	8	6	6	1	7	3	4
Blackboard	0	1	3	6	5	7	4	9	2	2
Paper-based	1	1	2	2	0	2	0	0	0	1
SnapSurveys	3	3	3	1	1	0	0	0	0	1
ReMark	0	1	1	1	1	1	0	0	0	0
Various	2	2	4	6	8	9	8	6	3	6
Other	0	1	0	4	4	6	10	15	8	9
None	1	13	19	20	28	14	11	12	6	6
Total respondents	40	82	106	115	109	94	94	112	78	68

Table 16: Student Evaluation of Teaching Software 2014-2023

Figure 16: Trends in the 5 most popular Student Evaluation of Teaching Software of 2023
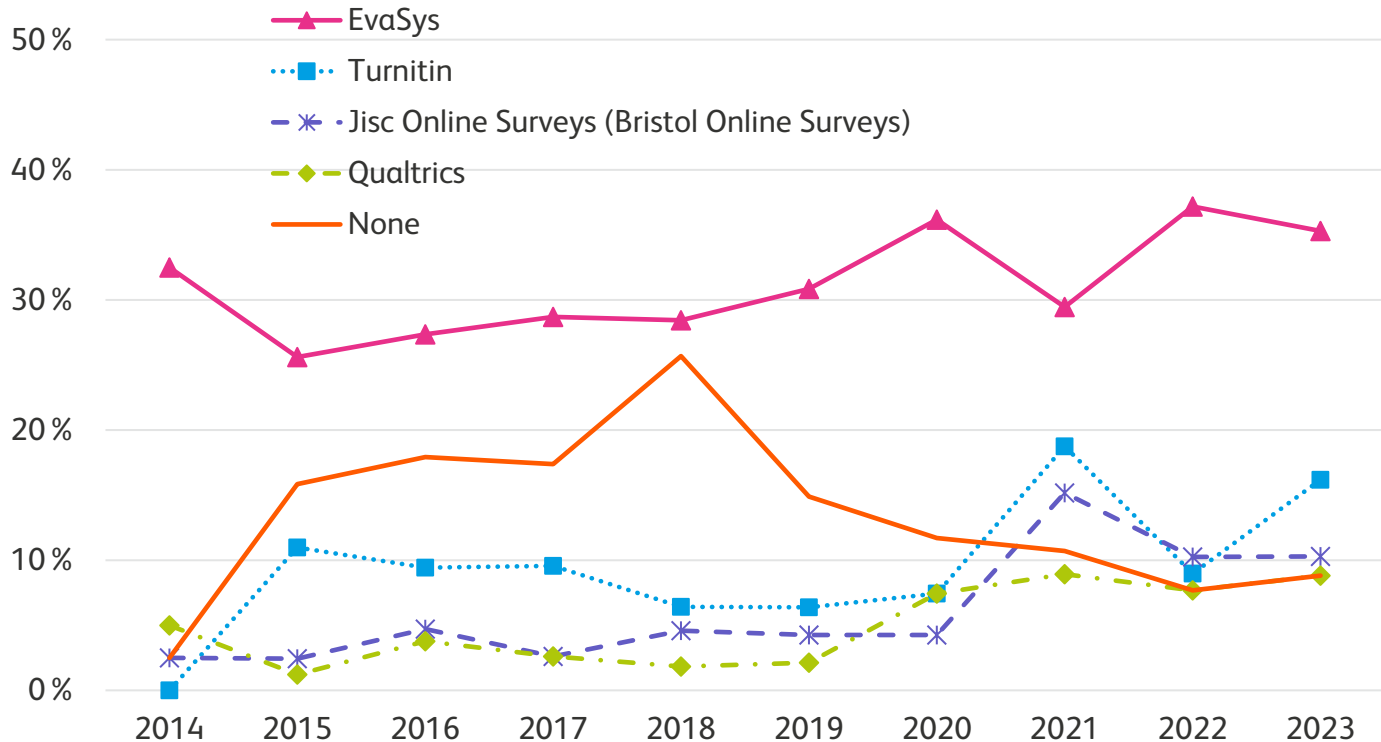
Despite fluctuations, EvaSys has been the most popular student evaluation of teaching software in each year since 2014 and was a core system at 24 responding institutions (35 %) in 2023 (*Figure 16*). Turnitin has also experienced fluctuations over the nine-year period with an increase in the most recent year seeing it the second most popular system at responding institutions (11 respondents, 16 %). When we consider the 62 institutions responding in both 2022 and 2023, we see the number indicting they used Turnitin increase from three to ten. Despite a decline in the two most recent years, Jisc Online Surveys (Bristol Online Surveys) has been the third most popular student evaluation of teaching software since 2021 and was a core system at seven responding institutions (10.3 %) in 2023. This is closely followed by Qualtrics (6 respondents, 8.8 %), which is in the top four systems for the first time since 2020. Figure 16 highlights that the proportion of respondents indicating that there was no core student evaluation of teaching software at their institution has declined overall since 2018 and has been on a similar level to Qualtrics in the two most recent years, with six responding institutions (8.8 %) indicating they do not use a core system in 2023.

Table 16 (*page* 40) highlights the overall decline in a bespoke/in-house system, and a decrease in the most recent year sees it drop out of the top four systems for only the second time in the nine-year period, with four respondents (5.9 %) indicating it was a core system at their institution in 2023.

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CRIS

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Pure	22	31	31	28	25	29	30	25	25
Eprints	3	13	16	19	12	10	18	18	11
Elements (Symplectic)	12	13	12	12	14	14	19	15	10
Worktribe	1	4	3	7	8	8	11	11	10
Converis	4	9	9	7	5	4	5	4	5
Bespoke/in-house	5	7	8	8	11	8	6	3	2
Vidatum	1	0	2	1	1	0	3	1	2
Haplo	0	1	1	1	2	3	2	3	0
IRIS	1	1	3	0	1	1	1	0	0
Radar	1	1	1	1	0	1	1	1	0
Other	6	5	6	2	3	1	6	3	4
None	31	28	30	26	15	15	16	10	10
Total respondents	87	113	122	112	97	94	106	82	69

Table 17: Current Research Information Systems 2015-2023

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Figure 17: Trends in the 5 most popular CRIS systems of 2023
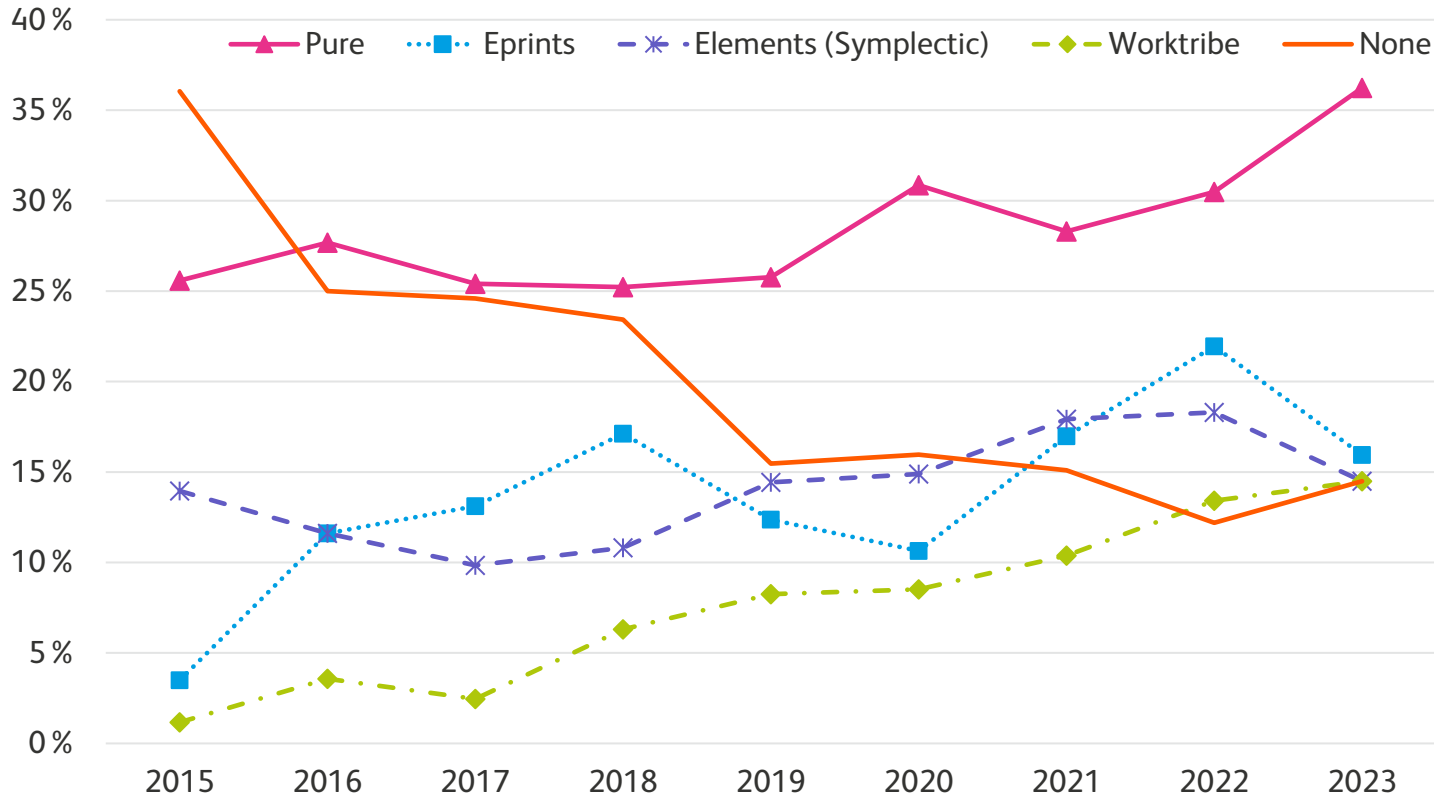
Figure 17 highlights that Pure has been the most popular CRIS throughout the eight-year period and has been used across at least one-quarter of responding institutions in each year and was a core system at 25 responding institutions (36%) in 2023. This is followed by Eprints (11 respondents, 16%) and Elements (Symplectic) and Worktribe which were each a core system across ten responding institutions (14.5%).

Figure 17 also illustrates that the number of respondents indicating that they did not use a core CRIS has decreased overall since the start of the eight-year period and stands at ten respondents (14.5%) in 2023 – compared to 31 respondents (36%) in 2015.

Research Proposals, Grants and Contracts

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Worktribe	8	8	9	11	13	19	28	26	22
Pure	1	7	9	9	6	8	12	10	10
Unit4 ARCP	16	17	20	17	16	16	17	13	10
Bespoke/in-house	9	18	16	21	16	14	13	9	7
pFACT	5	13	10	11	11	6	8	5	6
Unit4 X5	1	1	1	1	2	1	3	2	2
IRIS	1	0	0	0	0	1	2	1	1
Radar	1	1	1	1	0	1	1	1	1
Converis	2	1	2	0	0	0	0	0	0
InfoEd	0	2	1	0	1	0	0	0	0
TechnologyOne	1	0	0	0	0	0	2	0	0
Tribal Ideate	1	0	1	1	0	0	0	0	0
Various	1	1	0	0	0	0	2	0	0
Other	10	7	7	10	8	8	13	8	4
None	26	31	44	30	21	18	20	12	11
Total respondents	83	107	121	112	94	92	112	84	72

Table 18: Research Proposals, Grants and Contracts Systems 2015-2023

Figure 18: Trends in the 4 most popular Research Proposals, Grants and Contracts Systems of 2023
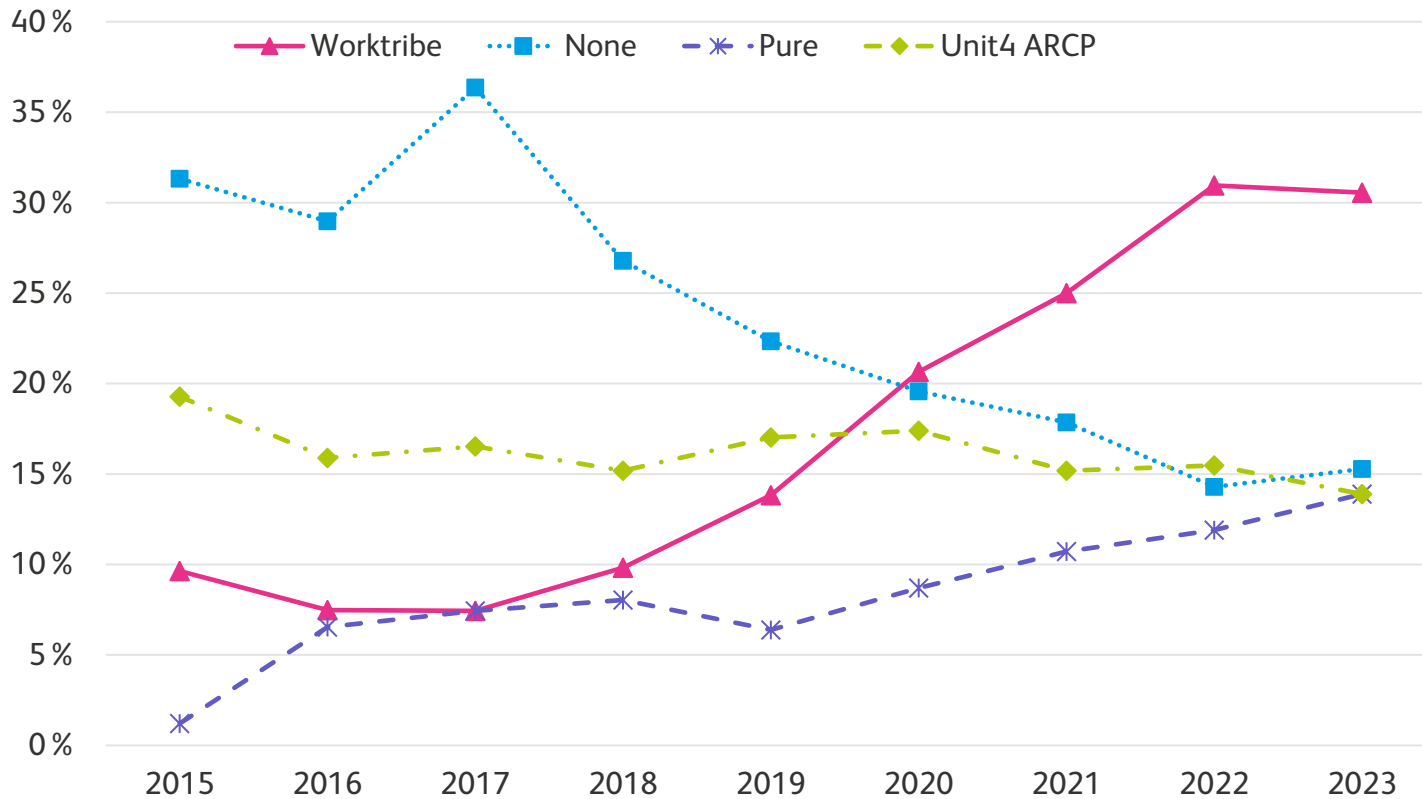
Figure 18 highlights that Worktribe has gradually increased in popularity since 2017, and five consecutive increases between 2017 and 2022 sees it the most popular research proposals, grants and contracts system since 2020, and a core system at 22 responding institutions (31%) in 2023. Despite a slight dip in the most recent year, when we consider the 62 institutions responding in both 2022 and 2023, the number indicating they use Worktribe increased slightly from 18 to 20. Pure has also increased in popularity since 2019, albeit at a slower pace, and was a core system at ten responding institutions (13.9%) in 2023 – on the same level as Unit4 ARCP.

The proportion of respondents indicating that they do not use a core research proposals, grants and contracts system has declined overall during the eight-year period, with eleven respondents (15%) indicating that there were no core systems used at their institution in 2023 – on a slightly higher level than both Pure and Unit4 ARCP.

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Enterprise Service Bus (ESB)

	2018	2019	2020	2021	2022	2023
In-House	33	27	34	34	25	18
Windows Azure Service Bus	7	7	7	13	12	16
Microsoft BizTalk Server	12	12	7	12	9	6
Mule ESB	2	1	4	4	6	4
Oracle Enterprise Service Bus	3	3	1	2	1	2
SAP Process Integration	2	1	0	3	2	1
Talend enterprise ESB	0	1	1	2	2	1
webMethods enterprise service bus (acquired by Software AG)	1	0	1	1	1	1
IBM WebSphere Message Broker Integration Bus	0	0	1	0	0	0
Other	24	30	26	24	20	12
Total respondents	84	82	82	87	69	55

Table 19: Enterprise Service Bus (ESB) 2018-2023

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Figure 19: Trends in the 4 most popular Enterprise Service Bus (ESB) of 2023
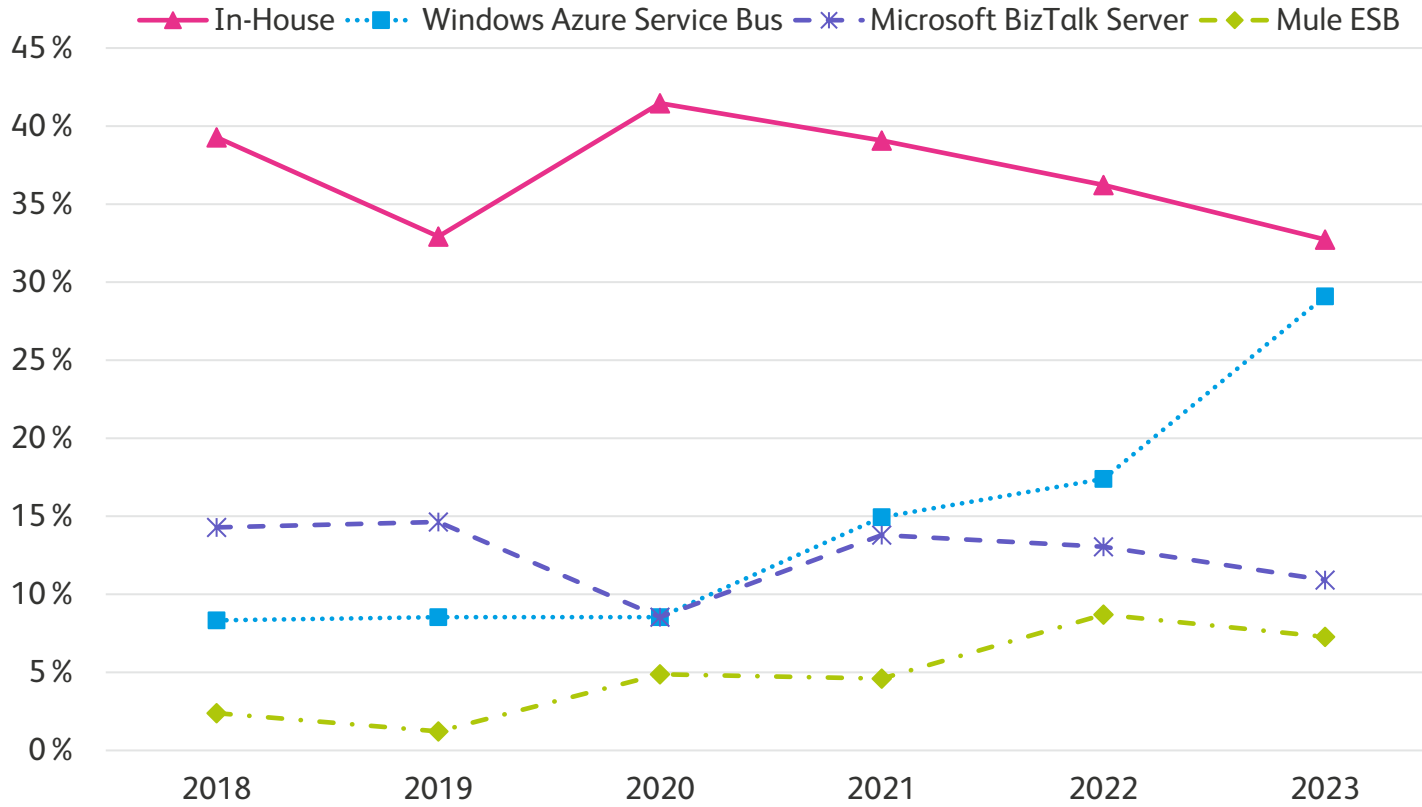
An in-house system was the most popular ESB throughout the five-year period (*Figure 19*), despite a steady decline since 2020, and it was a core system at one-third of respondents in the most recent year. In contrast, Windows Azure Service Bus has steadily increased in popularity since 2020 and has been the second most popular system since then, with 16 respondents (29%) indicating that it was used across their institution in 2023. When we consider the 59 institutions responding in both 2020 and 2023, we see that 22 respondents noted using an in-house system in 2020, while four reported using Windows Azure Service Bus, compared to fourteen respondents using an in-house system in 2023 and eleven using Windows Azure Service Bus. Microsoft BizTalk Server has been the third most popular system since 2021 and was a core system at six responding institutions (10.9%) in 2023, followed by Mule ESB (4 respondents, 7.3%).

Data Warehouse

	2018	2019	2020	2021	2022	2023
Microsoft	29	27	32	41	29	31
In-House	27	25	24	30	20	14
Oracle	20	13	9	10	9	9
Amazon web services	3	0	3	7	1	2
IBM	1	0	1	3	1	2
Microsoft Synapse	0	0	0	0	1	1
Other	18	20	15	19	16	11
Total respondents	98	85	84	100	70	66

Table 20: Data Warehouse systems 2018-2023

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Data Warehouse

Figure 20: Trends in the 3 most popular Data Warehouse systems of 2023
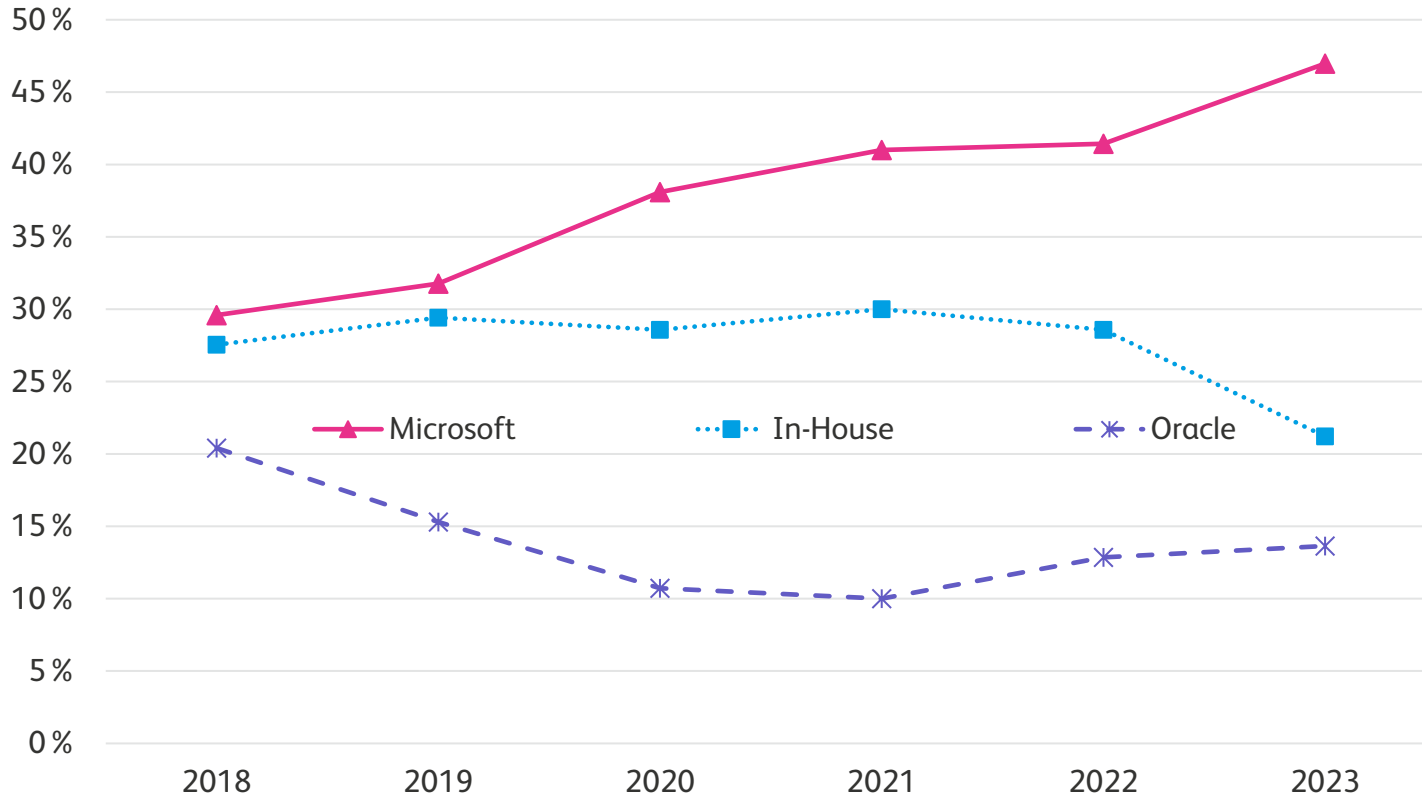
Figure 20 highlights that Microsoft has been the most popular data warehouse system throughout the five-year period and was used across 31 responding institutions (47%) in 2023, followed by an in-house system (14 respondents, 21%) and Oracle (9 respondents, 13.6%). Figure 20 also illustrates that the use of an in-house system appears to have declined in the most recent year, and when we consider the 62 institutions responding in both years, we see that 16 reported using an in-house system in 2022, compared to eleven in 2023.

Notably, Figure 20 only includes three systems, as Microsoft, an in-house system and Oracle were the only systems selected by more than two responding institutions in 2023.

Accommodation and/or conferencing event systems

	2018	2019	2020	2021	2022	2023
Kinetics	46	38	40	49	40	31
StarRez	12	15	15	21	18	16
Occam	19	13	13	15	13	10
In-house	13	7	6	9	5	3
TCAS	1	0	1	2	0	1
Other	12	15	15	14	9	12
Total respondents	103	88	90	102	77	65

Table 21: Accommodation systems 2018-2023

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Figure 21: Trends in the 4 most popular Accommodation systems of 2023
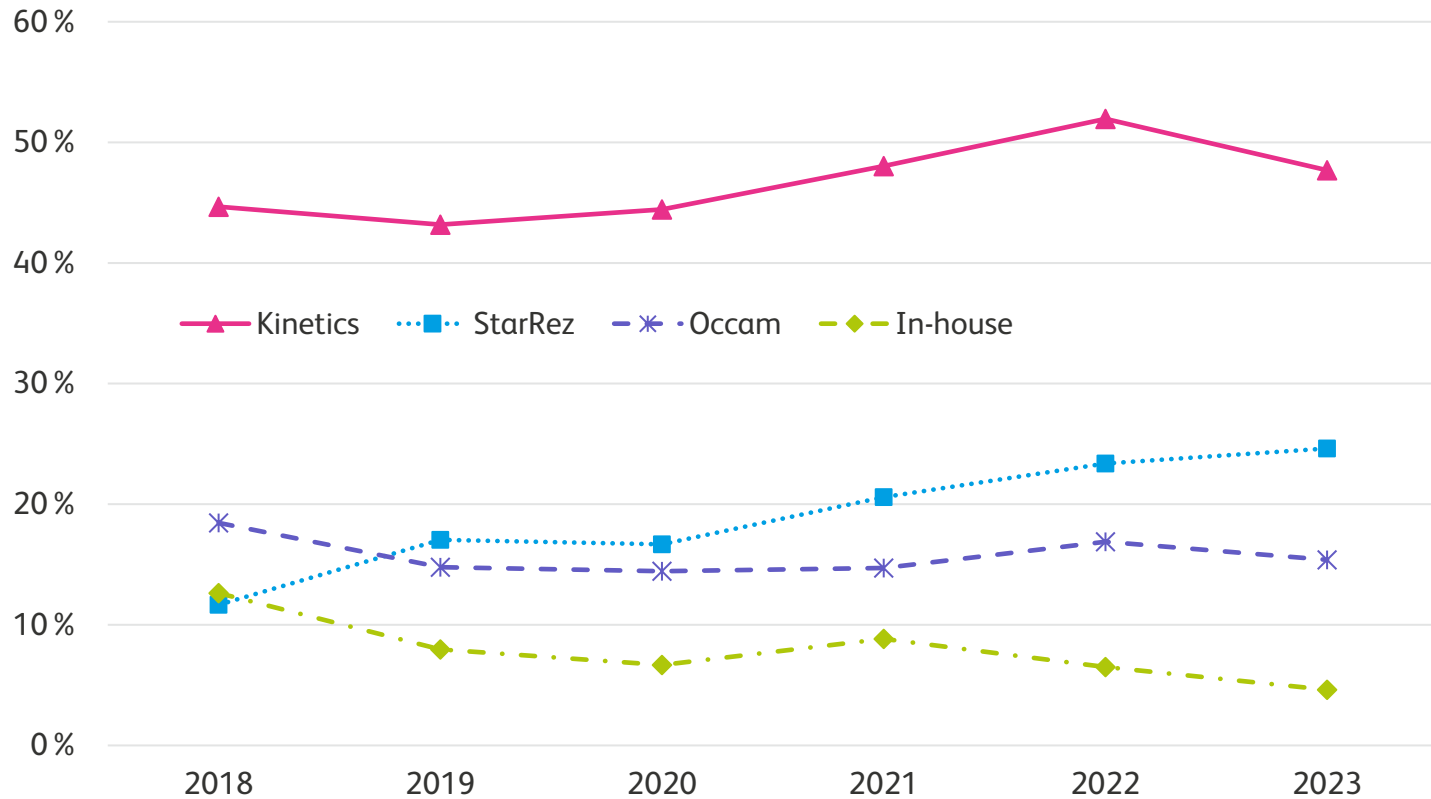

Table 21 (*page 50*) illustrates that there has been little change in the top four accommodation and/or conferencing event systems throughout the five-year period. Kinetics has been the most popular system and has been a core system at more than 40% of responding institutions in each year since 2018 (*Figure 21*), with 31 respondents (48%) noting it was in use at their institution in the most recent year. In 2023 this was followed by StarRez (16 respondents, 25%), Occam (10 respondents, 15%) and an in-house system which was a core system at just three responding institutions (4.6%).

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Payment Gateway Services

	2019	2020	2021	2022	2023
WPM	52	55	56	35	22
WPM and FlyWire	1	1	9	17	19
FlyWire	0	2	1	2	11
WorldPay	11	15	17	9	10
GlobalPay	4	3	5	3	8
Barclays (BACS) + Worldpay (Card payments)	0	1	4	3	6
STRIPE	1	1	2	1	6
WPM and Western Union	1	1	4	4	4
Pay360	3	3	4	4	2
Realex	4	1	5	3	2
PayGate	2	1	0	2	1
Secure Trading	2	1	2	1	1
Verifone	1	2	0	0	1
Webpay	1	1	1	1	1
SagePay	0	1	1	3	0
Thawte	0	1	0	0	0
Various	3	1	9	3	4
Other	5	1	5	3	5
Prefer not to say	0	1	13	8	8
Total respondents	86	84	118	84	72

Table 22: Payment Gateway Services 2019-2023

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Payment Gateway Services

Figure 22: Trends in the 4 most popular Payment Gateway Services of 2023
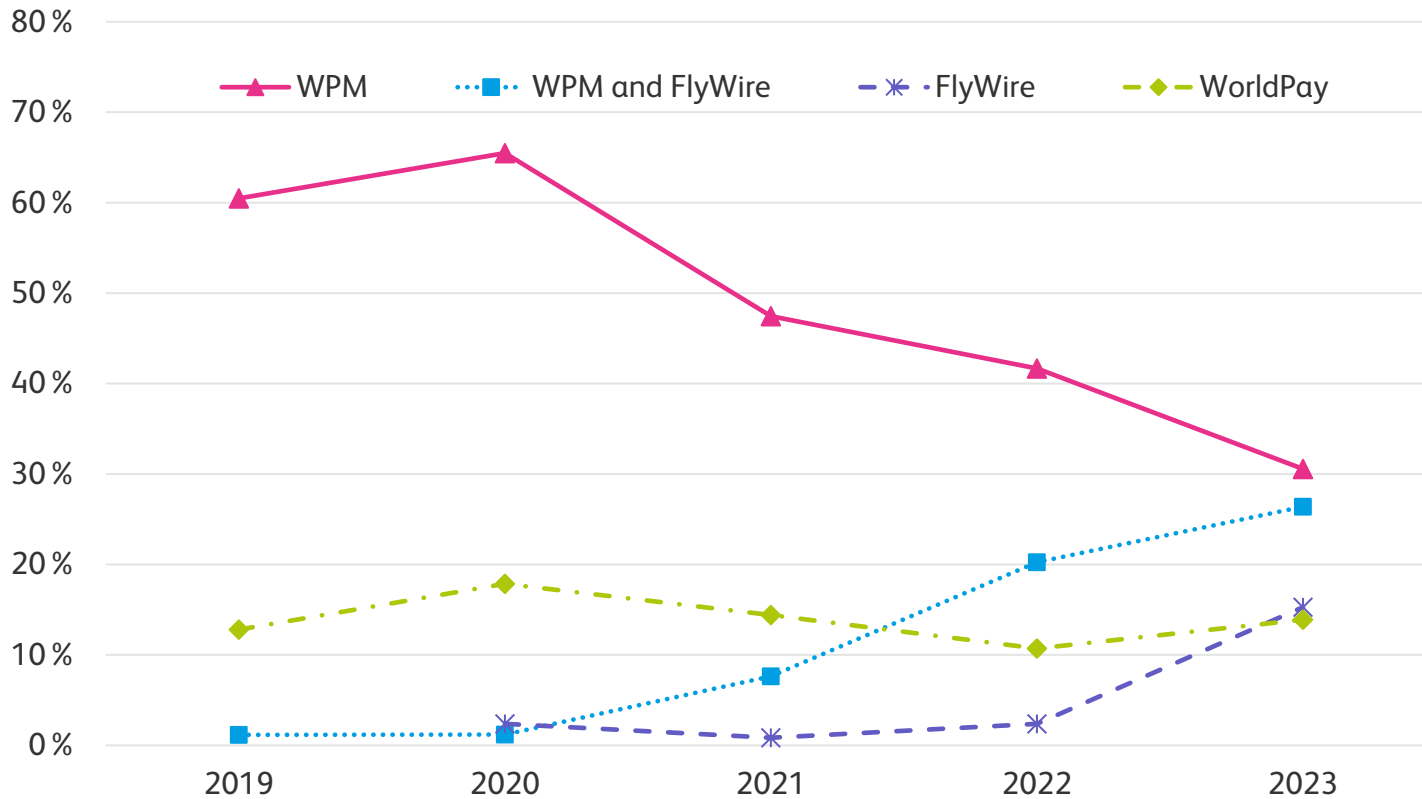
In 2021 the format for the payment gateway services question changed so that it was no longer free text and the groupings allow comparisons to be made with the previous years that data are available; however, any changes between years should be treated with caution. Please note that for payment gateway services all years include any instance when multiple systems have been noted.

WPM has been the most popular system in each year since 2019 (Figure 22); however, three consecutive decreases since 2020 has seen its popularity drop so that it was a core system at 22 responding institutions (31 %) in 2023, compared to being used at 55 responding institutions (65 %) in 2020. When we consider the 62 institutions responding in the two most recent years, we see that 28 reported using WPM in 2022 compared to 18 in 2023. However, 19 respondents (26 %) also reported using WPM and Flywire in 2023, while four responding institutions (5.6 %) indicated they used WPM and Western Union, and the inclusion of these categories in the two most recent years may go someway to explaining the decrease recorded in WPM since 2020.

Following a large increase in the most recent year, eleven respondents (15 %) reported using Flywire in 2023, closely followed by WorldPay (10 respondents, 13.9 %). When we consider the 62 institutions responding in both 2022 and 2023, the number reporting they used Flywire increased from one to ten.

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Lecture Capture Services

	2019	2020	2021	2022	2023
Panopto	43	50	70	54	51
Microsoft Teams	0	11	25	16	9
Echo 360	12	11	11	7	6
Microsoft Stream	1	5	13	11	5
Kaltura	0	1	5	3	4
Planet e-Stream	3	3	3	3	3
Zoom	0	4	16	5	2
Blackboard Collaborate	1	2	11	8	1
Extron SMP 351 with Avonic cameras	0	1	1	0	1
Medial	3	1	2	1	1
Yuja	0	2	3	4	1
Camtasia	0	1	1	1	0
Canvas	0	1	3	0	0
Cisco Webex	1	1	1	1	0
In-house	5	3	2	1	0
MediaSite	5	5	3	2	0
Various	2	0	0	0	0
Other	3	1	0	0	0
None	11	5	7	0	1
Total respondents	89	89	119	85	74

Table 23: Lecture Capture Services 2019-2023

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Lecture Capture Services

Figure 23: Trends in the 4 most popular Lecture Capture Services of 2023
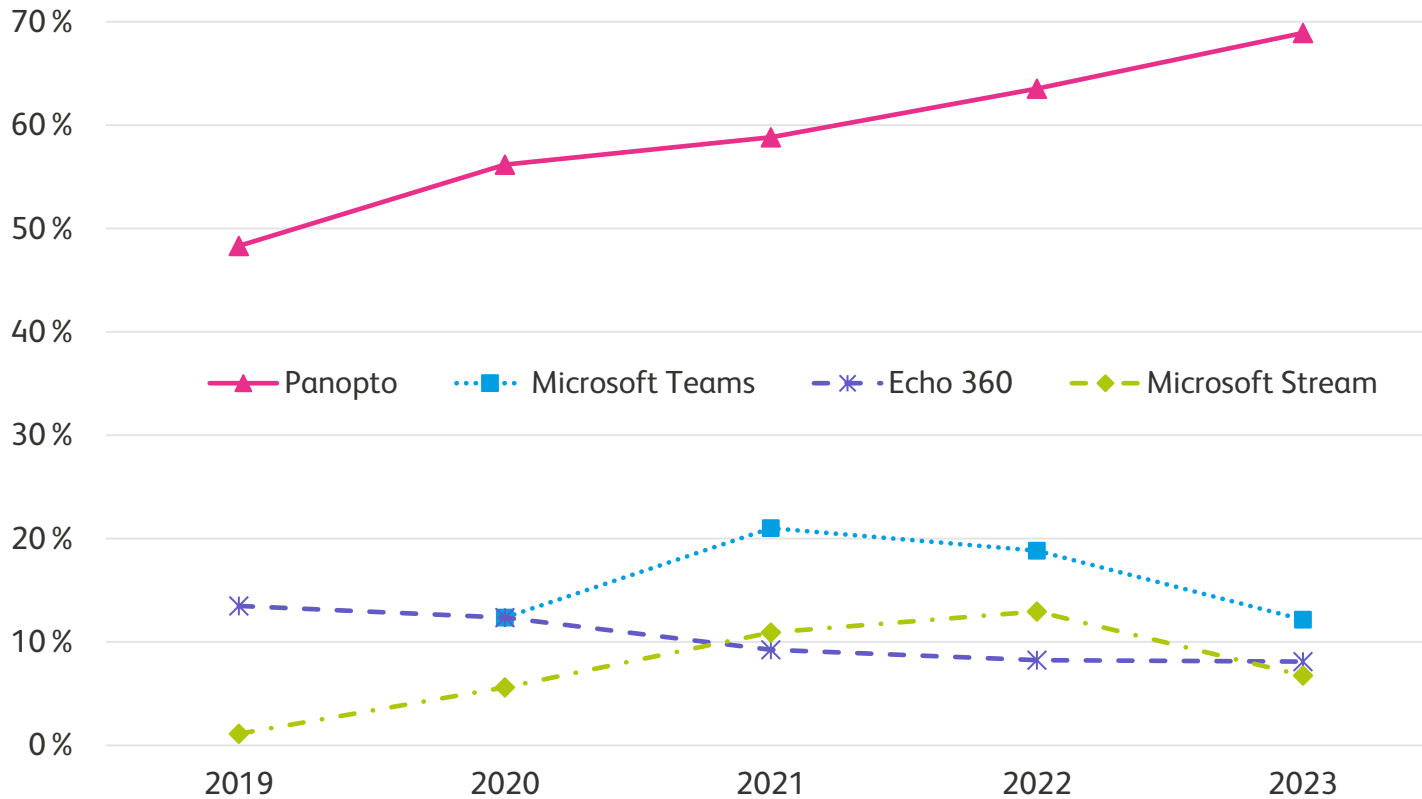
In 2021 the format for the lecture capture services question changed so that it was no longer free text and the groupings allow comparisons to be made with the previous years that data are available; however, any changes between years should be treated with caution. Please note that for lecture capture 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 four-year period and has been used at more than half of responding institutions in each year since 2020. In 2023 Panopto was a core system at 51 responding institutions (69%), followed, someway behind, by Microsoft Teams (9 respondents, 12.2%), Echo360 (6 respondents, 8.1%) and Microsoft Stream (5 respondents, 6.8%).

Table 23 (*page* 54) illustrates that Blackboard Collaborate has fallen in popularity over the last year – from being a core system at eight responding institutions (9.4%) in 2022, to being used across just one responding institution in 2023. When we consider the 62 institutions responding in both years, we see that the number indicating that Blackboard Collaborate was a core system dropped from three to one.

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