

# Trends in Corporate Information Systems 2010-2020

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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 2010 to 2020, 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 2020 – 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 2020 and highlighting any changes in the proportion of respondents indicating that these systems were in use at their institution in each available year since

2010. Where the option ‘other’ is one of the four most popular choices in 2020, 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 2010, with the charts illustrating the proportion of respondents selecting the four most popular options in each available year since 2010.

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 respondents 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.

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 51*) 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 59) 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 2020 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'.

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

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Unit4/Agresso	73	61	52	56	47	56	62	63	63	54	55
Advanced Business Solutions	13	10	10	11	6	11	13	10	12	11	9
Technology One	2	2	2	2	1	3	4	5	5	6	9
Oracle - Financials	0	9	10	9	7	7	9	9	8	7	7
SAP	11	6	5	6	4	5	6	8	5	5	5
Access Dimensions	0	1	1	2	2	1	2	2	2	2	2
Civica Resource Financials	0	0	0	0	0	1	2	3	3	2	2
Symmetry	12	10	8	5	2	7	8	8	5	3	2
Ellucian Banner Finance	1	1	1	0	0	1	1	1	1	1	1
Microsoft Dynamics NAV	0	0	0	0	0	1	1	0	1	0	1
SUN Account	1	0	2	2	1	1	1	3	2	2	1
B-plan Aptos	9	6	7	4	2	4	5	5	2	1	0
Capita APTOS	0	0	0	0	0	1	0	1	3	1	0
Deltek -Maconomy	0	1	0	1	1	1	1	1	1	0	0
Oracle	8	0	0	0	0	0	0	0	0	0	0
Topaz Financials	1	1	1	2	0	1	1	1	1	0	0
Other	6	4	1	3	2	0	1	5	3	3	4
<b>Total respondents</b>	<b>137</b>	<b>112</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>

Table 1: Finance Systems 2010-2020

Figure 1: Trends in the 4 most popular Finance Systems of 2020

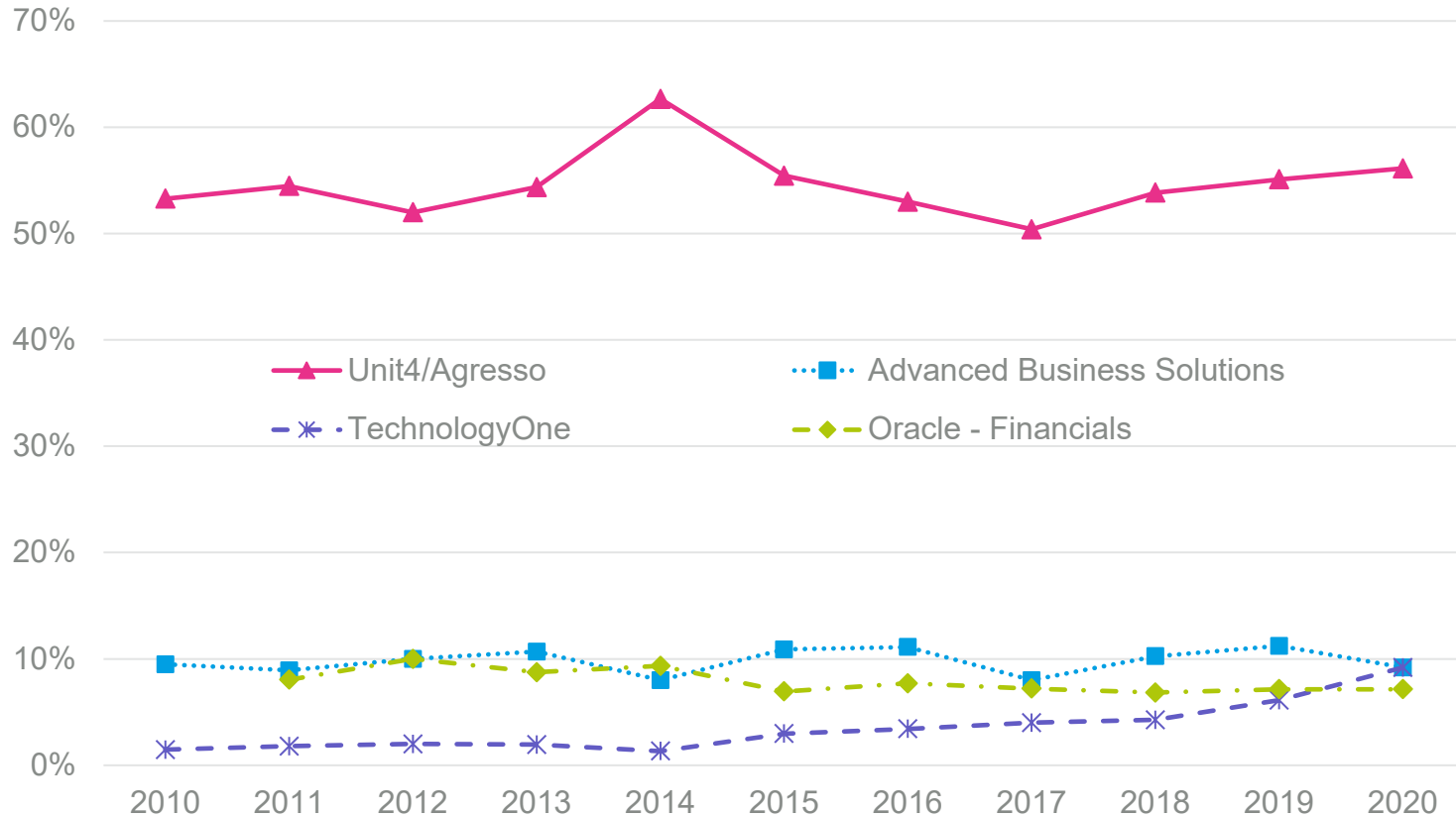


Figure 1 highlights that there has been little change in the four most popular finance systems over the last ten years, with Unit4/Agresso in use at more than half of responding institutions in each year since 2010. It is worth noting that the Unit4/Agresso category covers several different systems (*Appendix A, page 51*), and in 2020, 53 respondents overall (54%) indicated that Unit4 Business World was the finance system at their institution.

Advanced Business Solutions has been the second most popular finance system in ten out of the eleven years, although it is somewhat behind Unit4/Agresso and is on the same level as TechnologyOne in 2020 (9 respondents, 9.2%). These were followed by Oracle-Financials which was the core finance system at seven responding institutions (7.1%) in 2020 and has been one of the top four finance systems in each year since 2011.

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Midland HR/iTrent	23	20	19	23	18	26	30	35	36	32	35
NorthgateArinso	38	31	28	31	21	26	31	26	21	19	16
SAP	14	9	8	7	5	9	9	10	9	8	9
Agresso/Unit4	8	5	2	4	3	6	11	14	14	13	9
Core HR	6	6	9	8	8	11	11	14	12	14	9
Oracle	11	8	8	7	3	7	9	9	8	7	8
Bond HR	6	5	3	4	2	4	3	3	2	1	3
Ciphr - Compel	3	4	3	2	2	3	2	1	3	2	2
Select HR	1	1	1	1	1	1	1	1	2	0	2
Bespoke/In-house	5	6	4	4	2	3	2	3	2	0	1
Frontier - Chris 21	6	3	4	2	2	2	1	0	0	1	1

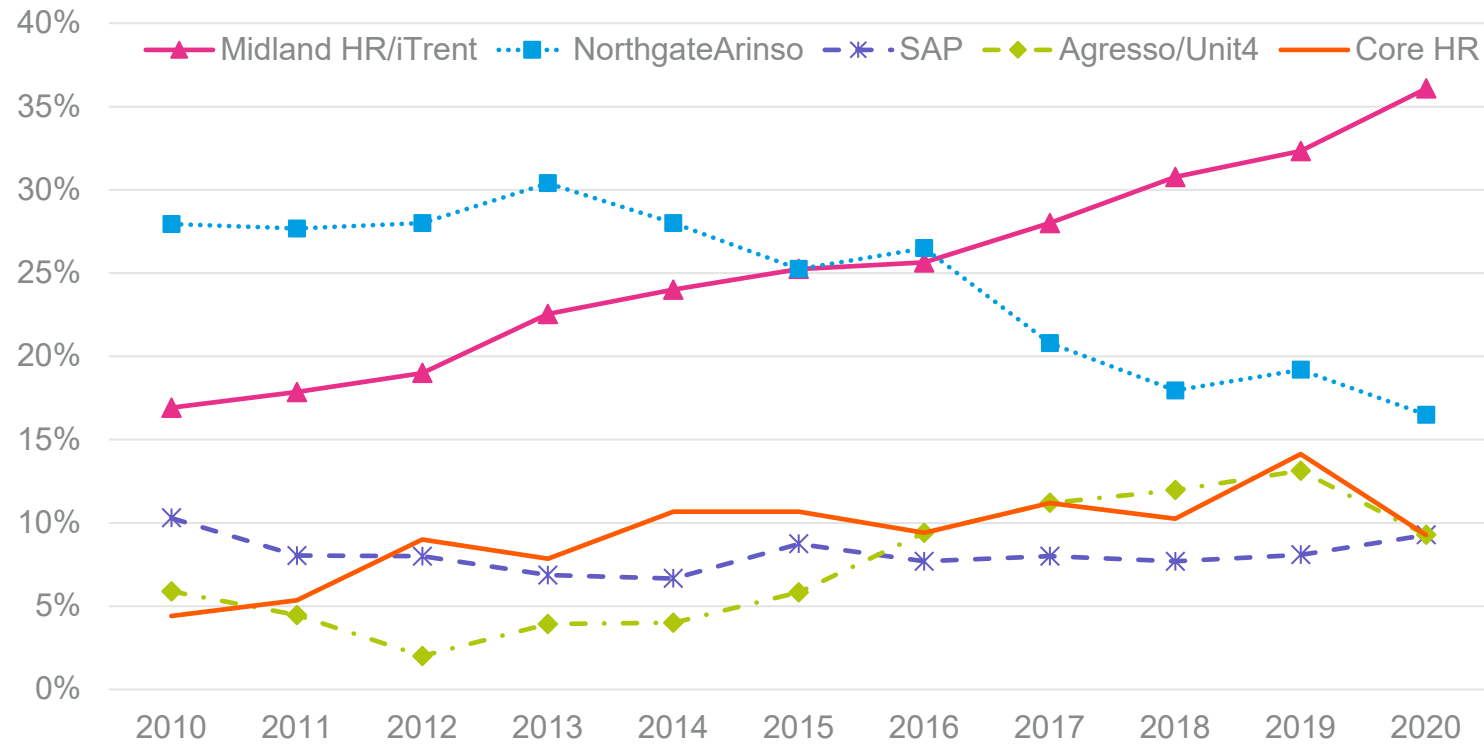
**Table 2: HR Systems 2010-2020**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Jane HR and Payroll	0	0	0	0	1	1	1	1	2	0	1
Alta HR	5	5	4	4	3	1	2	1	1	0	0
Accero Cyborg	2	2	2	2	0	0	0	0	0	0	0
Oracle - Peoplesoft	1	1	1	1	1	1	1	1	1	0	0
Rebus	2	2	1	0	0	0	0	0	0	0	0
Deltak Maconomy	0	0	0	1	1	1	1	1	1	0	0
HRPro	2	1	1	0	0	0	0	0	0	0	0
Pyramid	0	1	1	1	2	0	0	0	0	0	0
Ceredian Source	1	1	0	0	0	0	0	0	0	0	0
Sage Snowdrop	0	0	0	0	0	1	1	1	1	0	0
Other	2	1	1	0	0	0	1	4	2	2	1
<b>Total respondents</b>	<b>136</b>	<b>112</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>

**Table 2 (continued):  
HR Systems 2010-  
2020**



Figure 2: Trends in the 5 most popular HR Systems of 2020



NorthgateArinso started the ten-year period as the most popular HR system and was in use at 38 responding institutions (28%) in 2010. However, since then, and despite fluctuations, the proportion of respondents indicating that their HR system was NorthgateArinso has fallen overall and it was the core HR system at just 16% of responding institutions in 2020. In contrast to this, Figure 2 highlights that MidlandHR/iTrent has increased in popularity over the ten-year period – from being the HR system at 23 responding institutions (17%) in 2010 to being selected by 35 respondents (36%) in 2020.

In 2020, MidlandHR/iTrent and NorthgateArinso together accounted for around half of HR systems at responding ucisa member institutions, followed by SAP, Agresso/Unit4 and Core HR, although these were some way behind and were each selected by nine responding institutions (9.3%).

Figure 2 appears to illustrate a decline in the proportion of institutions choosing Core HR as their HR system in the most recent year, from fourteen respondents (14.1%) in 2019 to nine respondents (9.3%) in 2020. However, when we consider the 75 institutions responding in both 2019 and 2020, we see that nine indicated they used Core HR at their institution in each year.

# Payroll

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Midland HR/iTrent	24	21	19	24	17	27	29	34	35	29	33
NorthgateAriso	32	27	27	29	21	25	28	27	23	19	14
Agresso/Unit4	8	5	2	4	3	6	10	12	12	12	13
Core Payroll	6	5	8	7	8	11	11	14	12	14	9
SAP	14	8	8	7	5	9	9	10	9	7	8
Oracle	7	5	6	4	2	5	7	7	6	6	7
Access Select Payroll	0	0	0	1	1	1	1	1	1	0	2
Bespoke/In-house	2	2	2	3	1	1	1	1	1	1	2
Ceredian/Centrefile	7	5	4	3	3	4	2	2	1	2	1
Frontier - Chris 21	5	2	4	2	2	2	1	0	0	1	1
Jane HR and Payroll	0	0	0	0	1	1	2	1	1	0	1
Payrite	1	2	1	0	0	0	0	0	0	0	1
Accero Cyborg	3	3	3	2	0	0	0	0	0	0	0

**Table 3: Payroll Systems 2010-2020**

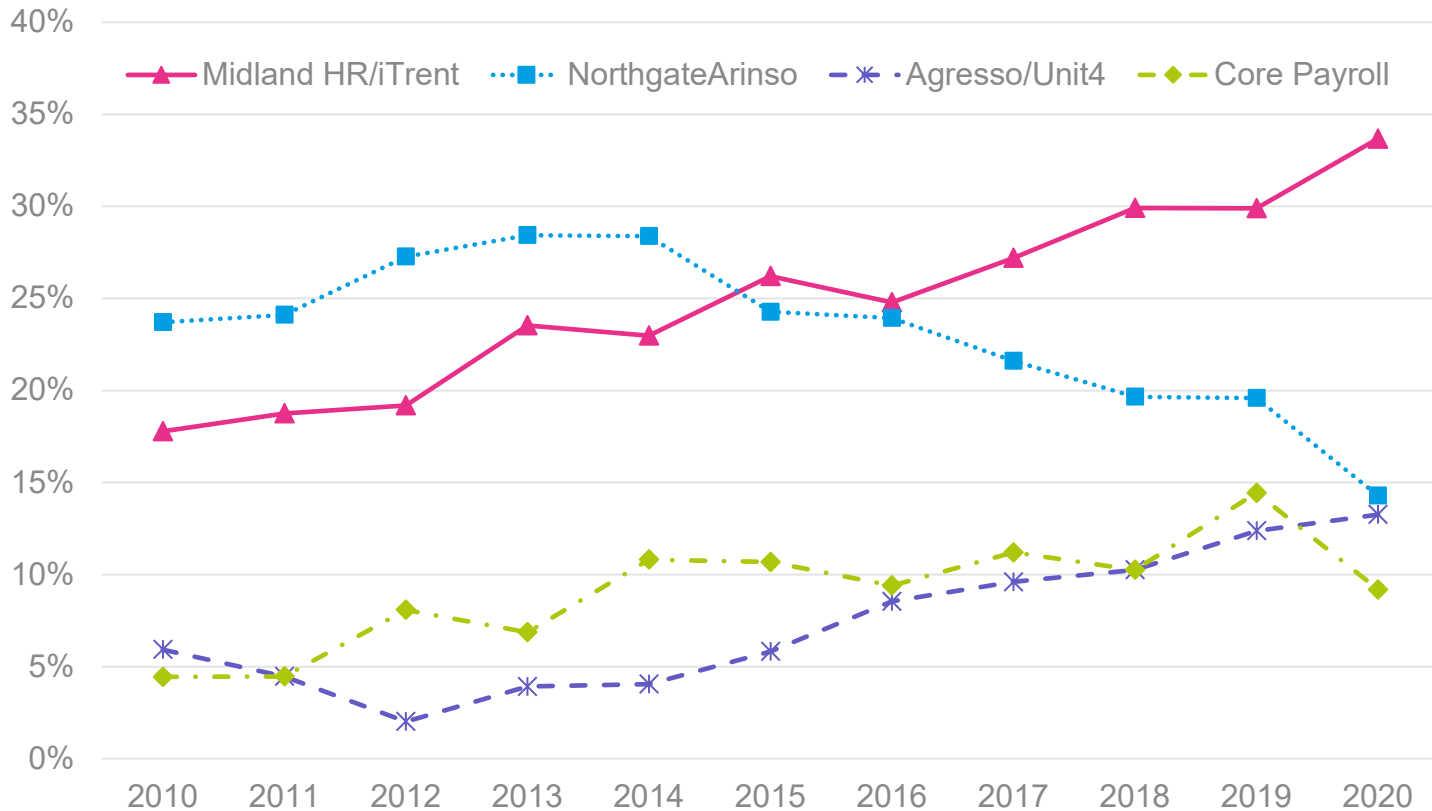
# Payroll

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Action file	0	1	0	0	0	1	0	0	0	0	0
Alta HR	5	5	4	4	3	1	2	1	1	0	0
Bond HR	1	1	1	1	1	1	1	1	1	0	0
Bureau Service	1	7	3	5	3	1	1	1	2	2	0
Civica Resource Financials	0	0	0	0	0	1	0	1	0	0	0
Earnie IQ	0	1	0	0	0	1	2	1	1	0	0
ICS Equity - Perito	0	1	0	1	1	2	2	2	2	0	0
Maxima	4	3	2	1	0	0	0	0	0	0	0
Outsourced	9	0	0	0	0	1	4	6	0	0	0
Pyramid	1	3	2	2	2	0	0	0	0	0	0
Topaz EMS	1	1	1	1	0	1	1	1	0	0	0
Other	4	4	2	1	0	1	3	2	9	4	6
<b>Total respondents</b>	<b>135</b>	<b>112</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>

**Table 3 (continued):  
Payroll Systems  
2010-2020**

# Payroll

Figure 3: Trends in the 4 most popular Payroll Systems of 2020



When we consider payroll systems at ucisa member institutions, a similar picture emerges to that reported for HR systems.

NorthgateArinso started the ten-year period as the most popular payroll system and was in use at 32 responding institutions (23%). However, since then, and despite fluctuations, the general trend has been one of a decline, so that in 2020 fourteen respondents (14.3%) indicated that NorthgateArinso was the payroll system at their institution. In contrast, use of MidlandHR/iTrent has increased steadily, from being the payroll system at 24 responding institutions (18%) in 2010 to being the core system at 33 responding institutions (34%) in 2020, so that it has been the most popular payroll system since 2015.

It is notable that the proportion of respondents using Agresso/Unit4 as their payroll system has increased steadily since 2012, so that it is now only slightly behind NorthgateArinso (13 respondents, 13.3%).

As with HR, Figure 3 appears to show a decline in the proportion of institutions choosing Core Payroll as their payroll system, from fourteen respondents (14.4%) in 2019 to nine respondents (9.2%) in 2020. When we consider the 75 institutions responding in both 2019 and 2020, we see that nine indicated they used Core Payroll at their institution in each year.

# Student Records

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Tribal - SITS	68	53	52	48	36	56	57	60	61	49	49
Ellucian Banner	16	13	14	12	9	9	14	12	13	15	15
Bespoke/in-house	17	15	13	15	12	15	14	15	11	9	11
Agresso/Unit4	14	12	6	11	7	7	12	12	10	7	5
CampusIT - Quercus	5	5	6	5	3	5	7	7	6	6	5
Capita	7	7	2	5	2	4	5	6	5	4	5
Oracle-Peoplesoft	2	5	4	1	3	3	4	4	5	4	3
SAP	1	1	1	1	1	1	1	1	1	0	1
Tribal-ebis	1	1	0	1	0	1	0	2	1	1	1
Ellucian PowerCampus	0	0	0	0	0	1	1	1	1	0	0
ITS (Integrated Tertiary Software)	2	0	1	1	1	1	0	1	1	1	0
Oracle	2	0	1	2	1	0	0	0	0	0	0
Other	2	0	0	0	0	0	1	3	1	3	1
<b>Total respondents</b>	<b>137</b>	<b>112</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>

**Table 4: Student Records Systems 2010-2020**

# Student Records

Figure 4: Trends in the 6 most popular Student Records Systems of 2020

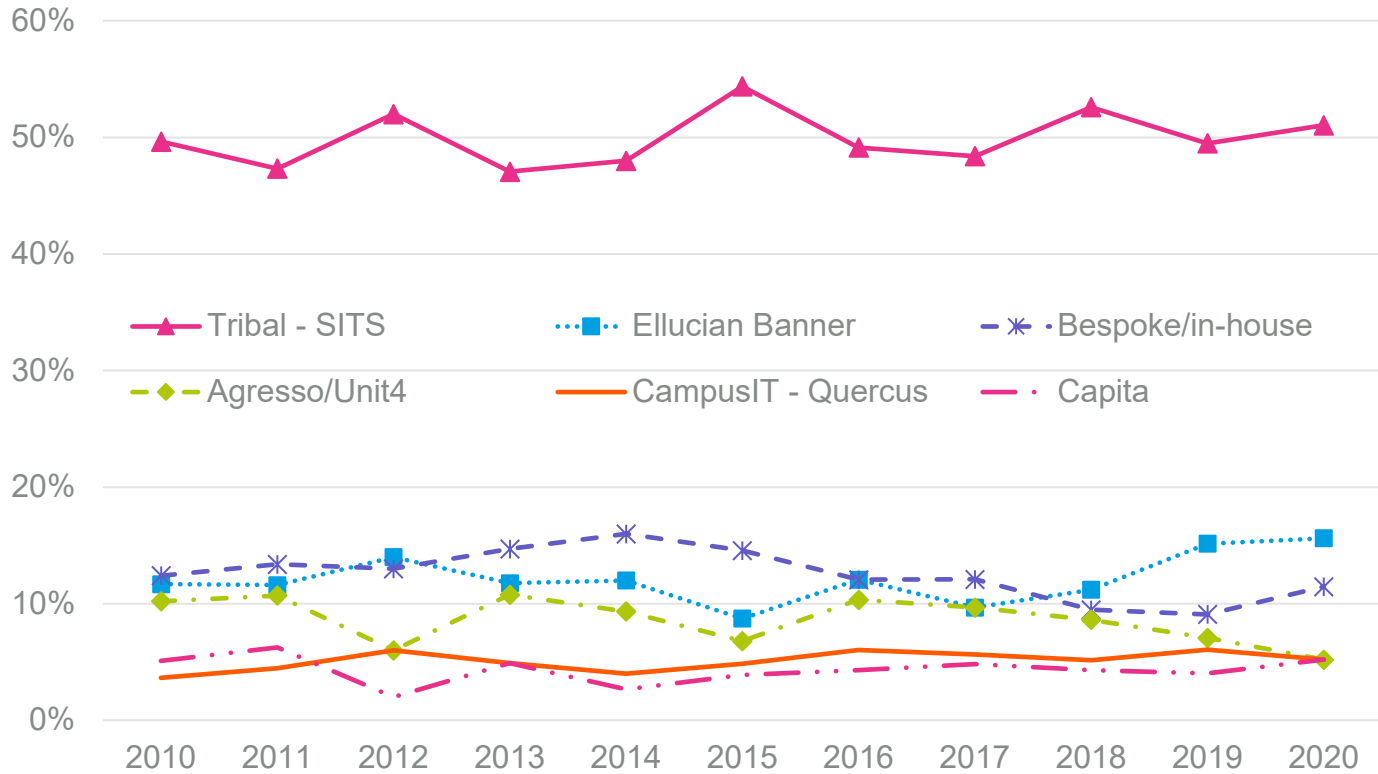


Figure 4 illustrates that Tribal – SITS continues to be the most popular student records system, and has been in use at around half of responding institutions throughout the ten-year period. In 2020, 49 respondents (51%) indicated that it was the core student records system at their institution, followed, somewhat behind, by Ellucian Banner (15 respondents, 16%), a bespoke/in-house system (11 respondents, 11.5%) and Agresso/Unit4, CampusIT – Quercus and Capita which were each in use at five responding institutions (5.2%) in 2020.

# Estates

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Planon	17	14	19	21	18	24	29	32	28	32	32
Archibus	19	20	16	13	10	13	14	13	16	8	13
CAFM	2	3	4	7	5	4	5	4	7	6	5
FSI Concept	4	5	2	3	3	3	4	4	4	5	5
QuEMIS	1	4	5	4	5	8	9	11	9	5	5
Quantarc	6	8	8	6	2	3	4	1	4	5	4
QFM Estates Manager	0	0	0	0	0	1	2	3	3	3	3
TOPdesk	0	0	0	1	0	1	0	2	3	3	2
Tribal - K2	1	3	3	3	1	2	1	1	1	1	2
UNIT4 Field Force	0	0	0	0	0	0	1	1	1	0	2
Micad	0	0	0	1	2	3	4	4	3	2	1
Planet FM	5	4	3	3	2	3	2	2	2	1	1
Service Now	0	0	0	0	0	1	2	1	1	1	1
SiteHelpdesk	0	0	0	1	1	1	1	1	1	0	1
SysAid - Estates Helpdesk	0	0	0	0	0	1	1	1	1	1	1
Trend	0	0	0	0	0	1	1	1	2	3	1
Tririga	1	1	2	1	1	1	2	0	1	1	1

**Table 5: Estates Systems 2010-2020**

# Estates

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Badger	7	4	2	4	3	1	1	1	0	1	0
Bespoke/In-house	14	6	8	4	5	6	6	6	5	1	0
GVA	1	2	2	2	0	0	0	0	0	0	0
Honeywell BMS	1	1	1	1	0	2	3	2	1	2	0
IBM Maximo	1	0	0	0	0	2	2	3	2	1	0
Manhattan	0	0	0	0	0	1	1	1	1	1	0
Pirana	0	0	0	0	0	1	1	1	1	0	0
Pythagoras	2	1	2	0	0	0	0	0	0	0	0
Q5	1	1	1	1	0	1	1	1	1	0	0
SAP	2	3	2	3	2	1	0	1	0	0	0
Serco	2	1	0	0	0	0	0	0	0	0	0
Various	6	5	6	5	2	6	5	2	5	3	4
Other	8	8	7	7	6	1	4	6	2	5	5
None	5	8	3	5	2	6	8	13	6	5	3
Not known	1	9	0	6	4	5	3	5	4	1	3
<b>Total respondents</b>	<b>107</b>	<b>111</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>

**Table 5 (continued):  
Estates Systems  
2010-2020**



Figure 5: Trends in the 5 most popular Estates Systems of 2020

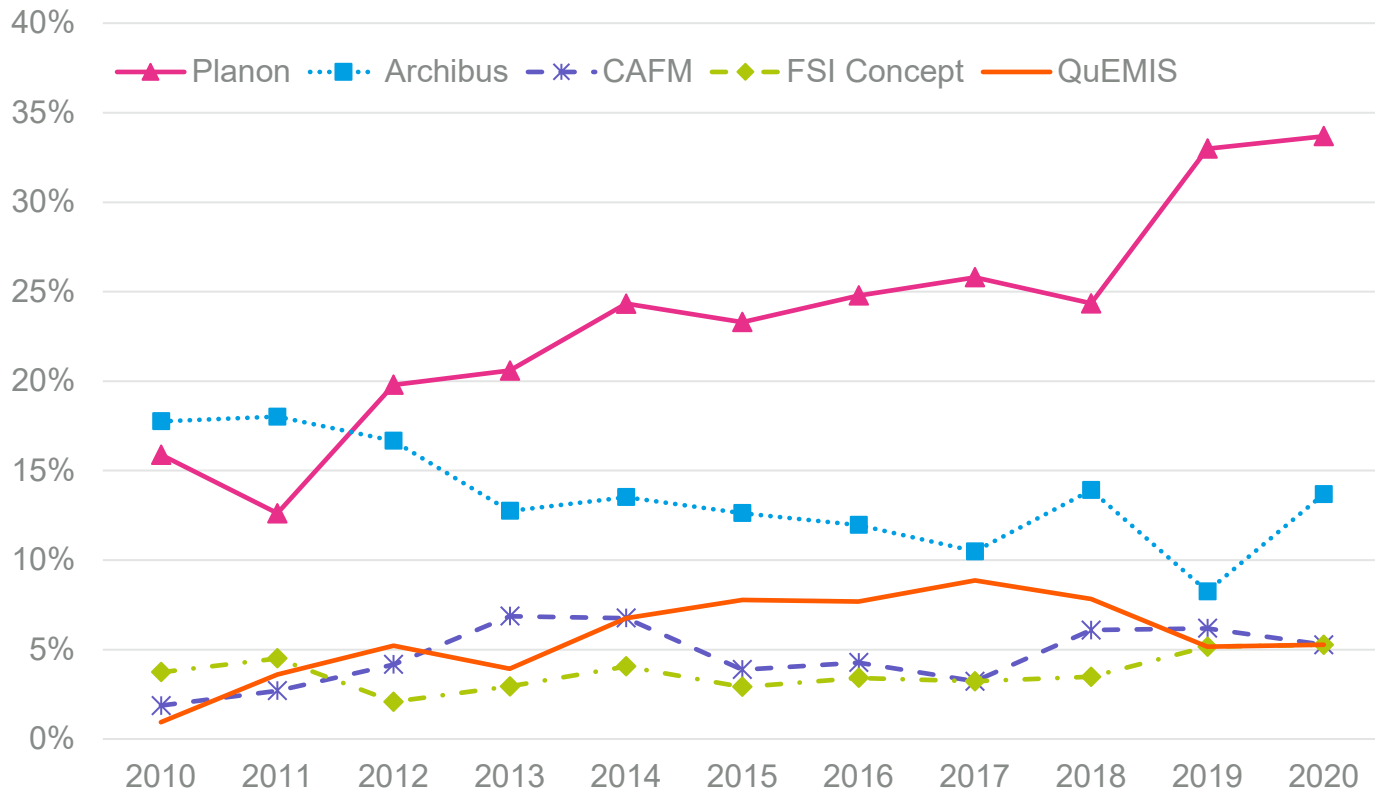


Table 5 (pages 15 and 16) highlights the wide range of estates systems available to institutions throughout the ten-year period. Planon has grown in popularity overall since 2010 – from being the estates system at 17 responding institutions (16%) to being the core system at around one-third of responding institutions in the two most recent years, and has been the most popular system in each year since 2012.

Archibus continues to be the second most popular estates system at responding ucisa institutions – a position it has held since 2012, although the proportion of respondents using Archibus has fallen slightly over the ten-year period – from 18% (19 respondents) in 2010 to 13.7% (13 respondents) in 2020. However, the most recent year has seen an increase, and when we consider the 75 institutions responding in both 2019 and 2020, the number indicating that Archibus was the estates system at their institution increased slightly from five to eight.

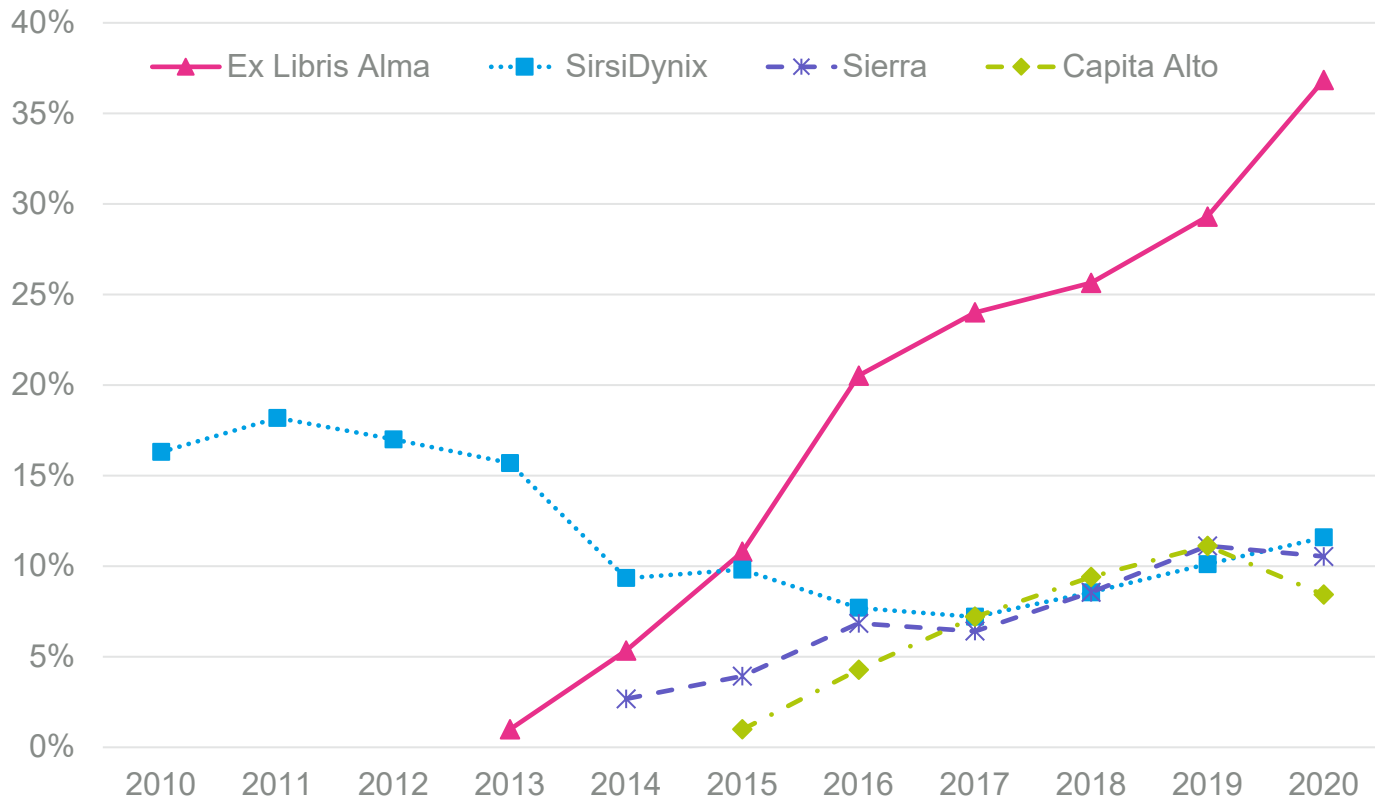
Please note that Figure 5 displays the five most popular estates systems in 2020 due to CAFM, FSI Concept and QuEMIS all being selected by five responding institutions (5.3%).

# Library

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Ex Libris Alma	0	0	0	1	4	11	24	30	30	29	35
SirsiDynix	22	20	17	16	7	10	9	9	10	10	11
Sierra	0	0	0	0	2	4	8	8	10	11	10
Capita Alto	0	0	0	0	0	1	5	9	11	11	8
Ex Libris Aleph	20	20	20	17	13	12	16	13	7	6	5
Koha	0	1	0	1	0	2	2	4	4	3	5
Talis	43	29	23	19	15	23	16	12	11	4	5
Millenium	26	22	21	25	11	15	11	11	8	6	4
Heritage	1	2	2	4	3	2	3	9	8	5	3
Vubis Smart	1	1	1	1	1	1	2	2	1	1	3
Ex Libris	4	1	4	5	6	5	6	6	5	4	2
Kuali	0	0	0	0	0	1	1	1	0	1	1
Ex Libris Voyager	16	13	10	9	9	7	4	3	1	0	0
Horizon	0	0	0	0	0	1	2	1	1	1	0
SirsiDynix - Unicorn	2	1	2	3	3	5	5	3	2	3	0
Various	0	0	0	0	1	1	1	1	2	0	0
Other	0	0	0	1	0	1	2	3	6	4	3
<b>Total respondents</b>	<b>135</b>	<b>110</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>

**Table 6: Library Systems 2010-2020**

Figure 6: Trends in the 4 most popular Library Systems of 2020



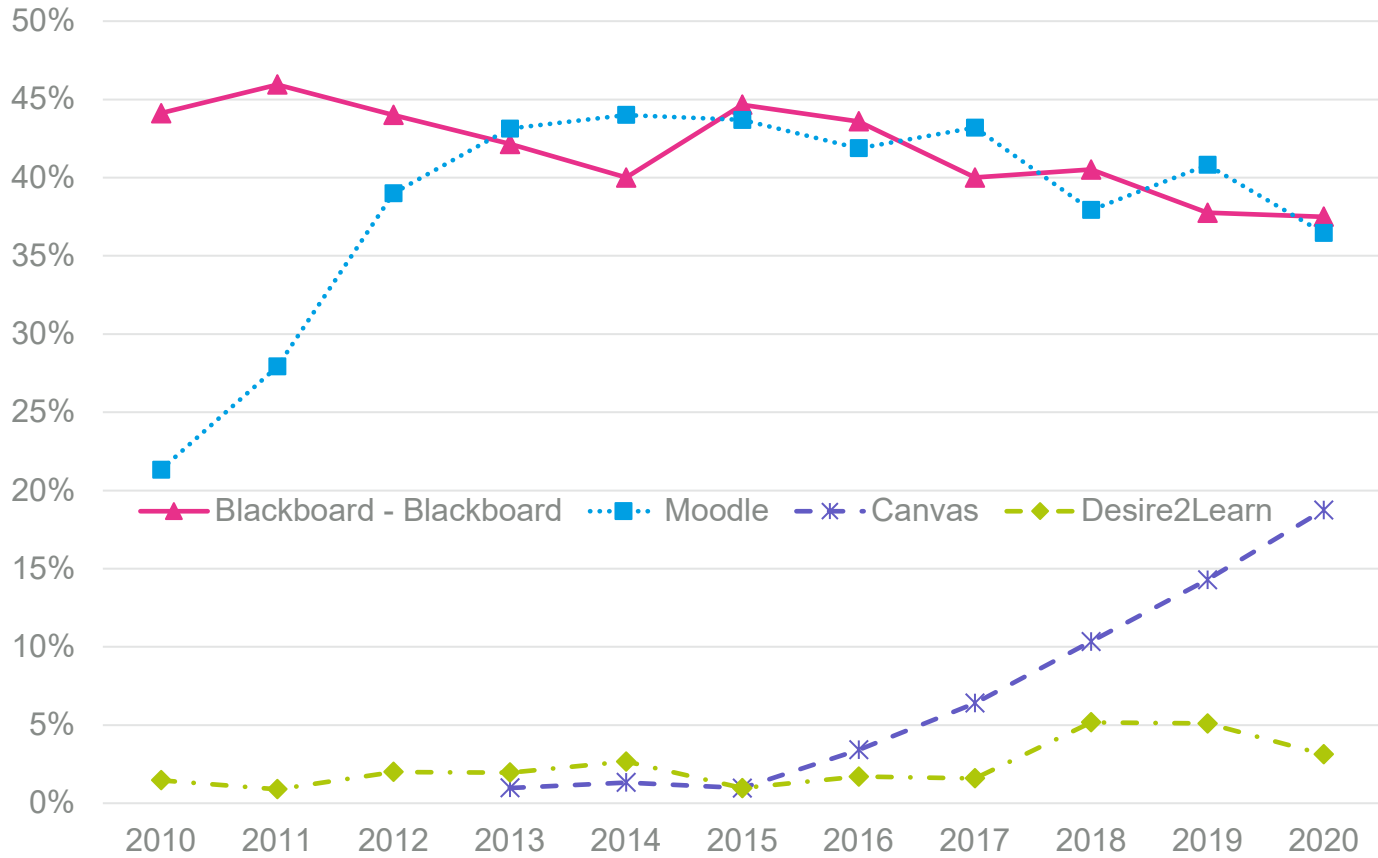
The growth in Ex Libris Alma continues in 2020 (*Table 6, page 18*) when it was the core library system at 35 responding institutions (37%) – compared to just one respondent (1.0%) indicating this was the case in 2013. In contrast, the other Ex Libris systems (Ex Libris, Aleph and Voyager) have all fallen in popularity overall since 2013, and when we consider the 63 institutions responding in both 2013 and 2020, we see that of the 24 respondents reporting that they used Ex Libris, Ex Libris Aleph or Ex Libris Voyager in 2013, fourteen used Ex Libris Alma in the most recent year.

Talis started the ten-year period as the most popular library system (*Table 6, page 18*) and was in use at 43 responding institutions (32%); however, since then it has fallen in popularity overall so that it was the core library system at just five responding institutions (5.3%) in 2020 and has been outside of the top four systems in the two most recent years. SirsiDynix has also fallen in popularity overall since 2010 (*Figure 6*) although it is currently the second most popular library system (11 respondents, 11.6%) following increases in the three most recent years. This is closely followed by Sierra (10 respondents, 10.5%) and Capita Alto (8 respondents, 8.4%).

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Blackboard - Blackboard	60	51	44	43	30	46	51	50	47	37	36
Moodle	29	31	39	44	33	45	49	54	44	40	35
Canvas	0	0	0	1	1	1	4	8	12	14	18
Desire2Learn	2	1	2	2	2	1	2	2	6	5	3
Sakai	2	0	1	2	1	2	2	3	1	1	1
Bespoke/In-house	9	6	3	3	2	2	2	0	0	0	0
Blackboard - WebCT	34	20	9	5	4	4	4	3	0	0	0
Pearson	0	1	1	0	1	1	1	0	0	0	0
SharePoint	0	1	1	1	1	1	1	1	1	0	0
Various	0	0	0	1	0	0	0	1	3	1	0
Other	0	0	0	0	0	0	1	3	2	0	3
<b>Total respondents</b>	<b>136</b>	<b>111</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>

Table 7: VLE Systems 2010-2020

Figure 7: Trends in the 4 most popular VLE Systems of 2020



Blackboard-Blackboard and Moodle have been the two most popular VLE systems at ucisa member institutions in each year since 2012 (Table 7, page 20). However, there have been several fluctuations since then, and little change in the proportion of respondents indicating they use Blackboard-Blackboard in the most recent year, coupled with a decrease in the proportion of respondents indicating that they use Moodle, sees Blackboard-Blackboard once again the most popular VLE system – for the seventh time over the ten-year period. However, when we consider the 75 institutions responding in both 2019 and 2020, we see that the number of institutions indicating they used Moodle increased slightly from 27 to 28, while the number of institutions indicating they used Blackboard-Blackboard dropped slightly from 29 to 27.

Figure 7 highlights the steady increase in the proportion of respondents using Canvas as their core VLE since 2015, when it was selected by just one institution - compared to 18 respondents (19%) in the most recent year. Desire2Learn was the fourth most popular VLE system in 2020, although it should be noted that it has not been in use at more than six responding institutions in any year since 2010, and is currently the core VLE system at just three responding institutions (3.1%).

# Timetabling

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Scientia	65	57	53	52	40	54	61	64	57	50	49
Advanced Learning -CMIS	33	26	26	22	19	22	25	26	26	22	23
Celcat	15	12	10	14	9	15	21	20	20	13	12
Tribal	5	5	4	4	3	4	2	4	3	4	4
Bespoke/In-house	2	1	2	2	1	2	3	2	3	4	3
ASIMUT	0	0	0	0	0	1	1	0	0	0	1
Infosilem - TPH	1	1	1	1	1	2	2	2	2	1	1
Capita UNIT - eResource Manager	2	1	0	1	0	0	0	0	2	0	0
Various	0	0	1	2	0	0	0	0	0	0	0
Other	2	2	1	0	0	0	0	3	2	3	3
None	1	0	0	2	2	2	1	3	2	2	1
<b>Total respondents</b>	<b>126</b>	<b>105</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>

**Table 8: Timetabling Systems 2010-2020**

# Timetabling

Figure 8: Trends in the 4 most popular Timetabling Systems of 2020

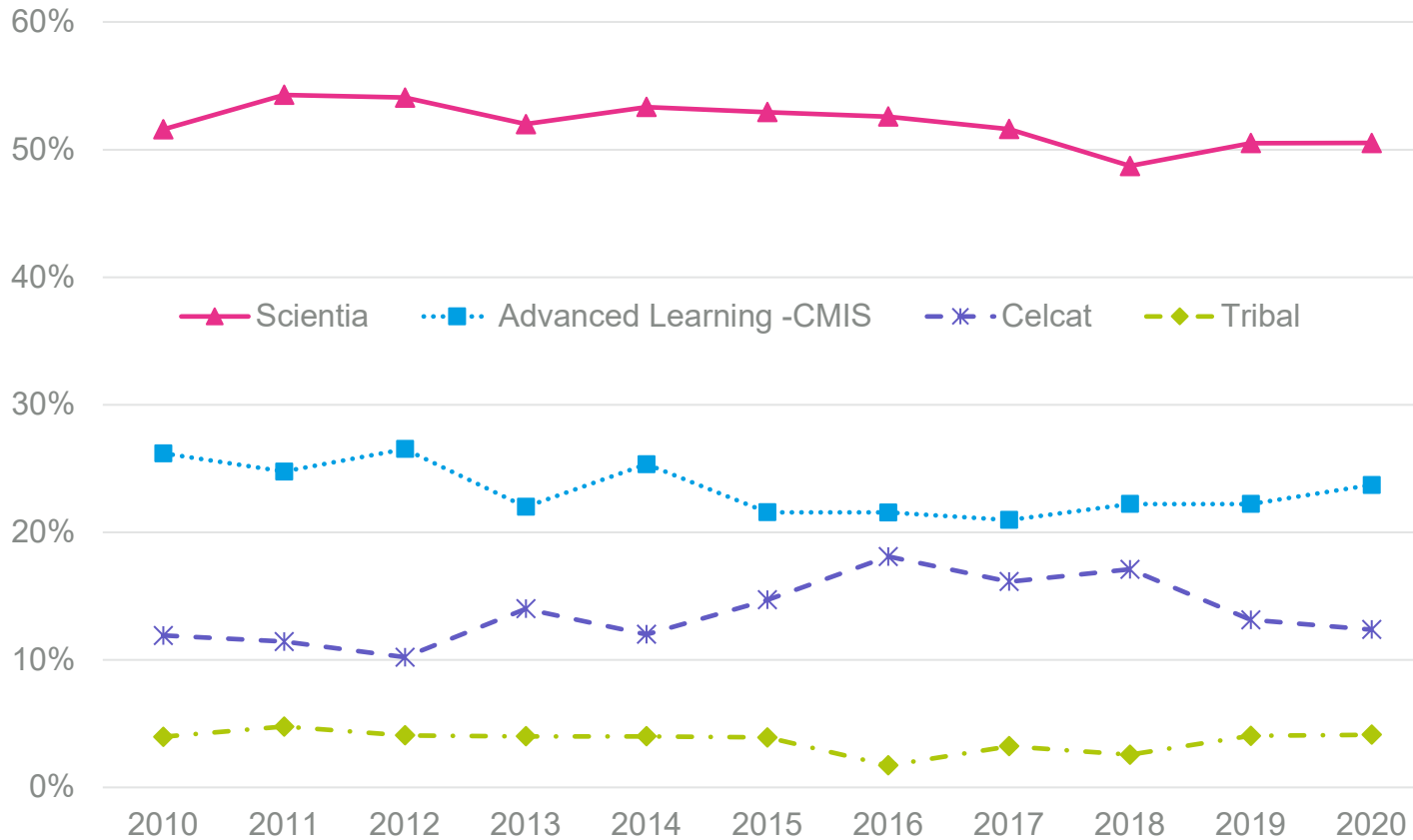


Table 8 (page 22) highlights that the top three timetabling systems have been unchanged over the ten-year period, and together they have accounted for more than 85% of timetabling systems at responding institutions in each year since 2010. When we consider the individual systems, we see that Scientia has been the core timetabling system at around half of responding institutions in each year since 2010, followed by Advanced Learning – CMIS which has been the system at more than 20% of responding institutions in each year, and Celcat which has been in use at between ten and 18% of responding institutions throughout the ten-year period. In 2020, Scientia was selected by 49 respondents (51%), followed by Advanced Learning – CMIS (23 respondents, 24%), Celcat (12 respondents, 12.4%) and Tribal (4 respondents, 4.1%).

# CRM

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Microsoft dynamics	4	7	10	17	18	23	29	38	36	32	33
Salesforce	0	0	0	0	1	4	3	6	10	12	13
Hobsons	15	13	11	10	11	17	18	14	11	9	10
Blackbaud - Raiser's Edge	1	16	13	12	8	9	13	10	9	4	7
Azorus	1	2	2	3	3	2	3	0	4	6	5
Bespoke/In-house	9	6	5	4	3	4	3	3	4	1	3
Achiever	1	1	2	2	2	2	3	3	3	4	2
Data Harvesting	0	0	0	0	0	2	3	4	1	3	2
Agresso/Unit4	15	15	10	9	4	6	6	2	0	0	0
AR Remedy	1	1	1	1	0	1	0	0	0	0	0
ESIT - thankQ	1	1	1	2	0	0	0	0	0	0	0
EzyRecruit	0	1	0	0	1	1	1	0	0	0	0
Goldmine	1	3	1	0	0	0	0	0	0	0	0
Donor Strategy	9	4	3	1	0	1	1	2	0	0	0
Maconomy	0	0	0	0	1	1	1	1	1	0	0
Oracle - CRM	3	3	4	1	1	2	1	0	0	0	0
Oracle - Peoplesoft	2	1	0	0	0	0	0	0	0	0	0
Oracle - Siebel	2	2	1	2	2	1	1	0	0	0	0
Sugar	1	1	1	1	0	0	0	0	0	0	0
Various	4	4	8	12	9	16	16	21	19	10	12
Other	7	4	2	0	1	0	2	8	6	8	5
None	9	4	8	13	6	9	13	13	10	9	5
<b>Total respondents</b>	<b>86</b>	<b>89</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>

Table 9: CRM Systems 2010-2020



**Figure 9: Trends in the 4 most popular CRM Systems of 2020**

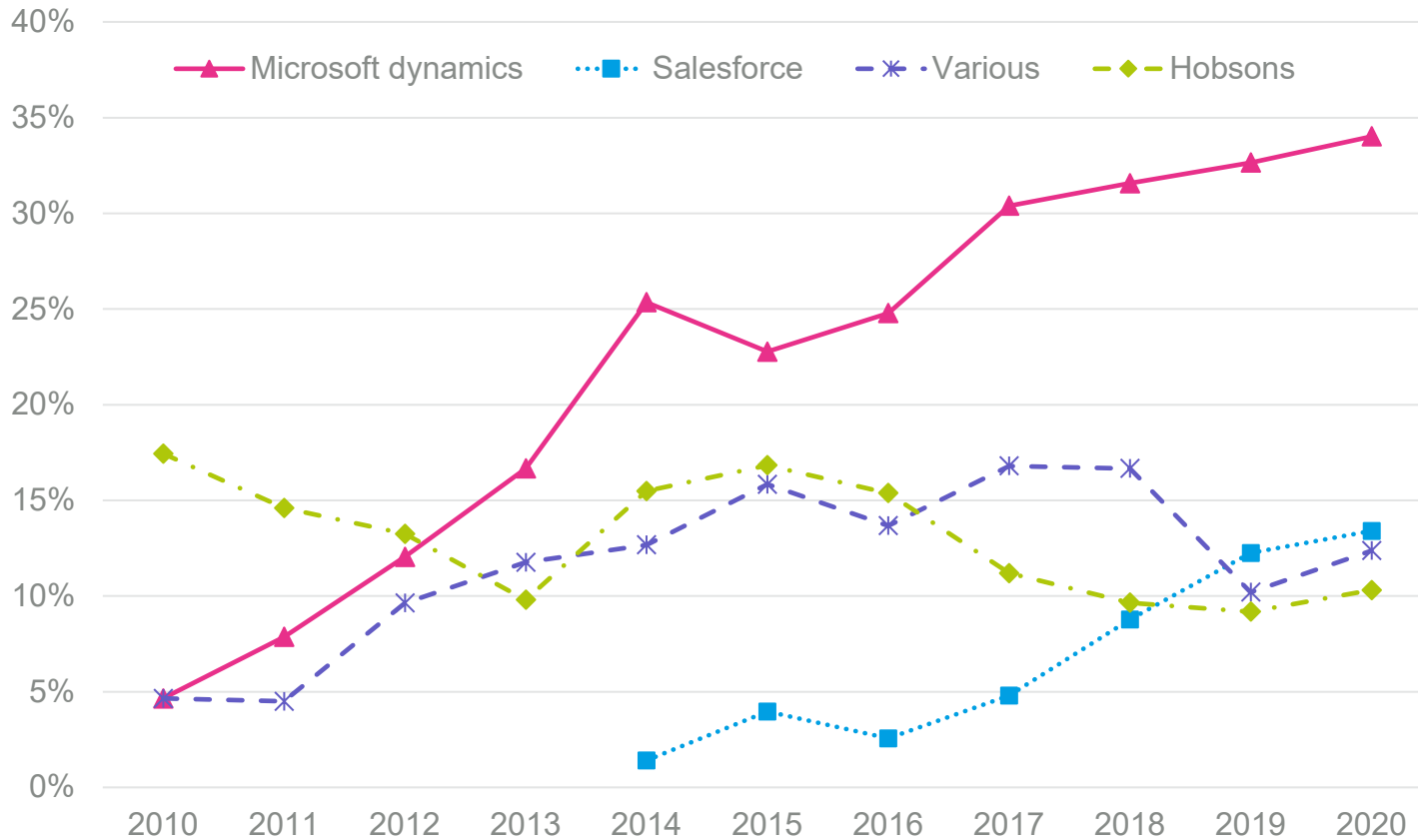


Figure 9 illustrates that Microsoft Dynamics started the ten-year period as the core CRM system at just four responding institutions (4.7%). However, since then, and despite several fluctuations, the general trend has been one of an increase so that it been the core CRM system at around one-third of responding institutions in the two most recent years. In contrast, Table 9 (page 24) illustrates that Agresso/Unit4 and Hobsons were the most popular CRM's at responding institutions in 2010 (each selected by 15 respondents, 17%), although an overall decline since then sees no responding institutions reporting Agresso/Unit4 as their core CRM in the three most recent years. There have also been several fluctuations in the proportion of respondents indicating that Hobsons was the core CRM at their institution over the ten-year period, and the general trend has also been one of a decline; however, it has consistently been in the top four systems in each year since 2010, except for 2013.

Salesforce has increased in popularity overall – from being the CRM at just one institution (1.4%) in 2014 to being the core system at thirteen responding institutions (13.4%) in 2020. It should also be noted that twelve respondents (12.4%) indicated that various CRM systems were used at their institution in 2020.

# Content Management Systems

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
TerminalFour	23	25	26	20	19	30	33	32	30	25	29
Contensis	6	8	9	10	7	7	11	11	10	8	10
Drupal	1	1	6	7	3	9	14	20	19	13	10
MySource Matrix (Squiz)	1	2	5	7	5	6	7	9	8	8	8
Sitecore	0	0	0	0	0	6	7	10	9	7	8
Microsoft Sharepoint	8	10	7	9	4	4	5	7	12	4	7
Bespoke/In-house	8	9	10	7	5	7	5	8	7	6	6
EpiBuilder	0	0	1	1	1	1	1	1	0	1	2
Umbraco	0	0	0	0	0	0	1	0	0	3	2
WordPress	0	0	0	0	0	0	2	3	1	1	2
Jadu	2	3	0	2	1	1	1	2	0	1	1
OpenText	8	6	7	4	5	4	4	5	4	3	1
Percussion - RhythMyx	6	7	5	7	5	2	1	1	0	1	1
Plone	3	5	3	3	3	3	2	1	1	1	1
Alterian - Morello	1	1	1	1	2	2	1	0	0	0	0

**Table 10: Content Management Systems 2010-2020**

# Content Management Systems

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
C2 Activedition	1	1	1	1	1	1	0	0	0	0	0
Easysite	1	1	1	1	1	1	1	1	0	0	0
FarCry Open Source	0	0	0	0	0	1	1	0	0	0	0
Immediacy	4	2	1	2	0	2	1	1	1	0	0
Liferay	0	0	1	1	1	2	2	1	1	1	0
OpenCMS	1	1	1	1	1	1	1	1	0	0	0
Orchard CMS	0	1	0	0	0	1	1	0	1	0	0
Polopoly	3	3	2	2	2	1	1	1	1	1	0
Serena	2	1	0	0	0	0	0	0	0	0	0
Silva	2	0	1	0	1	0	0	0	0	0	0
Tridion	2	2	1	1	0	0	0	0	0	0	0
Various	4	4	2	7	2	5	5	3	3	4	4
Other	8	7	3	3	2	0	3	3	5	9	3
None	6	6	3	3	2	4	5	3	3	2	2
<b>Total respondents</b>	<b>101</b>	<b>106</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>

Table 10 (continued): Content Management Systems 2010-2020

# Content Management Systems

Figure 10: Trends in the 5 most popular Content Management Systems of 2020

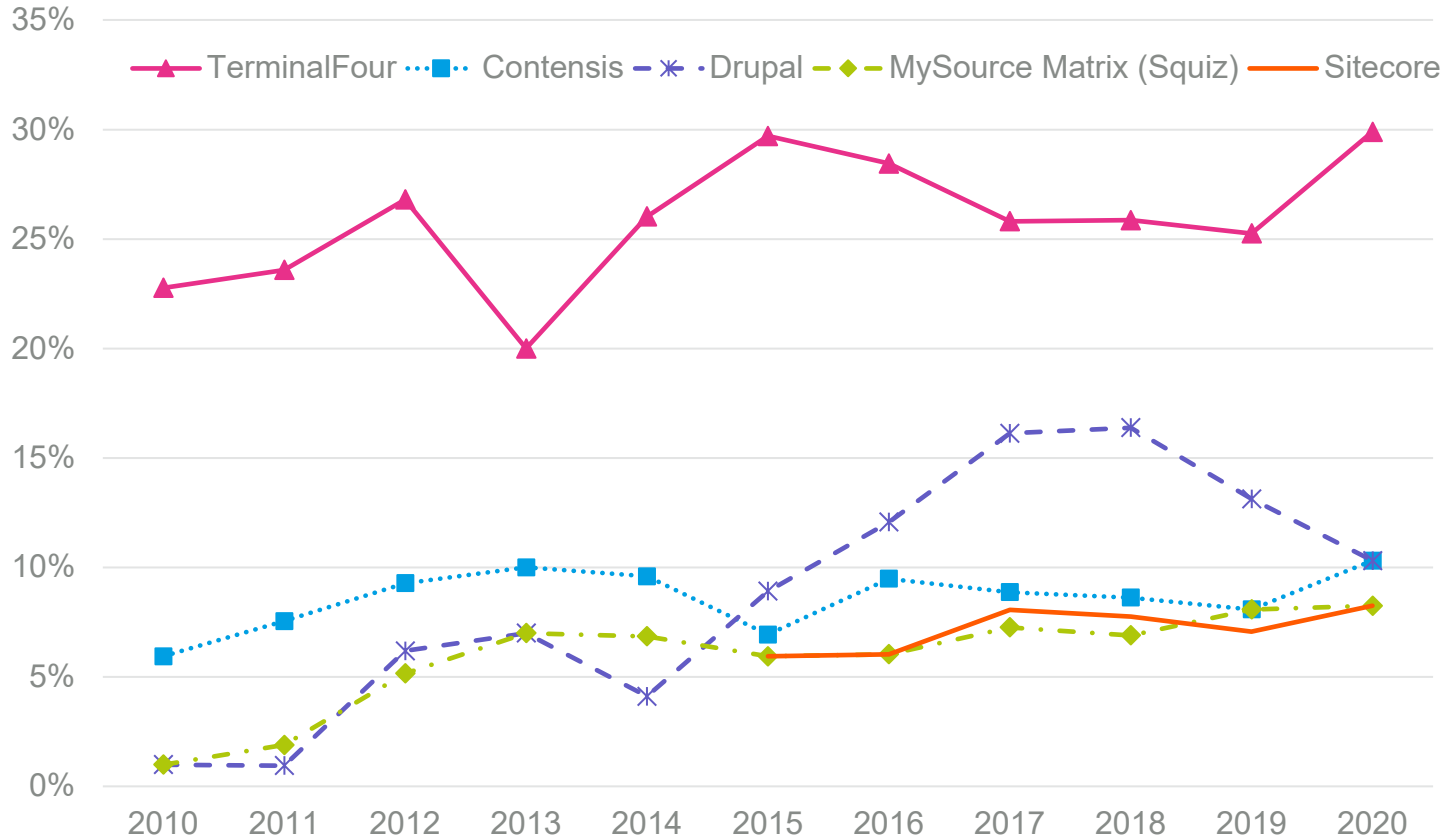


Table 10 (pages 26 and 27) highlights the wide range of content management systems available to ucisa member institutions throughout the ten-year period. Despite several fluctuations, TerminalFour has been the most popular content management system in each year since 2010, and is the core system at 29 responding institutions (30%) in 2020. Following a steady increase between 2014 and 2017, Drupal appears to have declined in popularity in the two most recent years and is on a similar level to Contensis in 2020 (10 respondents, 10.3%). However, when we consider the 77 institutions responding in both 2018 and 2020 we see a slight increase, with eight respondents indicating they used Drupal in 2018, compared to nine respondents in the most recent year.

Despite the many systems available, it is worth noting that, in 2020, twelve of the listed systems were not in use at any responding institutions, while a further four systems were the core content management system at just one responding institution. Further to this, four institutions (4.1%) reported that they used various content management systems in 2020, while two respondents (2.1%) indicated that they did not have a core system.

# Business Intelligence

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Power BI	0	0	0	0	0	0	0	2	3	3	19
Tableau	0	0	0	1	6	12	13	13	16	17	15
SAP - Business Objects	35	34	26	22	19	17	17	13	14	18	15
Microsoft - Reporting	6	10	13	17	9	19	21	25	22	15	8
Qlikview	2	5	3	7	5	9	17	17	13	11	8
IBM-Cognos	12	17	14	12	10	10	10	10	9	9	5
Bespoke/In-house	10	4	5	6	3	2	4	3	1	1	2
Dynistics	0	0	0	1	1	1	1	2	2	1	1
Oracle	18	15	19	13	7	10	9	9	8	4	1
SAP - Business Intelligence	1	1	2	3	3	3	4	4	0	1	1
SAS	2	1	0	1	1	1	1	1	1	0	1
Infor PM	0	0	0	1	1	1	0	0	0	0	0
Microsoft - Performance Point	1	0	1	2	0	2	1	2	1	1	0
SAP - Crystal reports	1	1	0	1	0	0	0	0	0	0	0
Combination of BI tools	1	4	7	8	6	9	9	11	13	11	20
Other	3	3	2	2	0	0	1	2	3	2	0
None	3	6	4	3	3	4	8	9	9	4	2
<b>Total respondents</b>	<b>95</b>	<b>101</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>

**Table 11: Business Intelligence Systems 2010-2020**

# Business Intelligence Systems

Figure 11: Trends in the 4 most popular Business Intelligence Systems of 2020

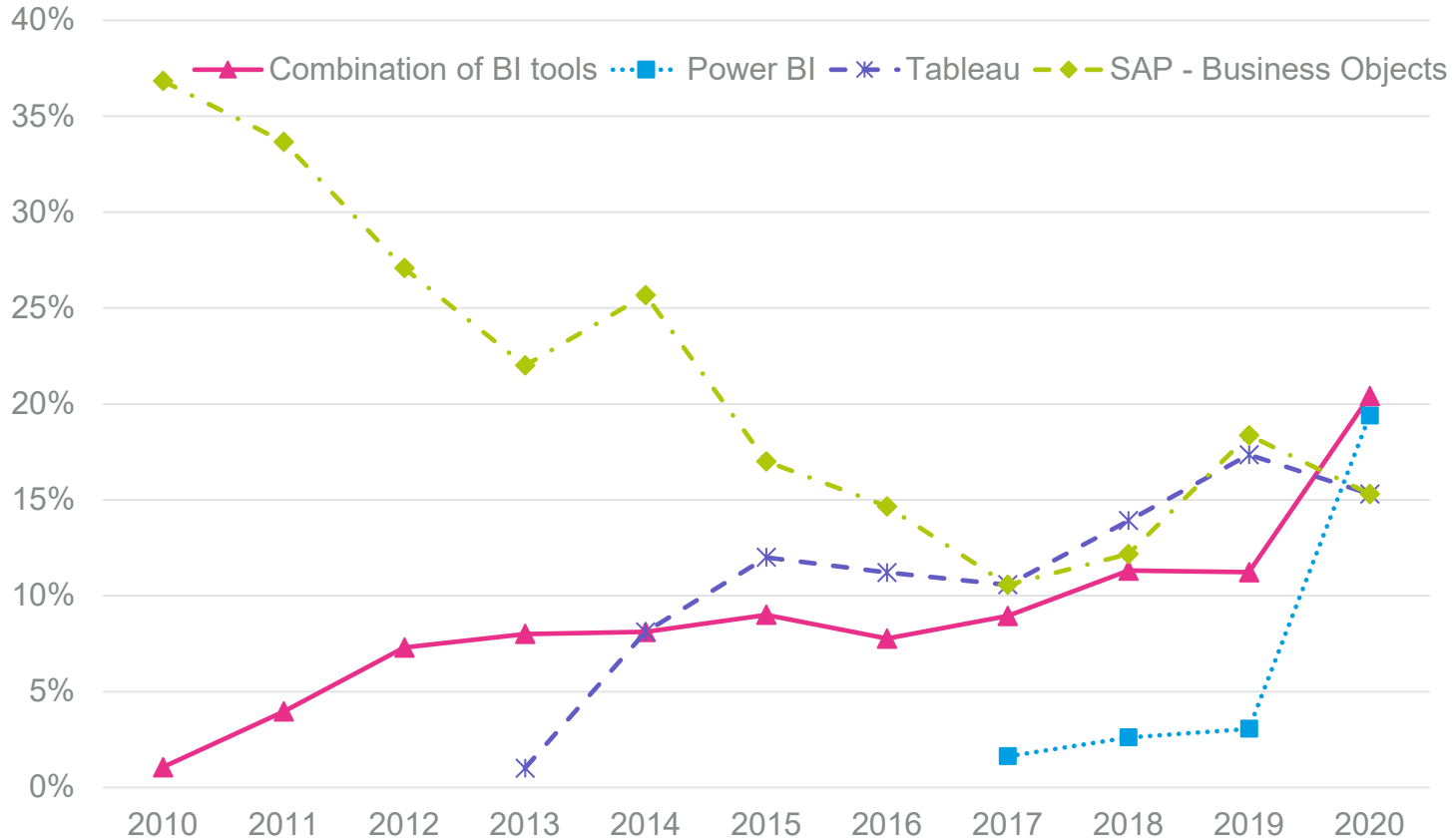


Figure 11 highlights the overall decline in popularity of SAP – Business Objects over the ten-year period, despite several fluctuations – from being the business intelligence system at 35 responding institutions (37%) in 2010 to being the core system at fifteen responding institutions (15%) in the most recent year. The proportion of respondents indicating that they use a combination of core business intelligence tools has increased steadily since 2010, with a notable increase in the most recent year, so that 20% of responding institutions (20 respondents) reported that this was the case in 2020. It should be noted that in 2020 ‘combination of BI tools’ was included as an option for the first time, along with ‘various’, and both are combined in one category in Figure 11 and Table 11.

Further to this, Power BI was included in the available list for the first time in 2020, and 19 respondents (19%) indicated that it was the core business intelligence system at their institution. This is a large increase on the three respondents selecting ‘other’ and noting this as Power BI in 2019. Tableau was the third most popular business intelligence system in 2020 (15 respondents, 15%), and it has been on a similar level to SAP-Business Objects in each year since 2017. Overall, two respondents (2.0%) reported that there was not a core business intelligence system at their institution in 2020.

# Enterprise Web Portal

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Microsoft Sharepoint	18	27	21	28	14	23	25	29	19	19	22
Bespoke/In-house	17	18	17	18	19	20	24	23	19	16	12
Myday	0	0	0	0	0	1	4	9	11	12	11
oMbiel CampusM	0	0	0	0	0	1	2	7	7	6	10
e-Vision	0	0	0	0	0	0	3	3	3	2	8
Blackboard	3	2	2	2	2	4	3	6	1	3	3
Ellucian Luminis CMS	9	9	10	9	7	4	7	5	4	4	3
Contensis	0	0	0	0	0	1	3	2	3	2	2
MySource Matrix (Squiz)	0	0	0	1	1	2	1	1	1	0	2
uPortal	6	6	6	5	3	6	7	6	2	2	2
Drupal	0	0	0	0	0	0	0	1	0	0	2
Liferay	0	2	1	1	1	1	1	2	2	1	1
WordPress	0	0	0	0	0	1	2	0	0	0	1

Table 12: Enterprise Web Portal Systems 2010-2020

# Enterprise Web Portal

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
IBM Websphere	2	2	3	4	1	0	0	0	0	0	0
Microsoft JAG	0	0	0	0	0	1	2	1	1	0	0
Moodle	0	1	0	1	1	1	2	3	1	0	0
Oracle Portal	4	5	5	7	3	3	3	1	0	0	0
Orchard CMS	0	0	0	0	0	1	1	0	1	0	0
SAP Enterprise Portal	1	1	1	1	1	1	1	1	0	0	0
SUN Enterprise Server	0	0	1	1	1	1	1	0	0	0	0
Tribal - SITS	7	4	1	2	3	6	4	3	3	4	0
Ektron	0	0	2	3	0	0	0	0	0	0	0
Various	2	3	3	4	4	4	11	13	20	17	14
Other	1	4	3	0	0	2	1	3	7	5	2
None	4	10	13	11	11	13	7	5	8	4	3
<b>Total respondents</b>	<b>74</b>	<b>94</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>

Table 12 (continued):  
Enterprise Web Portal  
Systems 2010-2020



# Enterprise Web Portal

Figure 12: Trends in the 4 most popular Enterprise Web Portal Systems of 2020

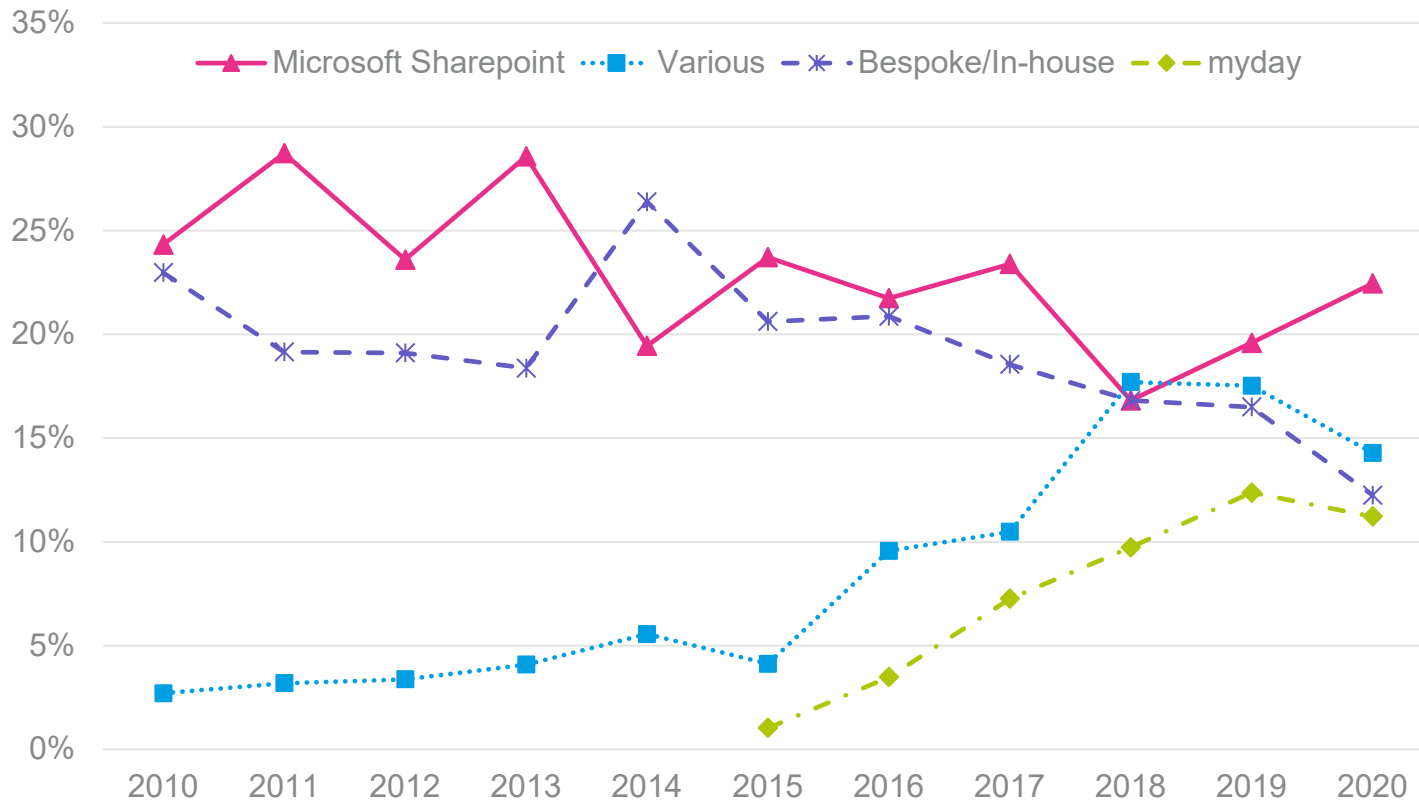


Table 12 (pages 31 and 32) highlights the wide range of enterprise web and staff/student portals available to ucisa member institutions throughout the ten-year period. Microsoft Sharepoint started the ten-year period as the most popular system (18 respondents, 24%); however, since then, there have been several fluctuations, although it has been the most popular system in nine out of the eleven years. The two most recent years have seen a slight increase (Figure 12) in the proportion of respondents indicating that they used Microsoft Sharepoint and it was the most popular enterprise web and staff/student portal in 2020 (22 respondents, 22%). However, when we consider the 77 institutions responding in both 2018 and 2020 the number of responding institutions indicating that Microsoft-Sharepoint was the core enterprise web and staff/student portal at their institution decreased slightly from fourteen in 2019 to thirteen in 2020.

Overall, fourteen respondents (14.3%) reported that they used various core enterprise web and staff/student portals at their institution in 2020 – an overall increase on the two respondents (2.7%) indicating this was the case in 2010. In addition, three respondents reported that they did not have a core enterprise web and staff/student portal at their institution in 2020, and it is worth noting that the lack of ‘none’ as an option in the early years of the survey will have had some impact on the proportions of respondents selecting the different systems.

# IT Service Management Systems (Service Desk)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
TOPdesk	1	4	6	9	5	10	8	14	13	14	14
Service Now	0	3	6	7	3	6	11	11	10	11	10
Sunrise	4	6	4	4	2	4	7	6	6	5	7
Unidesk	0	1	1	0	1	4	6	6	6	7	6
HEAT	2	6	3	5	3	3	1	4	4	6	5
Hornbill - Supportworks	10	16	16	15	9	15	17	13	12	8	5
LANDesk	3	7	9	8	7	9	11	11	11	5	5
Cherwell	0	0	0	3	2	3	3	5	6	6	4
SiteHelpDesk	0	1	1	1	1	1	2	2	2	1	3
SysAid	0	0	0	0	0	2	2	3	3	2	3
BMC Remedy	2	9	11	8	3	3	3	2	2	2	2
Dell KACE	0	0	0	0	0	1	1	1	2	2	2
ManageEngineServiceDesk Plus	0	3	1	1	1	0	1	2	3	2	2
Marval	1	1	0	0	0	1	2	3	2	2	2
Richmond SupportDesk	0	1	1	1	1	1	1	1	1	1	2
Web Helpdesk	0	4	4	1	2	4	3	4	3	2	2
Zendesk	0	1	2	2	2	1	2	2	2	1	2
Alembra - Fire	0	0	0	0	0	0	1	2	0	2	2
Bespoke/In-house	2	5	4	3	1	3	2	4	5	1	1
BMC Footprints	2	5	5	4	5	2	5	3	2	2	1

Table 13: IT Service Management Systems 2010-2020

# IT Service Management Systems (Service Desk)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Microsoft System Center Service Manager	0	1	3	4	4	3	3	3	1	1	1
RT - Request Tracker	3	4	2	2	1	2	2	1	2	3	1
SiT	0	1	0	0	1	1	0	0	1	1	1
Spiceworks	0	1	1	1	1	2	2	2	0	0	1
VMware Service Manager	0	1	1	1	1	1	1	1	1	0	1
Axios Assyst	0	1	0	1	1	2	2	2	2	0	0
House on the Hill	0	1	0	0	0	1	1	0	0	0	0
ICCM Assure	0	0	0	0	0	1	1	0	0	0	0
iTop	0	0	0	0	1	1	1	1	1	0	0
Kayako Fusion	0	1	2	2	2	2	1	2	2	1	0
Oracle - Siebel	1	1	1	1	1	1	0	0	0	0	0
OTRS	1	1	1	1	1	2	3	3	2	1	0
RMS	7	15	7	10	6	7	6	1	1	1	0
Tribal	1	1	1	1	2	2	1	1	1	1	0
VivaDesk	0	0	0	0	1	1	0	0	0	0	0
Vivantio	1	1	1	2	1	1	0	0	0	1	0
POB	0	0	0	0	0	0	2	4	1	1	0
Various	1	0	1	2	1	0	0	0	0	0	0
Other	6	5	1	2	0	0	2	5	6	6	10
<b>Total respondents</b>	<b>48</b>	<b>108</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>

Table 13 (continued): IT Service Management Systems 2010-2020

# IT Service Management Systems (Service Desk)

Figure 13: Trends in the 4 most popular IT Service Management Systems of 2020

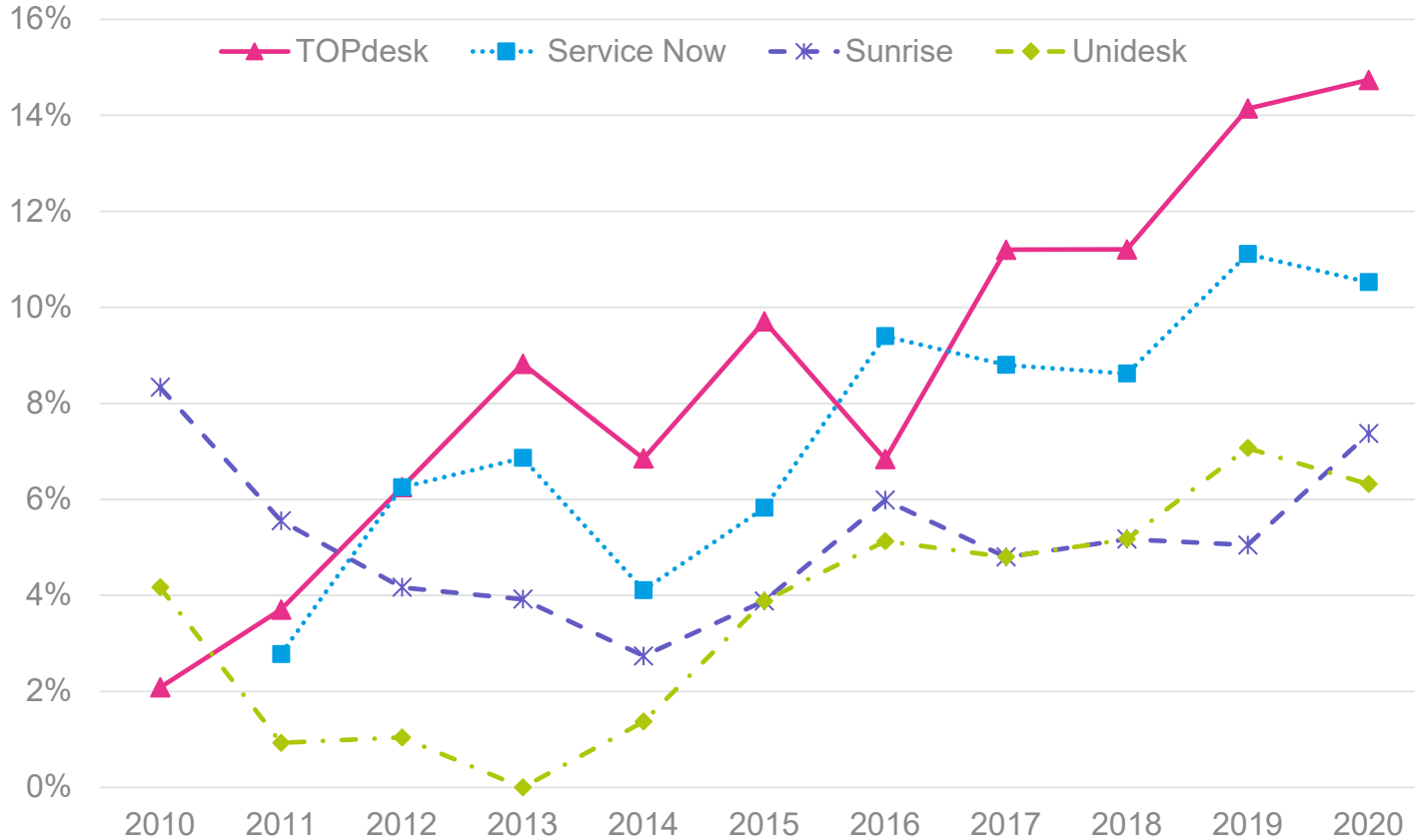


Table 13 (pages 34 and 35) illustrates the wide range of IT Service Management Systems available to ucisa member institutions throughout the ten-year period. However, it is notable that, in 2020, twelve of the individual systems were not selected by any respondents, seven systems were each in use at just one responding institution, while eight systems were each in use at only two responding institutions.

Hornbill – Supportworks started the ten-year period as the most popular IT service management system and was the core system at ten responding institutions (21%). Since then, and despite an initial increase in 2011, the general trend has been one of a decrease so that it sits outside of the top four for the first time in 2020. In contrast, TOPdesk started the ten-year period as the core IT service management system at just one responding institution (2.1%); however, since then, and despite several fluctuations, the general trend has been one of an increase overall so that it has been the most popular system in the four most recent years. A total of fourteen respondents (14.7%) reported that the core IT service management system at their institution was TOPdesk in 2020, this was followed by Service Now (10 respondents, 10.5%), Sunrise (7 respondents, 7.4%) and Unidesk (6 respondents, 6.3%).

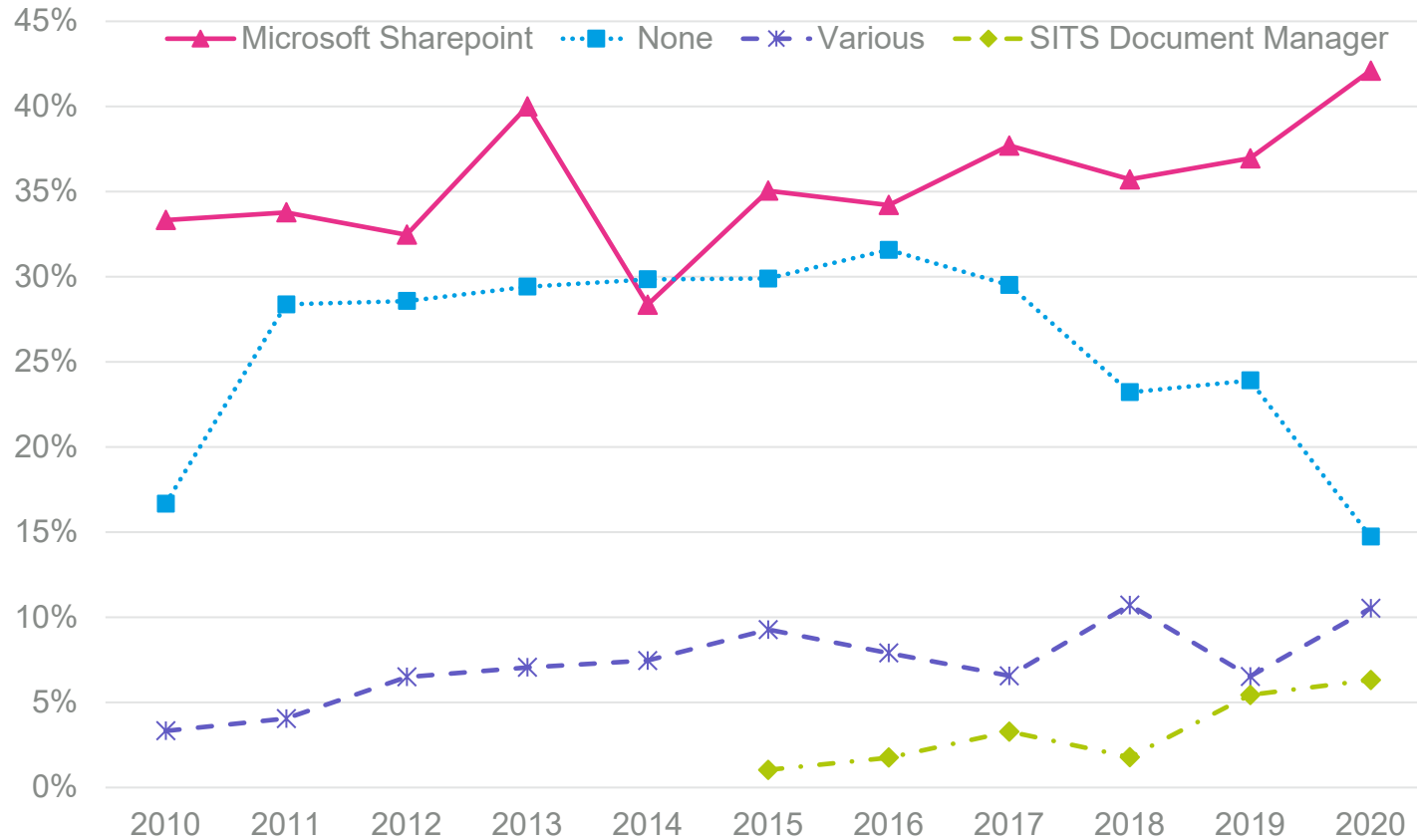
# Electronic Document Management & Records Management System (EDRMS)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Microsoft Sharepoint	10	25	25	34	19	34	39	46	40	34	40
SITS Document Manager	0	0	0	0	0	1	2	4	2	5	6
Serengeti	3	6	5	4	5	4	4	5	5	4	5
EMC Documentum	0	0	1	2	3	1	3	3	2	2	2
Folding Space	0	0	1	1	1	2	3	3	2	2	2
Alfresco	0	2	3	2	2	2	4	3	1	1	1
Bespoke/In-house	0	0	1	1	1	2	1	1	2	1	1
Document Logistiix	0	0	0	0	0	1	1	0	1	1	1
Invu	1	2	1	1	0	1	1	1	1	0	1
Objective	0	1	1	1	0	1	1	1	1	1	1
OpenText	4	4	3	1	1	1	2	2	2	2	1
DocuWare	0	0	0	0	0	1	1	1	1	0	0
LiveLink	0	0	0	0	0	1	1	0	0	0	0
Oracle UCM	1	1	1	1	1	1	1	0	1	0	0
VersionOne	2	2	3	2	2	2	1	2	1	0	0
WinDIP	1	1	1	1	1	1	1	1	1	0	0
Xerox DocuShare	0	0	0	0	0	1	1	0	1	0	0
Perceptive Software	1	2	1	1	1	0	0	0	0	0	0
Various	1	3	5	6	5	9	9	8	12	6	10
Other	1	4	3	2	5	2	2	5	10	11	10
None	5	21	22	25	20	29	36	36	26	22	14
<b>Total respondents</b>	<b>30</b>	<b>74</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>

**Table 14: Electronic Document & Records Management Systems 2010-2020**

# Electronic Document Management & Records Management System (EDRMS)

Figure 14: Trends in the 4 most popular EDRMS of 2020



Microsoft Sharepoint has been the most popular electronic document management and records management system (EDRMS) throughout the ten-year period, except for 2014 when the number of respondents indicating that they did not have an EDRMS was slightly higher (Figure 14).

In addition, Figure 14 shows that the most recent year has seen an increase in the proportion of respondents indicating that their core EDRMS is Microsoft Sharepoint, and when we consider the 75 institutions responding in both 2019 and 2020, the increase is confirmed – from 27 institutions reporting they use Microsoft Sharepoint in 2019, to 33 institutions in 2020. In contrast, the number of institutions indicating that they do not have a core EDRMS has fallen in the most recent year, and when we consider the 75 institutions responding in both 2019 and 2020 we see that the number without a core EDRMS has fallen from fifteen to ten.

Overall, in 2020, Microsoft Sharepoint accounted for 42% of EDRMS at responding institutions, followed by fourteen respondents (14.7%) indicating that they did not have a core EDMRS, ten respondents (10.5%) reporting they used various systems and six respondents (6.3% selecting SITS Document Manager).

# Curriculum Management (Programme Planning)

	2014	2015	2016	2017	2018	2019	2020
Bespoke/in-house	26	37	38	41	33	23	25
SITS Curriculum Manager	0	6	9	10	10	9	9
Worktribe	2	2	4	3	4	6	7
Banner	0	1	3	3	8	3	5
Unit4-Curriculum Management	2	2	2	2	5	3	4
Akari	2	2	1	4	3	4	3
Kuali Student	0	1	2	2	0	1	1
Quercus	0	1	3	2	2	2	1
Tribal EBS Curriculum Planner module	0	1	3	5	2	0	1
Oracle Campus Solutions	1	1	1	1	2	1	0
SharePoint	0	1	1	0	1	0	0
Therefore	0	1	0	0	0	0	0
Other	2	3	9	7	5	5	3
None	4	28	36	37	37	39	31
<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>

**Table 15: Curriculum Management Systems 2014-2020**

# Curriculum Management (Programme Planning)

Figure 15: Trends in the 4 most popular Curriculum Management Systems of 2020

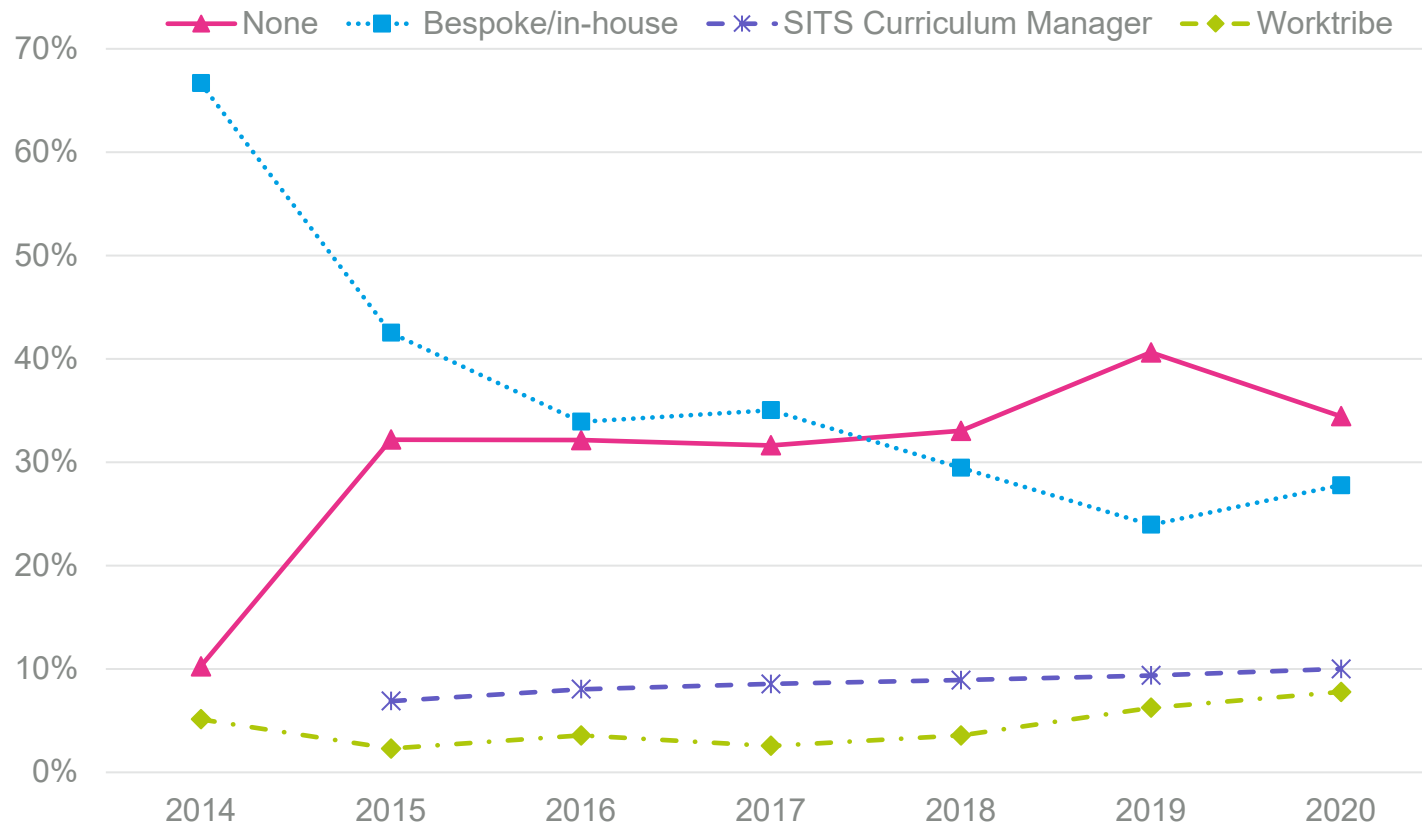


Figure 15 highlights that a bespoke/in-house curriculum management system has decreased in popularity overall since 2014 – from being the core system at two-thirds of responding institutions to being in use at 28% of responding institutions in the most recent year. Further to this, for the third consecutive year, more respondents have indicated that they do not have a core curriculum management system than the proportion of respondents selecting any of the individual systems. When we consider the individual curriculum management systems we see that SITS Curriculum Manager has been the most popular at responding institutions in each year since 2015 (*Table 15, page 39*), and was selected by nine respondents (10.0%) in 2020. This was followed by Worktribe (7 respondents, 7.8%) and Banner (5 respondents, 5.6%).



# Student Evaluation of Teaching Software

	2014	2015	2016	2017	2018	2019	2020
EvaSys	13	21	29	33	31	29	34
Qualtrics	2	1	4	3	2	2	7
Turnitin	0	9	10	11	7	6	7
Bespoke/in-house	12	16	14	12	8	5	5
Blackboard	0	1	3	6	5	7	4
Bristol Online Surveys	1	2	5	3	5	4	4
SITS	0	1	4	5	3	3	3
VLE	5	10	8	8	6	6	1
Paper-based	1	1	2	2	0	2	0
ReMark	0	1	1	1	1	1	0
SnapSurveys	3	3	3	1	1	0	0
Various	2	2	4	6	8	9	8
Other	0	1	0	4	4	6	10
None	1	13	19	20	28	14	11
<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>

**Table 16: Student Evaluation of Teaching Software 2014-2020**

# Student Evaluation of Teaching Software

Figure 16: Trends in the 5 most popular Student Evaluation of Teaching Software of 2020

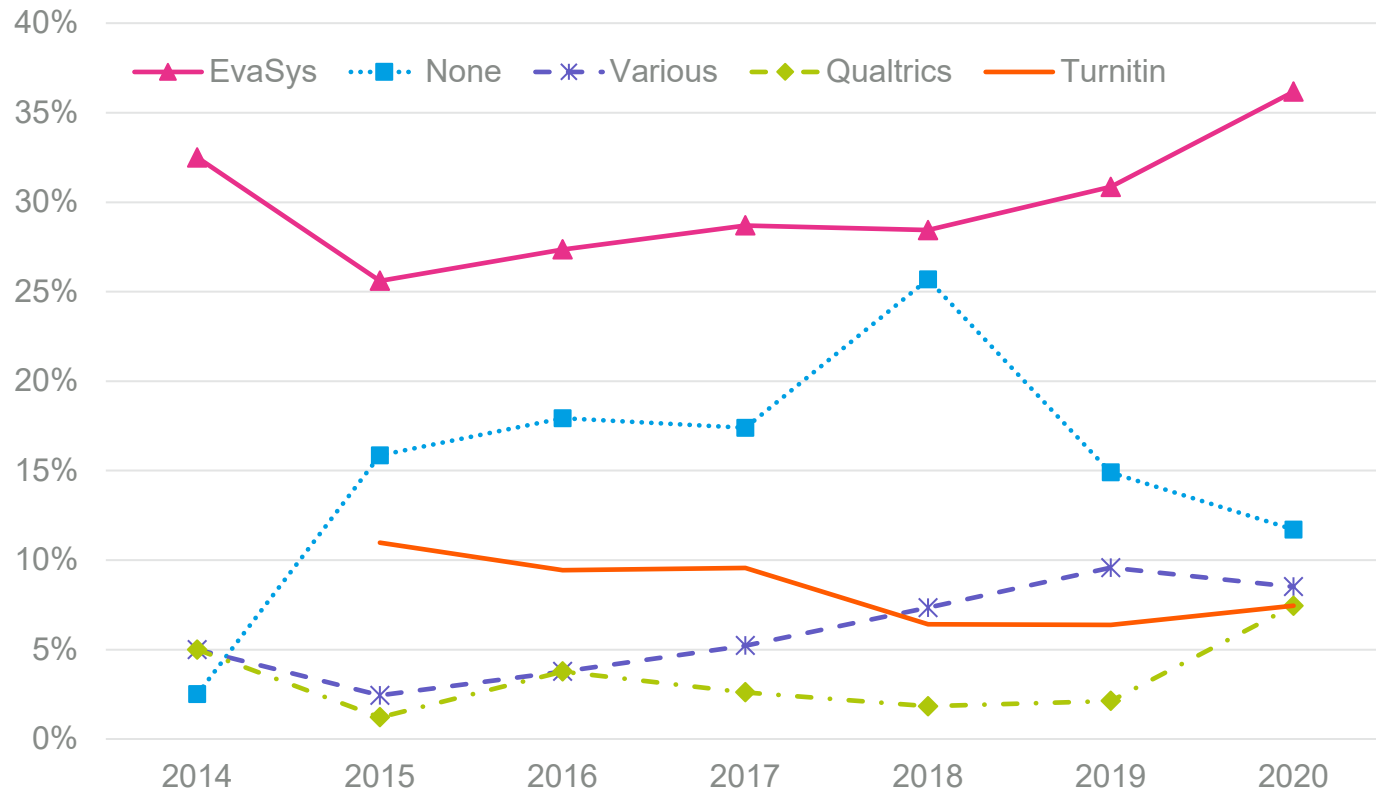


Figure 16 shows that EvaSys has been the most popular student evaluation of teaching software since 2014, with 34 respondents (36%) indicating it was the core system at their institution in the most recent year. In contrast to this, eleven respondents (11.7%) reported that they did not have core student evaluation of teaching software in 2020 – a decrease on the 26% indicating this was the case in 2018. When we consider the 77 institutions responding in both 2018 and 2020 this trend is confirmed, with 18 respondents reporting that they did not have core student evaluation of teaching software in 2018 compared to eight respondents in 2020.

Table 16 (page 41) illustrates that, as with curriculum management systems, bespoke/in-house student evaluation of teaching software has fallen in popularity over the six-year period – from the second most popular system (12 respondents, 30%) in 2014 to being the core system at just five responding institutions (5.3%) in 2020. It is worth noting that institutions may have chosen not to answer the question in 2014 rather than indicating ‘none’ and this will have an impact on the proportions of respondents for the individual systems in that year.

# Current Research Information System (CRIS)

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

**Table 17: Current Research Information Systems 2015-2020**

# Current Research Information System (CRIS)

Figure 17: Trends in the 4 most popular Current Research Information Systems of 2020

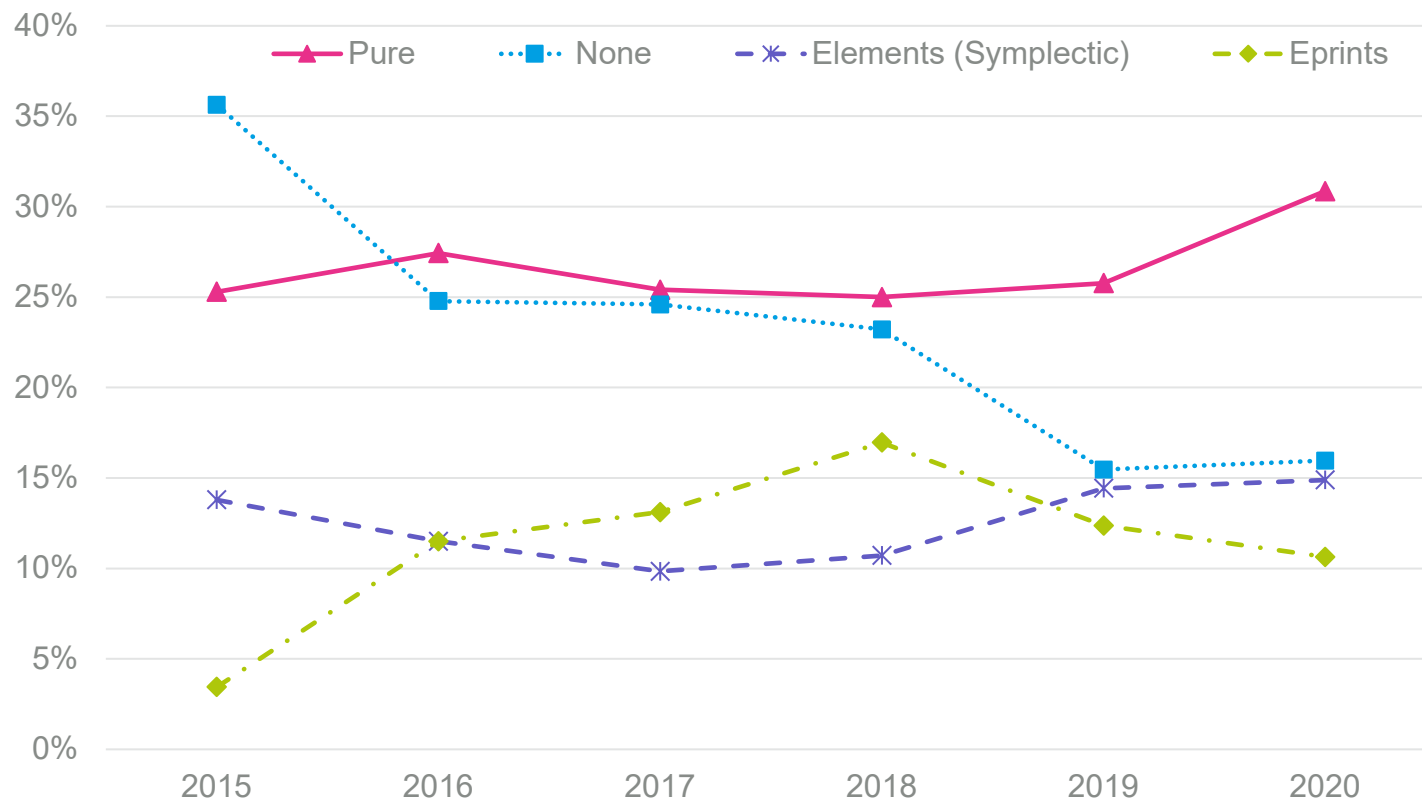


Figure 17 illustrates that the proportion of respondents indicating that they did not have a core current research information system (CRIS) has fallen overall since 2015 – from 36% (31 respondents) to 16% (15 respondents) in the most recent year. Notably, the proportion of respondents selecting ‘none’ decreased from 23% in 2018 to 15% in 2019, and when we consider the 84 institutions responding in both years we see that the drop is less pronounced – from fifteen respondents selecting ‘none’ in 2018 to twelve respondents in 2020.

Pure has been the most popular CRIS in each year since 2016, with an increase in the most recent year, so that 29 respondents (31%) indicated it was the core CRIS at their institution - compared to 25 respondents (26%) in 2019. In 2020 this was followed by those respondents indicating that they did not have a core CRIS (15 respondents, 16%), Elements (Symplectic) (14 respondents, 15%) and Eprints (10 respondents (10.6%).

# Research Proposals, Grants and Contracts

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

**Table 18: Research Proposals, Grants and Contracts Systems 2015-2020**

# Research Proposals, Grants and Contracts

Figure 18: Trends in the 4 most popular Research Proposals, Grants and Contracts Systems of 2020

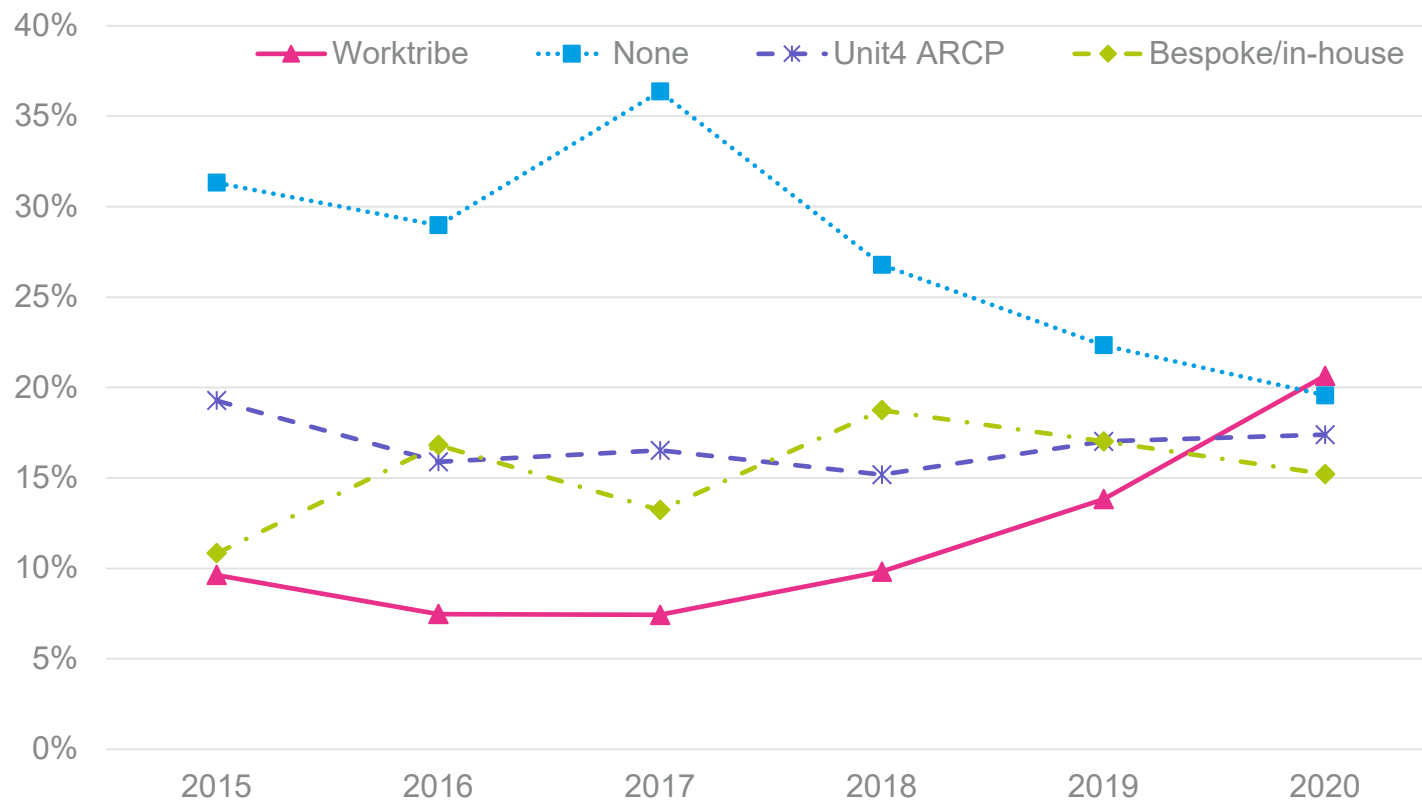


Figure 18 highlights that the proportion of respondents indicating that they did not have a core research proposals, grants and contracts system has fallen overall since 2015, despite fluctuations, from 26 respondents (31%) noting this was the case in 2015 to 18 respondents (20%) in the most recent year. In contrast, Worktribe has increased in popularity since 2017 so that it is now the most popular research proposals, grants and contracts system in 2020 (19 respondents, 21%) – the first time that any system has surpassed the number of respondents indicating that they did not have a core system. In 2020 this was followed by Unit4 ARCP (16 respondents, 17%) and a bespoke/in-house system (14 respondents, 15%), and both have been in the top four research proposals, grants and contracts systems in each year since 2015.

# Enterprise Service Bus (ESB)

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

**Table 19: Enterprise Service Bus (ESB) 2018-2020**

# Enterprise Service Bus (ESB)

Figure 19: Trends in the 4 most popular Enterprise Service Bus (ESB) of 2020

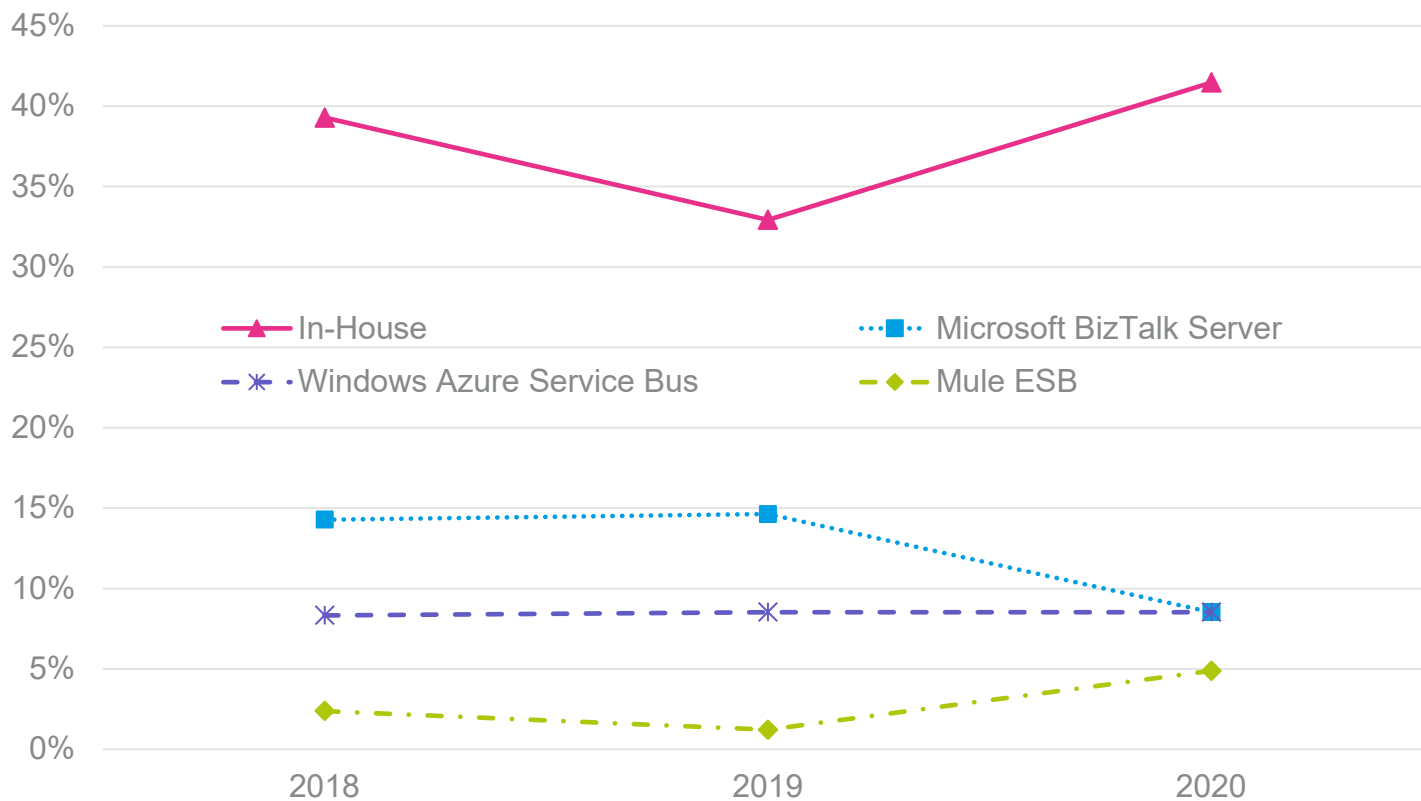


Table 19 (page 47) shows that an in-house system has been the most popular enterprise service bus (ESB) in each of the three years that data are available, with an increase in the most recent year resulting in it being the core system at 34 responding institutions (41%). When we consider the 75 institutions responding in both 2019 and 2020 this trend is confirmed with 20 respondents indicating they used an in-house system in 2019, compared to 26 in the most recent year.

Microsoft BizTalk Server was the second most popular system in both 2018 and 2019; however, a decrease in 2020 sees it the ESB in use at seven responding institutions (8.5%) – the same level as that reported for Windows Azure Service Bus. It is notable that the top four systems presented in Figure 19 are the only individual systems in use at more than one responding institution in 2020. It should also be noted that ‘none’ was not an option for this question and this will have an impact on the proportions of respondents for the individual systems.



# Data Warehouse

	2018	2019	2020
Microsoft	29	27	32
In-House	27	25	24
Oracle	20	13	9
Amazon web services	3	0	3
IBM	1	0	1
Other	18	20	15
<b>Total respondents</b>	<b>98</b>	<b>85</b>	<b>84</b>

Table 20: Data Warehouse Systems 2018-2020

Figure 20: Trends in the 4 most popular Data Warehouse Systems of 2020

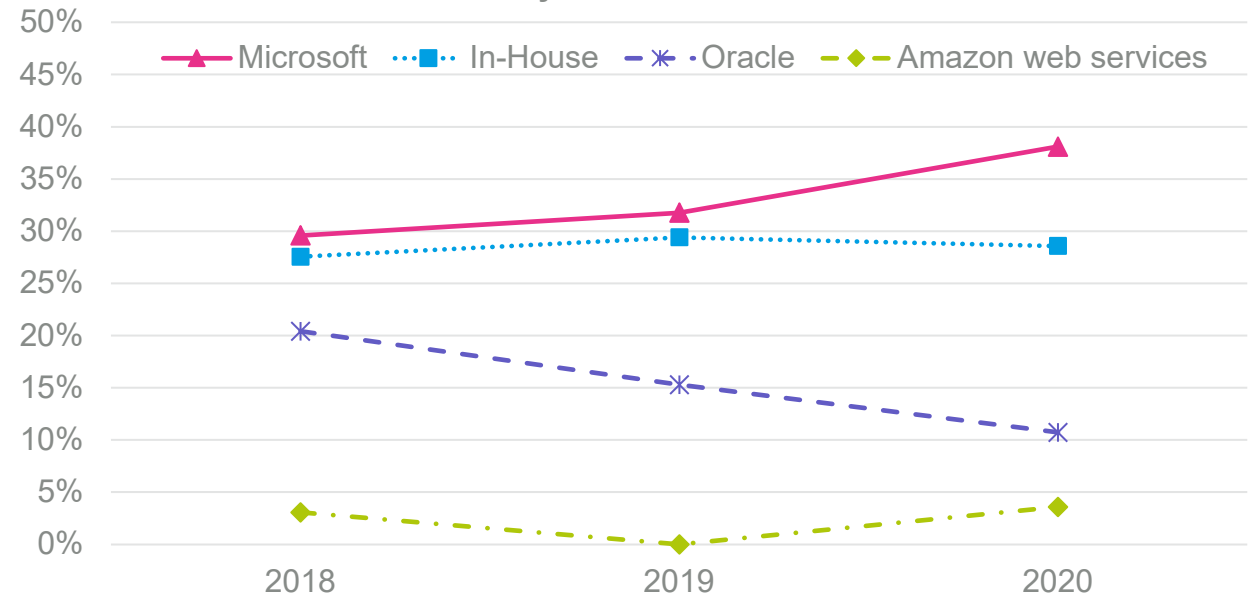


Figure 20 highlights that Microsoft has been the most popular data warehouse system in the three years that data are available, with an increase in 2020 so that it was the core system at 32 responding institutions (38%). When we consider the 75 institutions responding in both 2019 and 2020 we see that the number indicating they used Microsoft as their core data warehouse system increased from 20 in 2019 to 26 in the most recent year. An in-house system has been the second most popular data warehouse system throughout the three-year period and has been in use at more than one-quarter of responding institutions in each year, with 24 respondents (29%) indicating this was the case in 2020. This was followed by Oracle (nine respondents, 10.7%) and Amazon web services (3 respondents, 3.6%) in 2020.

# Accommodation and/or conferencing event systems

	2018	2019	2020
Kinetics	46	38	40
StarRez	12	15	15
Occam	19	13	13
In-house	13	7	6
TCAS	1	0	1
Other	12	15	15
<b>Total respondents</b>	<b>103</b>	<b>88</b>	<b>90</b>

**Table 21: Accommodation Systems 2018-2020**

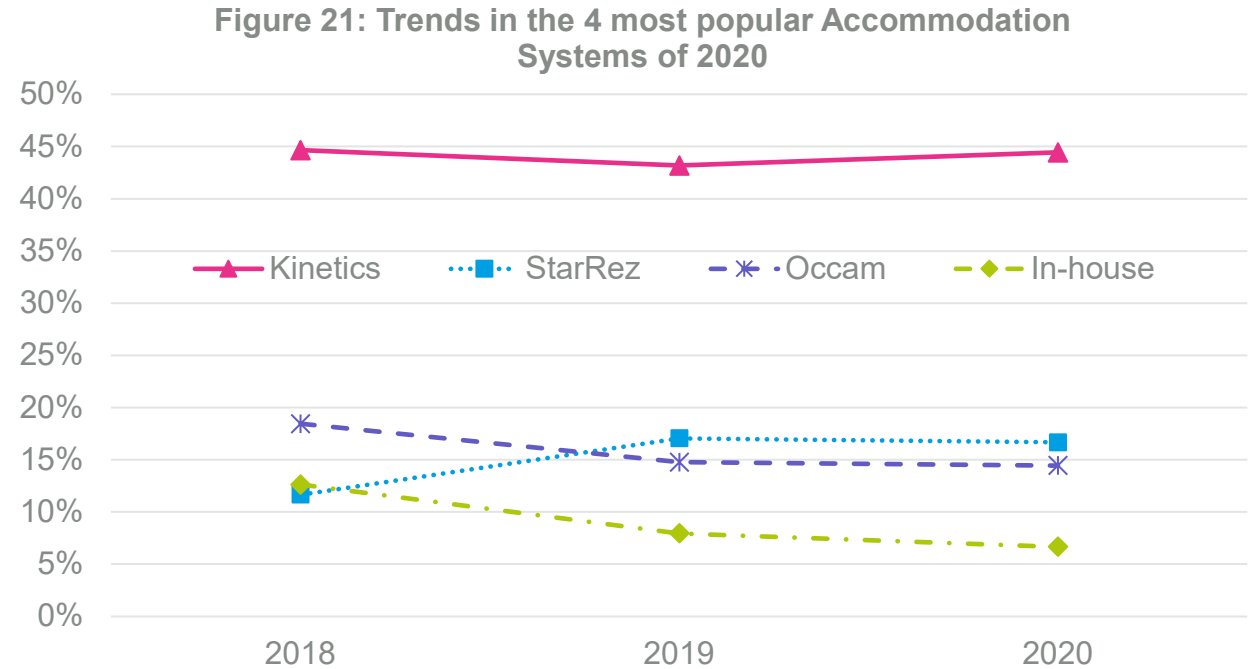


Figure 21 illustrates that Kinetics continues to be the most popular accommodation and/or conferencing event system at ucisa member institutions, and has been in use at more than 40% of responding institutions in each of the three years that data are available. In 2020 this is followed by StarRez (15 respondents, 17%), Occam (13 respondents, 14.4%) and an in-house system (6 respondents, 6.7%). It is worth noting that that 'none' was not an option for this question and this will have an impact on the proportions of respondents for the individual systems.

# 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;
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);
Ceredian Source	Source;
Ciphr - Compel	Ciphr; Ciphr (Compe I); Compel; Compel CIPHR; Computers in Personnel - CIPHR; Cyphr;
Core HR	Core;
Frontier - Chris 21	Chris 3; Chris 21;
HRPro	Advanced Business Solutions - HRPro; HRPro (Supplier: ASR); HRPro from ASR; HRPro from COA Solutions (Previously ASR);
Jane HR and Payroll	Jane Systems;
Midland HR/iTrent	Midland HR; Midland iTrent; Midland;
NorthgateArinso	Northgate; PSEnterprise; PSE; ResourceLink;
Payroll	Systems included
Accero Cyborg	Cyborg; Hewitt Cyborg;
Agresso/Unit4	Agresso; Agresso QL Personnel (QLP); Unit 4 - Agresso; Unit 4 - QLP; Unit4 Business World;

# Appendix A Systems

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

# Appendix A Systems

Student Records	Systems included
Agresso/Unit4	Agresso; Agresso QL Students; Unit 4- QLS; Unit 4 - Student Management;
Campus IT - Quercus	Campus IT Quercus; Campus IT Quercus Plus; Campus IT Quercus 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);

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;
Serco	Serco Facility; Serco - Facility E;
None	No integrated system; Not used; N/A; We do not have....;
Not known	Not sure

# Appendix A Systems

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

VLE	Systems included
Blackboard - Blackboard	Blackboard (Blackboard);
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;
Infosilem - TPH	Infosilem; TPH (supplier Infosilem);

# Appendix A Systems

Timetabling (continued)	Systems included
Scientia	Scientia Syllabus Plus, Scientia; Syllabus Plus (Scientia);
Tribal	Tribal (SITS);
None	n/a; No system;

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
Luminis CMS	Luminis CMS (Sungard); Luminis Content Management Suite;
Microsoft Sharepoint	Microsoft; MS Sharepoint; Sharepoint (Digital repository);



# Appendix A Systems

Content Management System (continued)	Systems included
MySource Matrix (Squiz)	Squiz Matrix (open source);
OpenText	OpenText RedDot; Red Dot; RedDot; Redot;
Percussion – RhythMyx	Rythmix; Rythmx;
Serena	Serena's Collage; Serina; Serina Collage;
Silva	Infrae-Silva;
TerminalFour	Site Manager by TerminalFour; Terminal 4; t4;
Business Intelligence	Systems included
Combination of BI tools	Various
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

# Appendix A Systems

Enterprise Web Portal (continued)	Systems included
SAP Enterprise Portal	SAP;
Tribal - SITS	Tribal SITS eVision;
uPortal	JASIG uPortal;

IT Service Management Systems (Service Desk)	Systems included
BMC Footprints	Numara Footprints;
BMC Remedy	BMC Service Desk; BMC Service Desk Express; Remedy Force;
HEAT	Ivanti;
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
RT - Request Tracker	Request Tracker

## Appendix B 'Other' systems used

System	Included in 'other'
Finance	Aptean Ross; Bespoke/in-house; BluQube; Capital IB Solutions -Integra; COA Financials; Great Plains – Microsoft; Infor; Kual Financials; Oracle ERP Cloud Service; Oracle – Peoplesoft; PS Financials; Resource 3200; Sage 50; Synergy;
HR	ADP HR.net; Cascade; Cintra HR; Civica Resource; Paradigm; PWA; RedskyIT Genesis; Selima Vision; World Service - Software for People;
Payroll	Access Dimensions; ALBACS; Cascade; CIPHR add-on; Cintra; Envoy; HBS; HR Revolution – SD Worx; Logica; Moore Pay; Oracle-Peoplesoft; Pegasus; Selima; Teamspirit; TechnologyOne;
Student records	Civica REMS; Corero LMS; OneAdvanced ProSolution; Oracle = OSS; RedSky IT Genesis;
Estates	3iStudio Estate Manager; AFM/FACnet; Avon; Backtraq FM; Cardax access control, DeCAL; ex-CHA (MAC initiative); Excel based; Facilities Centre; FAMIS; Hornbill; Insite; Integrated FM – FACTS; Kinetix; Logger; Mass; Matrix Impact (now SoftSols); Paragon Maintrix; PEMAC; QUBE; Richmond Systems; SID (Hangs off SITS); Tabs FM; Wren;
Library	Bespoke/in-house; Capita Prism; Capita Soprano; Liberty Softlink; OCLC; OLIB; Pemac; RMS;
VLE	AULA; Blackboard-Moodlerooms; Brightspace; Google Classroom; Sunguard Luminis Campus Pipeline; Open LMS;
Timetabling	Civica – REMS; EventMap Optime; Its Abacus; Kinetic; Meeting Room Manager; O! Timetable; OneAdvanced ProSolution; Semestry/Semestry TermTime;
CRM	Anthology; Advance ProEngage; Blackboard CRM; Blackboard NXT; BMC Fusion; Career Hub; Compass ProEngage; Diagonal; Ellucian-Advance; Ellucian Recruiter; Evolutive; Hubspot; iMIS; Kidz Africa; Maximiser CRM database; Onyx; RMS; 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); Luminis CMS; Mediasurface; Oracle; Silverstripe; Straker Shado; Sitefinity; Silktide; Teamsite; 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;
IT Service Management Systems (Service Desk)	Easy Vista; Fresh Service; Freshworks; HP Service Manager; Infra; ITBM; JIRA; Microsoft Sharepoint; OneorZero; PC Duo; Peregrin Service Centre; Quantarc Quemis; Quscient – ProRetention; Remedy Force; Salesforce ServiceCloud; Samanage; SID (attached to SITS); Solar Winds; Success CRM; Wendia;
EDRMS	ADOS; Banner Document Management; Box; D Space; Documation Software Ltd; DocuShare; Equella; Filestream; Google; Knowledge tree; Ellucian Xtender/dms; Novell Teaming; Soft co R8; Therefore; Tokopen; Wisdom; Worksite;
Curriculum Management (Programme Planning)	Advance ProResource; MS Excel; Not known; SAP; Scientia; Syllabus Plus;
Student Evaluation of Teaching Software	CourseEval; Empresa e-ST; Explorance Blue; Loop; Markclass; Questionmark Perception; SiMon;
Current Research Information System (CRIS)	Ideate; InfoEd; myProjects my impact; Not known; Research Administrator; Symplectic; Various;
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; Various; Vertigo Ventures Impact;
Enterprise Service Bus (ESB)	Dell Boomi; None; WSO2; Various;
Data Warehouse	Eventbrite; None; Priava Cloud; SAP Business Warehouse; RezLynx; roomMaster; Salesforce; Wherescape Red; Various;
Accommodation and/or conferencing event systems	Hallpad; Hotec; None; RMS; StudentPad; Various;

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