Trends in Corporate Information Systems 2011-2021

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Contents

Introduction

The UCISA Corporate Information Systems Group (UCISA-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 2011 to 2021, 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 2021 – 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 2021 and highlighting any changes in the proportion of respondents indicating that these systems were in use at their institution in each available year since

2011. Where the option 'other' is one of the four most popular choices in 2021, 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 2011, with the charts illustrating the proportion of responding institutions selecting the four most popular options in each available year since 2011.

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

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Introduction

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

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

Appendix B *(page 62)* includes a list of those systems included as 'other' in each of the areas in the survey. Where a system has been selected by no more than one institution in each year over the ten-year period and is not included in the 2021 options of the survey, this has generally been included in the count of 'other' for that question. Where an institution has indicated an 'other' system was in use but the detail they provided suggested that it was one of the listed options for the relevant question, the respondent has been included within the correct category rather than in the count for 'other' wherever possible.

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

Please note that the figures presented here may differ from those in the annual survey tables, or from those

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

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Finance

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Unit 4/Agresso	61	52	56	47	56	62	63	63	54	55	62
Advanced Business Solutions	10	10	11	6	11	13	10	12	11	9	10
Oracle - Financials	9	10	9	7	7	9	9	8	7	7	10
SAP	6	5	6	4	5	6	8	5	5	5	9
Technology One	2	2	2	1	3	4	5	5	6	9	7
Symmetry	10	8	5	2	7	8	8	5	3	2	6
Oracle-Cloud	0	0	0	0	0	0	0	1	0	1	5
Access Dimensions	1	1	2	2	1	2	2	2	2	2	3
Civica Resource Financials	0	0	0	0	1	2	3	3	2	2	3
B-plan Aptos	6	7	4	2	4	5	5	2	1	0	2
Microsoft Dynamics NAV	0	0	0	0	1	1	0	1	0	1	2
Deltek - Maconomy	1	0	1	1	1	1	1	1	0	0	1
SunAccount	0	2	2	1	1	1	3	2	2	1	1
Topaz Financials	1	1	2	0	1	1	1	1	0	0	1
Capita APTOS	0	0	0	0	1	0	1	3	1	0	0
Other	5	2	3	2	1	2	6	3	4	4	6
Total respondents	112	100	103	75	101	117	125	117	98	98	121

Table 1: Finance Systems 2011-2021

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F i n a n c e

Figure 1: Trends in the 4 most popular Finance Systems of 2021
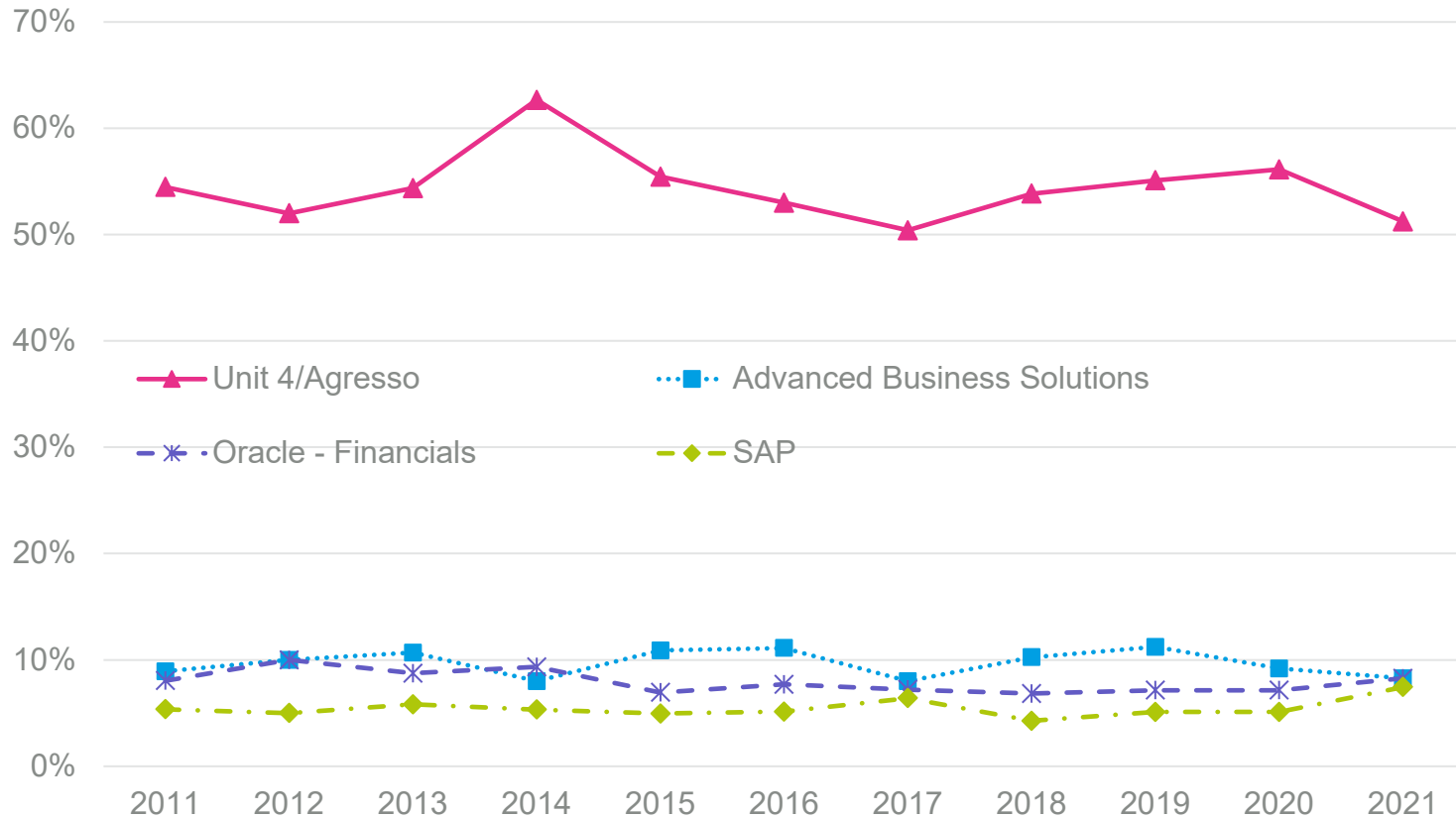
Figure 1 highlights that Unit4/Agresso has been a core finance system at more than half of responding institutions in each year since 2011. There has been a slight drop in the most recent year; however, when we consider the 84 institutions responding in both 2020 and 2021 there is little change. It is worth noting that Unit4/Agresso covers several different systems (*Appendix A, page 54*), and in 2021, 56 respondents overall (46%) indicated that Unit4 Business World was a core finance system at their institution.

Advanced Business Solutions has been the second most popular finance system in each year, except for 2014, although it is someway behind, and was a core finance system at ten responding institutions (8.3%) in 2021 – on the same level as Oracle Financials. This was followed by SAP which was a core system at nine responding institutions (7.4%) in 2021. It is interesting to note that Unit 4/Agresso, Advanced Business Solutions and Oracle – Financials have all been in the top four individual finance systems throughout the ten-year period.

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	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Midland HR/iTrent	20	19	23	18	26	30	35	36	32	35	44
NorthgateArinso	31	28	31	21	26	31	26	21	19	16	16
Agresso/Unit 4	5	2	4	3	6	11	14	14	13	9	14
Core HR	6	9	8	8	11	11	14	12	14	9	12
Oracle	8	8	7	3	7	9	9	8	7	8	12
SAP	9	8	7	5	9	9	10	9	8	9	10
Ciphr - Compel	4	3	2	2	3	2	1	3	2	2	3
Jane HR and Payroll	0	0	0	1	1	1	1	2	0	1	2
Select HR	1	1	1	1	1	1	1	2	0	2	2
Bespoke/In-house	6	4	4	2	3	2	3	2	0	1	1
Bond HR	5	3	4	2	4	3	3	2	1	3	1
Deltek Maconomy	0	0	1	1	1	1	1	1	0	0	1
Accero Cyborg	2	2	2	0	0	0	0	0	0	0	0
Alta HR	5	4	4	3	1	2	1	1	0	0	0
Frontier - Chris 21	3	4	2	2	2	1	0	0	1	1	0
Oracle - Peoplesoft	1	1	1	1	1	1	1	1	0	0	0
Pyramid	1	1	1	2	0	0	0	0	0	0	0
Rebus	2	1	0	0	0	0	0	0	0	0	0
Sage Snowdrop	0	0	0	0	1	1	1	1	0	0	0
Other	3	2	0	0	0	1	4	2	2	1	4
Total respondents	112	100	102	75	103	117	125	117	99	97	119

Table 2: HR Systems 2011-2021

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Figure 2: Trends in the 5 most popular HR Systems of 2021
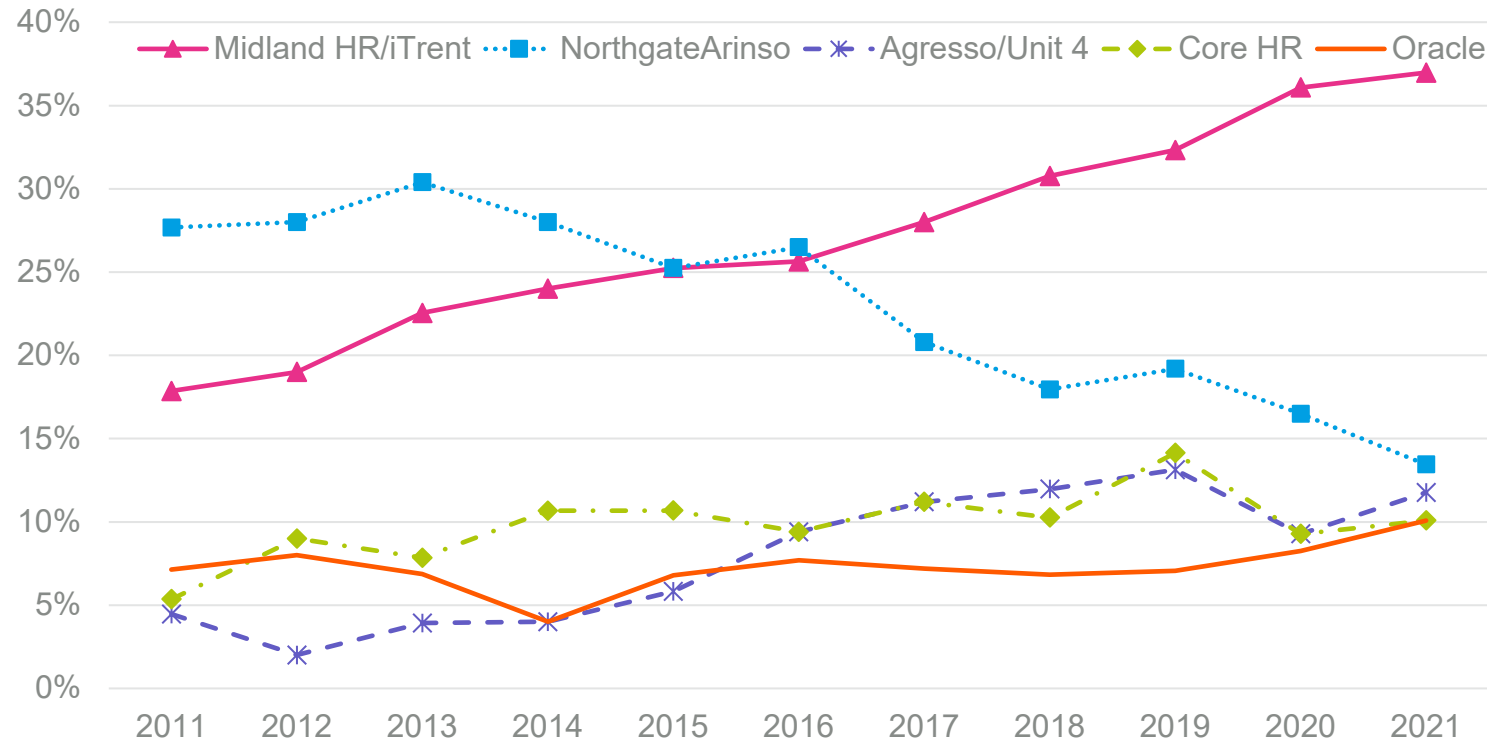
Midland HR/iTrent has steadily increased in popularity over the ten-year period, so that it has been the most used core HR system at responding institutions since 2017 *(Figure 2)*. In contrast, NorthgateArinso has decreased steadily in popularity over the ten-year period, so that it has been used in fewer institutions than Midland HR/ITrent in each year since 2017. Additionally, the gap between the two systems appears to be widening, and in 2021, 44 responding institutions (37%) reported using MidlandHR/iTrent, while 16 (13.4%) indicated that NorthgateArinso was a core HR system at their institution. This was closely followed by Agresso/Unit 4 which was used by 14 responding institutions (11.8%), and Core HR and Oracle which were each a core HR system at twelve responding institutions (10.1%) in 2021.

Despite the wide range of HR systems in use at responding institutions throughout the ten-year period *(Table 2, page 7)*, it is interesting to note that Midland HR/iTrent, NorthgateArinso, Agresso/Unit 4 and Core HR have been in the top four in each year since 2016.

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Payroll

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Midland HR/iTrent	21	19	24	17	27	29	34	35	29	33	43
Agresso/Unit 4	5	2	4	3	6	10	12	12	12	13	18
NorthgateArinso	27	27	29	21	25	28	27	23	19	14	15
Core Payroll	5	8	7	8	11	11	14	12	14	9	12
Oracle	5	6	4	2	5	7	7	6	6	7	11
SAP	8	8	7	5	9	9	10	9	7	8	10
Access Select Payroll	0	0	1	1	1	1	1	1	0	2	2
Jane HR and Payroll	0	0	0	1	1	2	1	1	0	1	2
Bureau Service	7	3	5	3	1	1	1	2	2	0	2
Bespoke/In-house	2	2	3	1	1	1	1	1	1	2	1
Ceridian/Centrefile	5	4	3	3	4	2	2	1	2	1	1
Accero Cyborg	3	3	2	0	0	0	0	0	0	0	0
Action file	1	0	0	0	1	0	0	0	0	0	0

Table 3: Payroll Systems 2011-2021

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Payroll

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Alta HR	5	4	4	3	1	2	1	1	0	0	0
Bond HR	1	1	1	1	1	1	1	1	0	0	0
Civica Resource Financials	0	0	0	0	1	0	1	0	0	0	0
Earnie IQ	1	0	0	0	1	2	1	1	0	0	0
Frontier - Chris 21	2	4	2	2	2	1	0	0	1	1	0
ICS Equinity - Perito	1	0	1	1	2	2	2	2	0	0	0
Maxima	3	2	1	0	0	0	0	0	0	0	0
Outsourced	0	0	0	0	1	4	6	0	0	0	0
Payrite	2	1	0	0	0	0	0	0	0	1	0
Pyramid	3	2	2	2	0	0	0	0	0	0	0
Topaz EMS	1	1	1	0	1	1	1	0	0	0	0
Other	4	2	1	0	1	3	2	9	4	6	5
Total respondents	112	99	102	74	103	117	125	117	97	98	119

Table 3 (continued): Payroll Systems 2011-2021

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Payroll

Figure 3: Trends in the 4 most popular Payroll Systems of 2021

Figure 3: Trends in the 4 most popular Payroll Systems of 2021

Legend: Midland HR/iTrent, Agresso/Unit 4, NorthgateArinso, Core Payroll
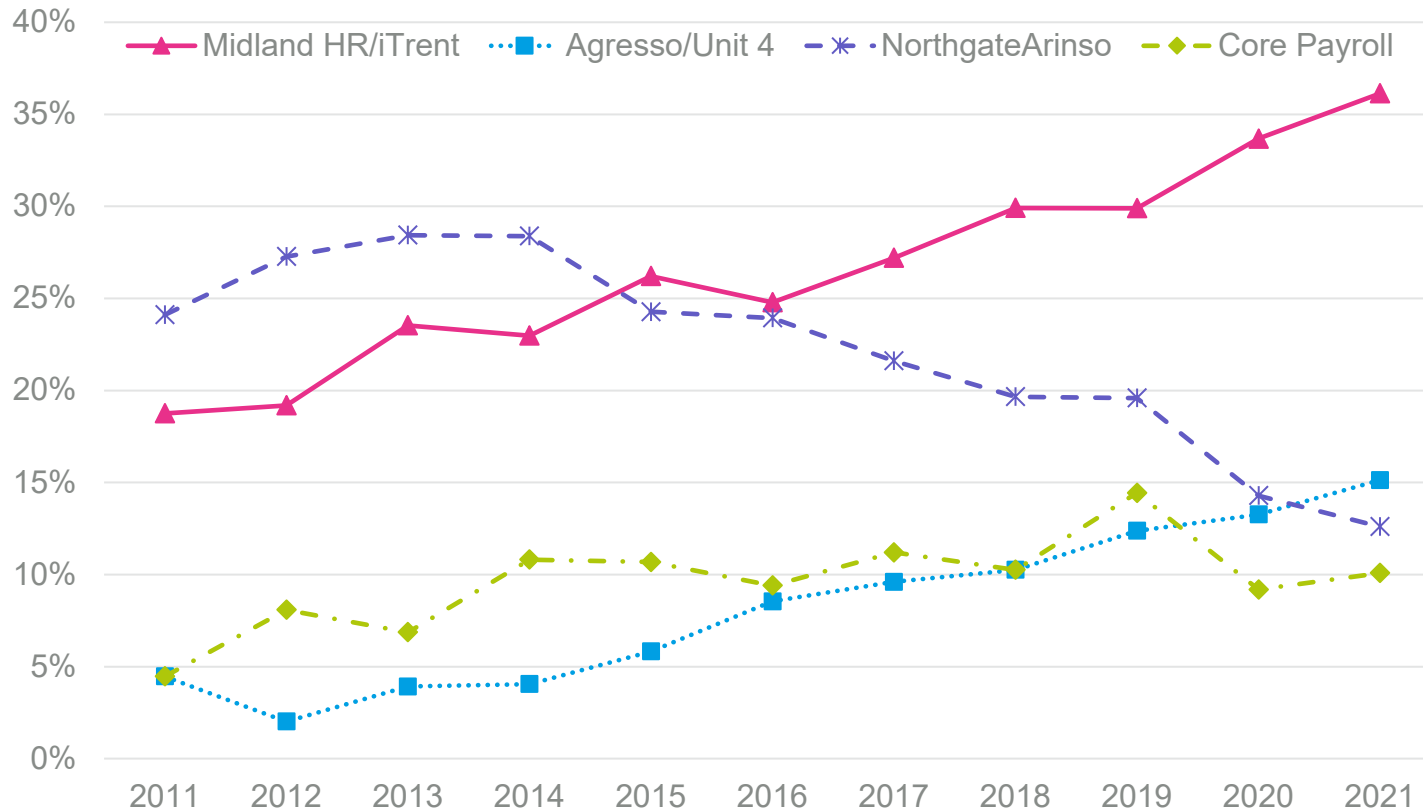
When we consider payroll systems at responding institutions, a similar picture emerges to that reported for HR systems *(Figure 3)*. Despite fluctuations, MidlandHR/iTrent has steadily increased in popularity overall since 2011 and has been the most popular payroll system at responding institutions in each year since 2015, with a further increase in the most recent year, so that it was a core payroll system at 43 responding institutions (36%) in 2021.

NorthgateArinso started the ten-year period as the most popular payroll system and was in use at 27 responding institutions (24%); however, since then, a general trend of decline sees it a core payroll system at 15 responding institutions (12.6%) in 2021. In contrast, Agresso/Unit4 has steadily increased in popularity over the ten-year period, with a further increase in the most recent year, so that it was used at 18 responding institutions (15%) and was at a higher level than NorthgateArinso for the first time. This is followed by Core Payroll which has been one of the top four systems in each year since 2012 *(Table 3, pages 9 and 10)* and was in use at twelve responding institutions (10.1%) in 2021.

Student Records

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Tribal - SITS	53	52	48	36	56	57	60	61	49	49	66
Ellucian - Banner	13	14	12	9	9	14	12	13	15	15	16
Bespoke/in-house	15	13	15	12	15	14	15	11	9	11	9
Agresso/Unit 4	12	6	11	7	7	12	12	10	7	5	8
Capita	7	2	5	2	4	5	6	5	4	5	6
Oracle - Peoplesoft	5	4	1	3	3	4	4	5	4	3	6
Ellucian - Quercus	5	6	5	3	5	7	7	6	6	5	4
SAP	1	1	1	1	1	1	1	1	0	1	2
ITS (Integrated Tertiary Software)	0	1	1	1	1	0	1	1	1	0	1
Tribal - ebs	1	0	1	0	1	0	2	1	1	1	1
Ellucian PowerCampus	0	0	0	0	1	1	1	1	0	0	0
Oracle	0	1	2	1	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	3	1	3	1	5
Total respondents	112	100	102	75	103	116	124	116	99	96	120

Table 4: Student Records Systems 2011-2021

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Student Records

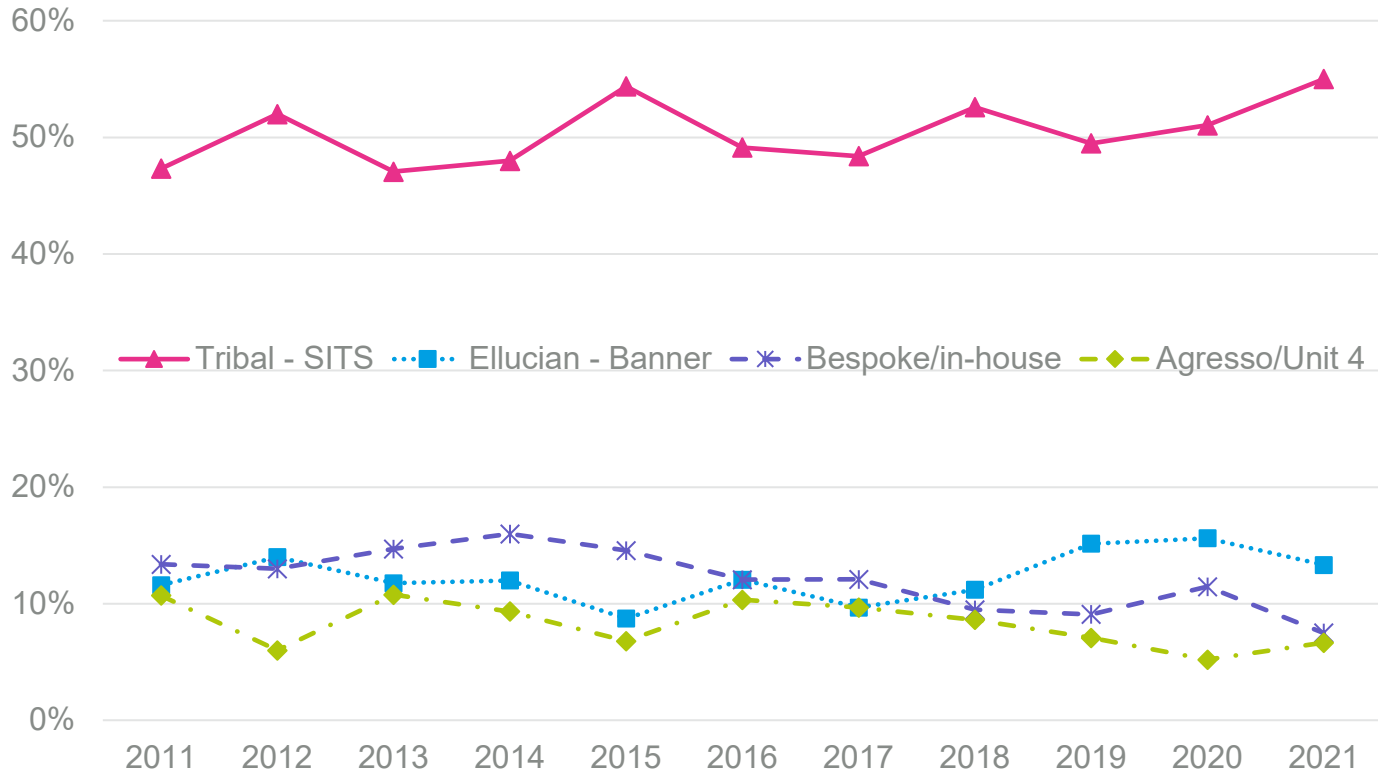**Figure 4: Trends in the 4 most popular Student Records Systems of 2021**

Figure 4 highlights that there has been little change in the student records systems in use at responding institutions throughout the ten-year period, with Tribal SITS the most popular system and in use at more than 45% of responding institutions in each year since 2011. In 2021 Tribal SITS was a core students records system at 66 responding institutions (55%), followed, someway behind, by Ellucian - Banner (16 respondents, 13.3%), a bespoke/in-house system (9 respondents, 7.5%) and Agresso/Unit 4 (8 respondents, 6.7%).

It is interesting to note that Tribal-SITS, Ellucian – Banner, a bespoke/in-house system and Agresso/Unit4 have been the four most popular student records systems throughout the ten-year period *(Table 4, page 12).*

Estates

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Planon	14	19	21	18	24	29	32	28	32	32	40
Archibus	20	16	13	10	13	14	13	16	8	13	15
QuEMIS	4	5	4	5	8	9	11	9	5	5	8
CAFM	3	4	7	5	4	5	4	7	6	5	8
Trend	0	0	0	0	1	1	1	2	3	1	6
Micad	0	0	1	2	3	4	4	3	2	1	6
FSI Concept	5	2	3	3	3	4	4	4	5	5	4
Bespoke/In-house	6	8	4	5	6	6	6	5	1	0	4
Quantarc	8	8	6	2	3	4	1	4	5	4	4
TOPdesk	0	0	1	0	1	0	2	3	3	2	4
Planet FM	4	3	3	2	3	2	2	2	1	1	4
Tribal - K2	3	3	3	1	2	1	1	1	1	2	3
QFM Estates Manager	0	0	0	0	1	2	3	3	3	3	2
Honeywell BMS	1	1	1	0	2	3	2	1	2	0	2
ServiceNow	0	0	0	0	1	2	1	1	1	1	2
IBM Maximo	0	0	0	0	2	2	3	2	1	0	1

Table 5: Estates Systems 2011-2021

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Estates

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Pirana	0	0	0	0	1	1	1	1	0	0	1
Q5	1	1	1	0	1	1	1	1	0	0	1
SiteHelpdesk	0	0	1	1	1	1	1	1	0	1	1
SysAid - Estates Helpdesk	0	0	0	0	1	1	1	1	1	1	1
SAP	3	2	3	2	1	0	1	0	0	0	1
Badger	4	2	4	3	1	1	1	0	1	0	0
GVA	2	2	2	0	0	0	0	0	0	0	0
Manhattan	0	0	0	0	1	1	1	1	1	0	0
Pythagoras	1	2	0	0	0	0	0	0	0	0	0
Tririga	1	2	1	1	1	2	0	1	1	1	0
Unit4 Field Force	0	0	0	0	0	1	1	1	0	2	0
Not known	9	0	6	4	5	3	5	4	1	3	1
Various	5	6	5	2	6	5	2	5	3	4	4
Other	9	7	7	6	1	4	6	2	5	5	7
None	8	3	5	2	6	8	13	6	5	3	5
Total respondents	111	96	102	74	103	117	124	115	97	95	118

Table 5 (continued): Estates Systems 2011-2021

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Estates

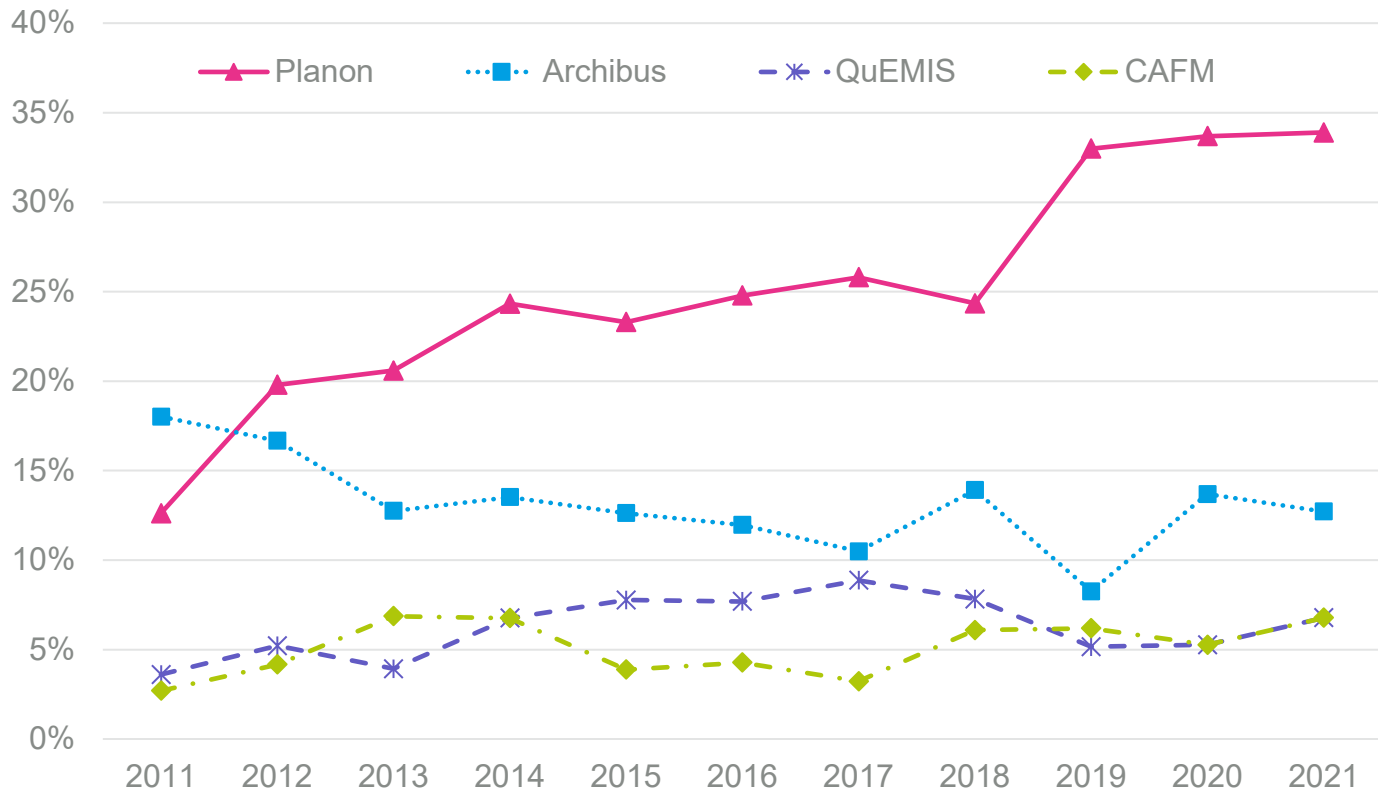## Figure 5: Trends in the 4 most popular Estates Systems of 2021

Table 5 *(pages 14 and 15)* illustrates the wide range of estates systems used at responding institutions throughout the ten-year period. Figure 5 highlights that Planon has steadily increased in popularity overall since 2011 – from being an estates system at 14 responding institutions (12.6%) to being a core system at around one-third of responding institutions in the three most recent years, and has been the most popular system in each year since 2012.

Figure 5 also highlights that Archibus has been the second most popular system in each year since 2012 and was a core system at 15 responding institutions (12.7%) in 2021. This was followed by QuEMIS and CAFM which were each in use at eight responding institutions (6.8%). Notably, Planon, Archibus, QuEMIS and CAFM have been the top four estates systems at responding institutions since 2018.

Overall, 15 respondents reported using multiple estates systems in 2021, and seven of the 40 responding institutions using Planon in the most recent year noted that it was one of several core systems at their institution.

Library

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Ex Libris - Alma	0	0	1	4	11	24	30	30	29	35	46
Talis	29	23	19	15	23	16	12	11	4	5	17
SirsiDynix	20	17	16	7	10	9	9	10	10	11	15
Sierra	0	0	0	2	4	8	8	10	11	10	10
Ex Libris	1	4	5	6	5	6	6	5	4	2	8
Capita Alto	0	0	0	0	1	5	9	11	11	8	6
Ex Libris - Aleph	20	20	17	13	12	16	13	7	6	5	6
Heritage	2	2	4	3	2	3	9	8	5	3	5
Koha	1	0	1	0	2	2	4	4	3	5	5
Millenium	22	21	25	11	15	11	11	8	6	4	5
Vubis Smart	1	1	1	1	1	2	2	1	1	3	3
Kuali	0	0	0	0	1	1	1	0	1	1	2
Horizon	0	0	0	0	1	2	1	1	1	0	1
Ex Libris - Voyager	13	10	9	9	7	4	3	1	0	0	0
SirsiDynix - Unicorn	1	2	3	3	5	5	3	2	3	0	0
Various	0	0	0	1	1	1	1	2	0	0	0
Other	0	0	1	0	1	2	3	6	4	3	9
Total respondents	110	100	102	75	102	117	125	117	99	95	120

Table 6: Library Systems 2011-2021

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Library

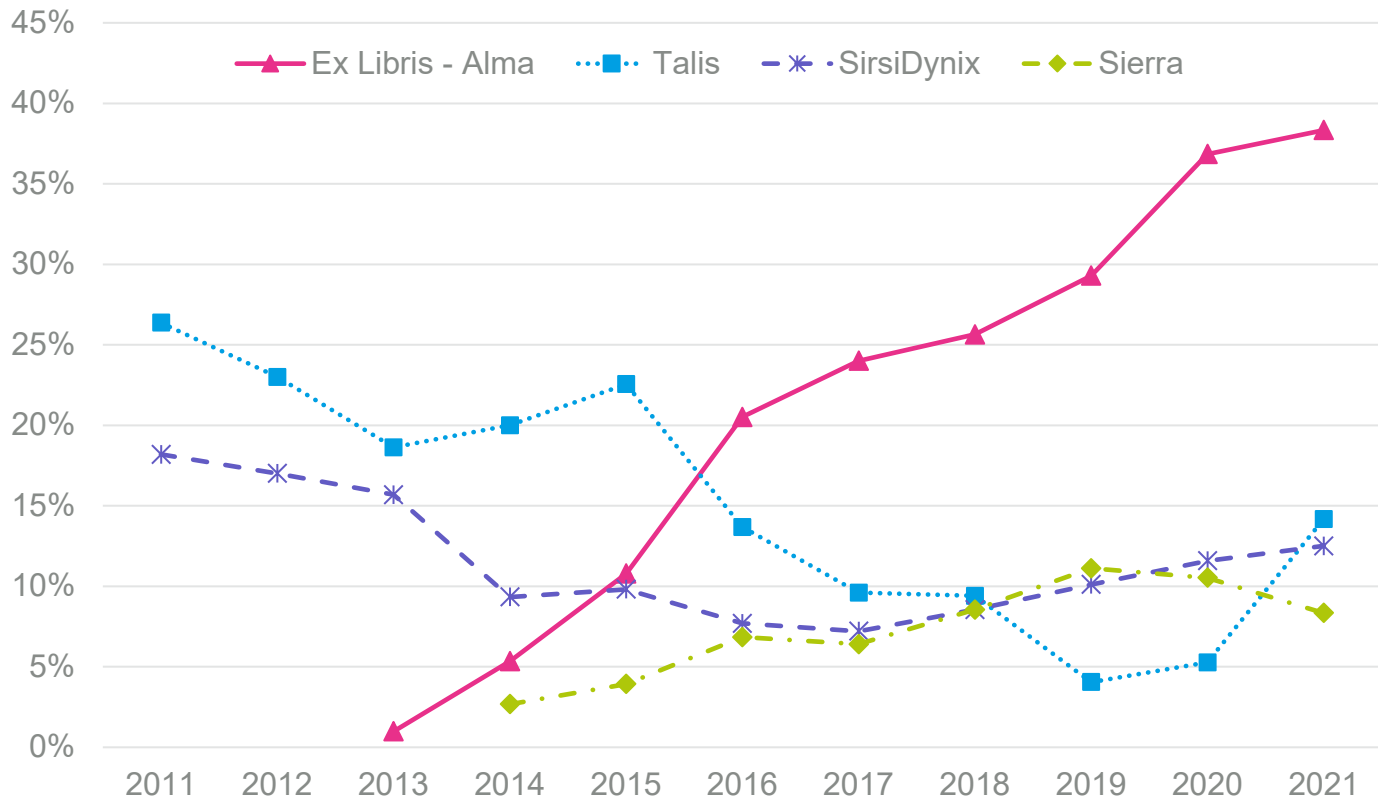**Figure 6: Trends in the 4 most popular Library Systems of 2021**

Figure 6 illustrates that Ex Libris – Alma has steadily increased in popularity since 2013 and has been the most popular library system at responding institutions since 2016. Talis started the ten-year period as the most popular library system and was in use at 29 responding institutions (26%). However, this was followed by a general decline in popularity until 2019 when it was the core library system at just four responding institutions (4.0%). The most recent year has seen an increase so that Talis was a core library system at 17 responding institutions (14.2%) and was the second most popular system in 2021. However, it is important to note that of the 16 respondents reporting that multiple library systems were used at their institution in 2021, twelve noted that Talis was one of several systems, and this, along with an increase in the number of respondents, will have contributed to the increase noted here.

SirsiDynix is currently the third most popular library system and was used at 15 responding institutions (12.5%) in 2021, followed by Sierra (10 respondents, 8.3%).

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	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Moodle	31	39	44	33	45	49	54	44	40	35	58
Blackboard - Blackboard	51	44	43	30	46	51	50	47	37	36	41
Canvas	0	0	1	1	1	4	8	12	14	18	24
Teams	0	0	0	0	0	0	0	0	0	0	8
Desire2Learn	1	2	2	2	1	2	2	6	5	3	5
Bespoke/In-house	6	3	3	2	2	2	0	0	0	0	1
Pearson	1	1	0	1	1	1	0	0	0	0	1
Sakai	0	1	2	1	2	2	3	1	1	1	1
SharePoint	1	1	1	1	1	1	1	1	0	0	1
Blackboard - WebCT	20	9	5	4	4	4	3	0	0	0	0
Various	0	0	1	0	0	0	1	3	1	0	0
Other	0	0	0	0	0	1	3	2	0	3	3
Total respondents	111	100	102	75	103	117	125	116	98	96	121

Table 7: VLE Systems 2011-2021

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V L E

Figure 7: Trends in the 3 most popular VLE Systems of 2021

Legend: Moodle ▲ (pink solid), Blackboard - Blackboard ■ (blue dotted), Canvas ✱ (purple dashed)
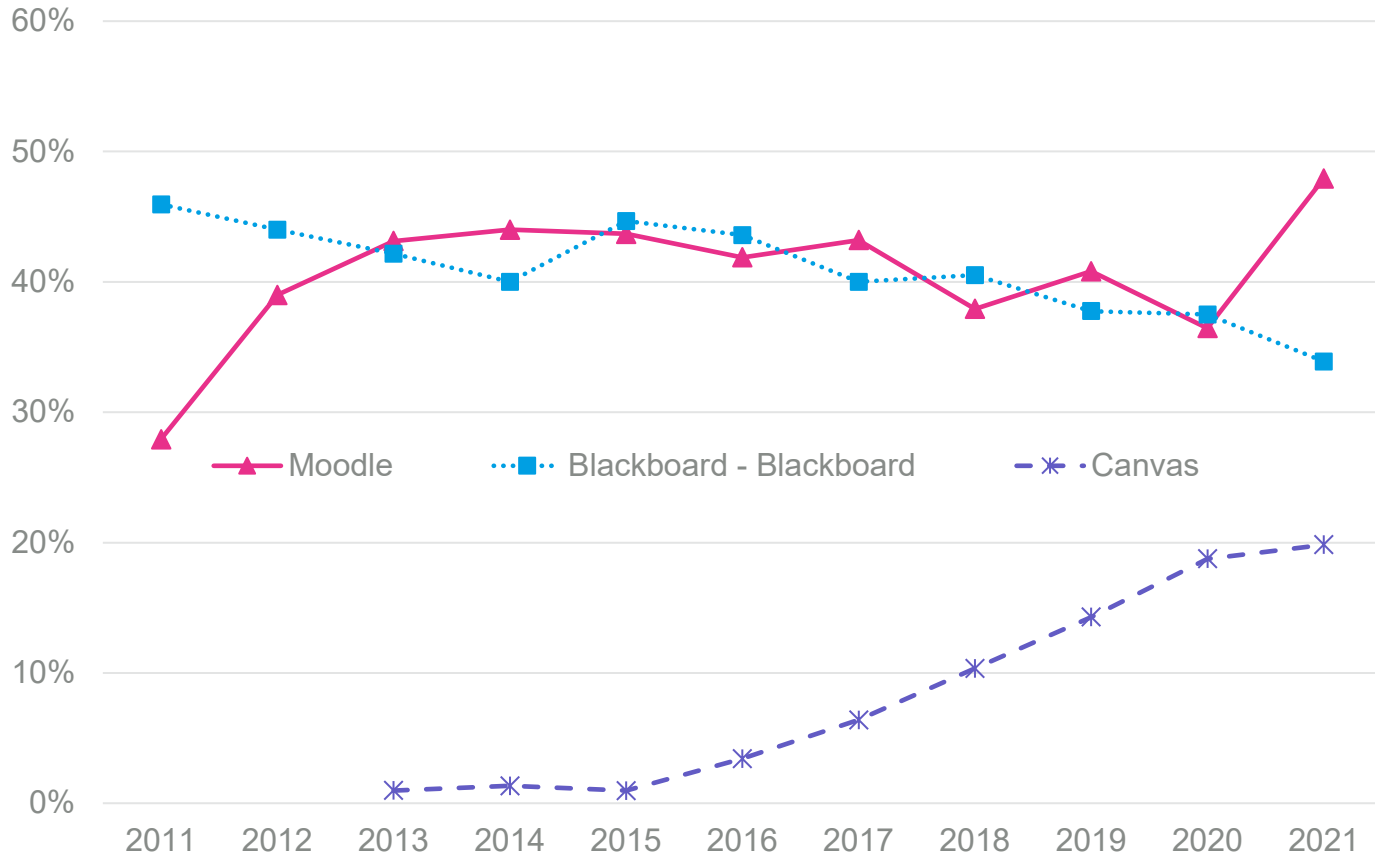
Figure 7 highlights that Moodle and Blackboard-Blackboard have been the two most popular VLE's at responding institutions throughout the ten-year period and together accounted for more than 70% of core systems in each year. The most recent year has seen a slight decrease in the proportion of respondents indicating that they use Blackboard-Blackboard (41 respondents, 34%), while the proportion of respondents indicating they used Moodle has increased (58 respondents, 48%), so that it is once again the most popular VLE. However, it is important to note that 19 respondents reported that multiple VLE's were used at their institution in 2021, with ten of the 41 respondents using Blackboard-Blackboard noting that it was one of several core systems, and thirteen of the 58 respondents using Moodle noting that it was one of multiple core systems in place at their institution, and this may have contributed to the increases reported here.

Canvas has steadily increased in popularity since 2013, although it remains below the levels of Blackboard – Blackboard and Moodle, and was in use at 24 responding institutions (20%) in 2021. Teams was included as an option for the first time this year and eight respondents (6.6%) noted that it was one of multiple systems in used across their institution - placing it as the fourth most popular system; however, it has been omitted from Figure 7 as the data are only available for the most recent year.

Timetabling

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Scientia	57	53	52	40	54	61	64	57	50	49	61
Advanced Learning -CMIS	26	26	22	19	22	25	26	26	22	23	25
Celcat	12	10	14	9	15	21	20	20	13	12	19
Tribal	5	4	4	3	4	2	4	3	4	4	3
Bespoke/In-house	1	2	2	1	2	3	2	3	4	3	2
Capita UNIT - eResource Manager	1	0	1	0	0	0	0	2	0	0	2
ASIMUT	0	0	0	0	1	1	0	0	0	1	1
Infosilem - TPH	1	1	1	1	2	2	2	2	1	1	1
Various	0	1	2	0	0	0	0	0	0	0	0
Other	2	1	0	0	0	0	3	2	3	3	6
None	0	0	2	2	2	1	3	2	2	1	3
Total respondents	105	98	100	75	102	116	124	117	99	97	120

Table 8: Timetabling Systems 2011-2021

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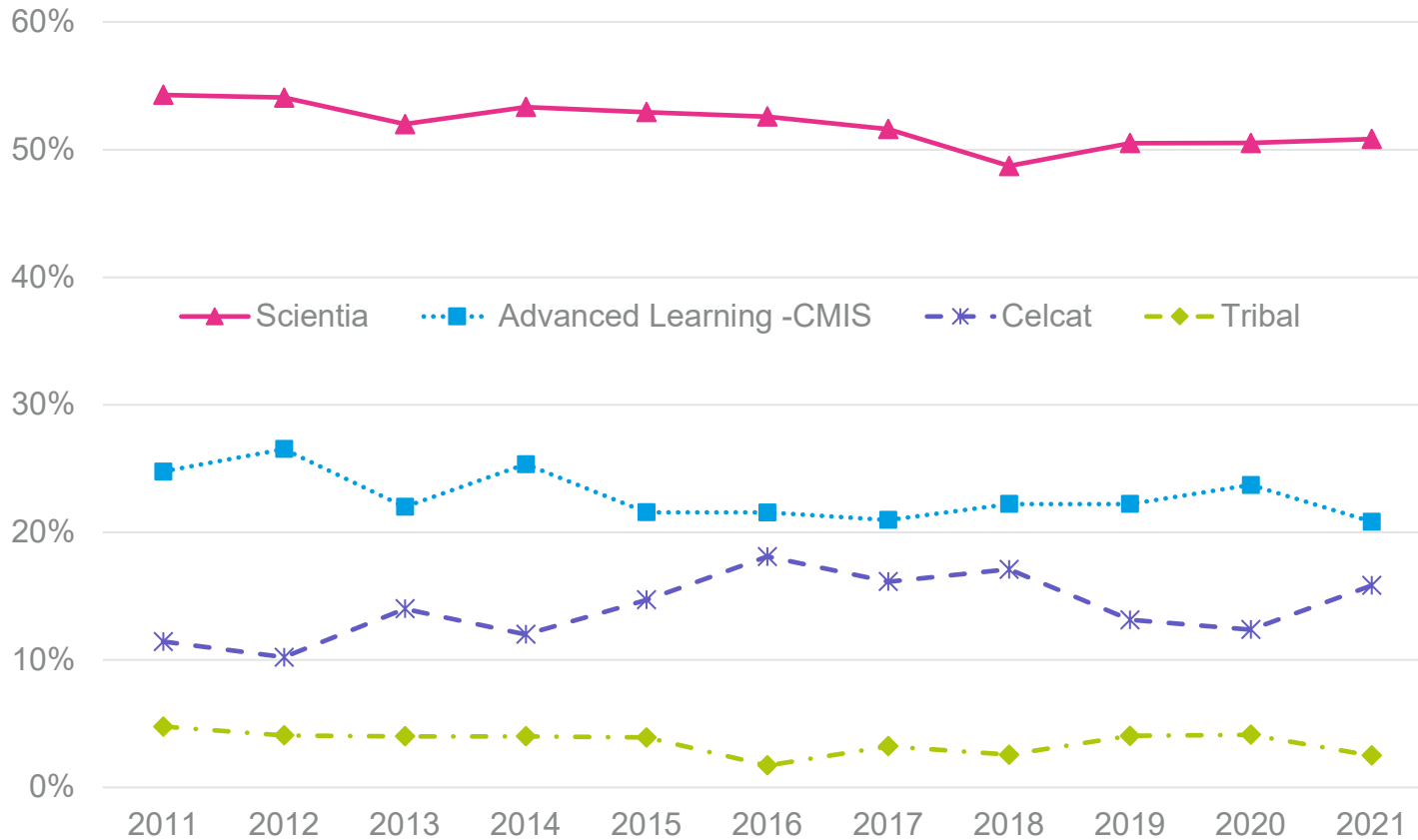**Figure 8: Trends in the 4 most popular Timetabling Systems of 2021**

Table 8 *(page 21)* 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 core systems at responding institutions in each year since 2011. 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 61 responding institutions (51%) in 2021. This was followed by Advanced Learning - CMIS (25 respondents, 21%), Celcat (19 respondents, 16%) and Tribal, although this was someway behind, and was in use at just three responding institutions (2.5%) in 2021.

C R M

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Microsoft Dynamics	7	10	17	18	23	29	38	36	32	33	61
Blackbaud - Raiser's Edge	16	13	12	8	9	13	10	9	4	7	33
Hobsons	13	11	10	11	17	18	14	11	9	10	18
Salesforce	0	0	0	1	4	3	6	10	12	13	16
Azorus	2	2	3	3	2	3	0	4	6	5	8
Data Harvesting	0	0	0	0	2	3	4	1	3	2	2
Achiever	1	2	2	2	2	3	3	3	4	2	2
Agresso/Unit 4	15	10	9	4	6	6	2	0	0	0	2
Bespoke/In-house	6	5	4	3	4	3	3	4	1	3	1
Maconomy	0	0	0	1	1	1	1	1	0	0	1
Oracle - CRM	3	4	1	1	2	1	0	0	0	0	1
Sugar	1	1	1	0	0	0	0	0	0	0	1
AR Remedy	1	1	1	0	1	0	0	0	0	0	0
ESIT - thankQ	1	1	2	0	0	0	0	0	0	0	0
EzyRecruit	1	0	0	1	1	1	0	0	0	0	0
Goldmine	3	1	0	0	0	0	0	0	0	0	0
Donor Strategy	4	3	1	0	1	1	2	0	0	0	0
Oracle - Siebel	2	1	2	2	1	1	0	0	0	0	0
Various	4	8	12	9	16	16	21	19	10	12	14
Other	5	2	0	1	0	2	8	6	8	5	13
None	4	8	13	6	9	13	13	10	9	5	8
Total respondents	89	83	102	71	101	117	125	114	98	97	120

Table 9: CRM Systems 2011-2021

connect share transform

CRM

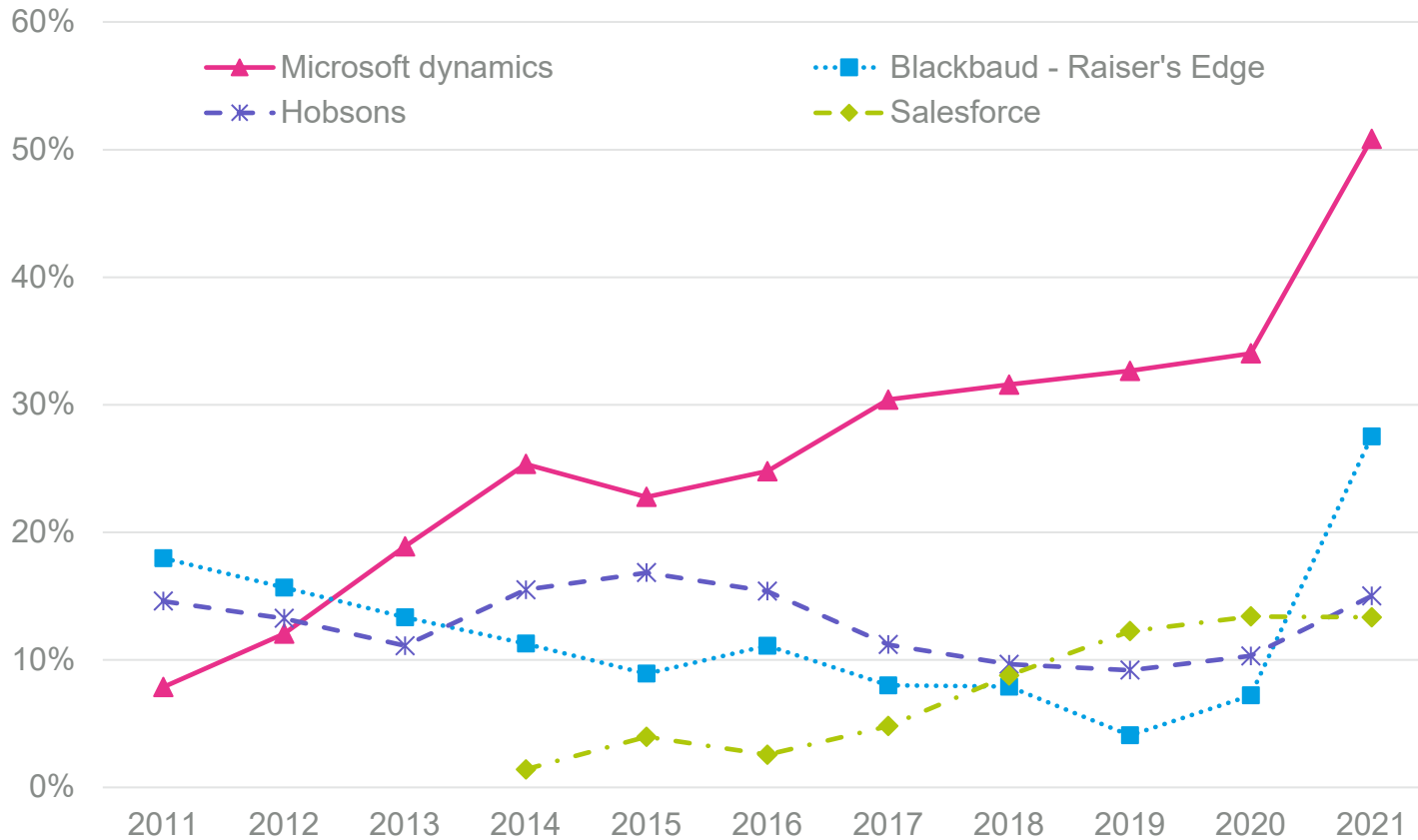## Figure 9: Trends in the 4 most popular CRM Systems of 2021

Figure 9 highlights that Microsoft Dynamics has been the most popular CRM system since 2013, with a large increase in the most recent year so that it was in use at around half of responding institutions in 2021. Blackbaud – Raiser's Edge has also increased in the most recent year so that it was the second most popular CRM and was a core system at 33 responding institutions (28%). The change in format is likely to have had an impact on the data presented here, and it should be noted that of the 41 respondents reporting that multiple core systems were used across their institution in 2021, 30 reported using one of the Microsoft Dynamics systems and 28 reported using Blackbaud - Raiser's Edge.

It should be noted that Microsoft Dynamics covers several systems, and of the 61 respondents (51%) indicating it was a core system in 2021 *(Table 9, page 23)*, 22 (18%) reported using an in-house system, 17 (14.2%) reported using Tribal/Crimson, thirteen (10.8%) reported using an 'other' Microsoft Dynamics system and nine (7.5%) noted they used Pythagoras.

Hobsons was the third most popular CRM in 2021 and was in use at 18 responding institutions (15%), closely followed by Salesforce (16 respondents, 13.3%).

connect share transform

Content Management Systems

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
TerminalFour	25	26	20	19	30	33	32	30	25	29	35
Microsoft Sharepoint	10	7	9	4	4	5	7	12	4	7	29
Drupal	1	6	7	3	9	14	20	19	13	10	20
Contensis	8	9	10	7	7	11	11	10	8	10	12
Sitecore	0	0	0	0	6	7	10	9	7	8	10
MySource Matrix (Squiz)	2	5	7	5	6	7	9	8	8	8	8
Bespoke/In-house	9	10	7	5	7	5	8	7	6	6	8
OpenText	6	7	4	5	4	4	5	4	3	1	3
Plone	5	3	3	3	3	2	1	1	1	1	3
Umbraco	0	0	0	0	0	1	0	0	3	2	2
WordPress	0	0	0	0	0	2	3	1	1	2	2
Orchard CMS	1	0	0	0	1	1	0	1	0	0	2
Jadu	3	0	2	1	1	1	2	0	1	1	1
Alterian - Morello	1	1	1	2	2	1	0	0	0	0	0

Table 10: Content Management Systems 2011-2021

connect share transform

Content Management Systems

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
C2 Activedition	1	1	1	1	1	0	0	0	0	0	0
Easysite	1	1	1	1	1	1	1	0	0	0	0
EpiBuilder	0	1	1	1	1	1	1	0	1	2	0
FarCry Open Source	0	0	0	0	1	1	0	0	0	0	0
Immediacy	2	1	2	0	2	1	1	1	0	0	0
Liferay	0	1	1	1	2	2	1	1	1	0	0
OpenCMS	1	1	1	1	1	1	1	0	0	0	0
Percussion - RhythMyx	7	5	7	5	2	1	1	0	1	1	0
Polopoly	3	2	2	2	1	1	1	1	1	0	0
Tridion	2	1	1	0	0	0	0	0	0	0	0
Various	4	2	7	2	5	5	3	3	4	4	1
Other	8	4	3	3	0	3	3	5	9	3	9
None	6	3	3	2	4	5	3	3	2	2	1
Total respondents	106	97	100	73	101	116	124	116	99	97	119

Table 10 (continued): Content Management Systems 2011-2021

connect share transform

Content Management Systems

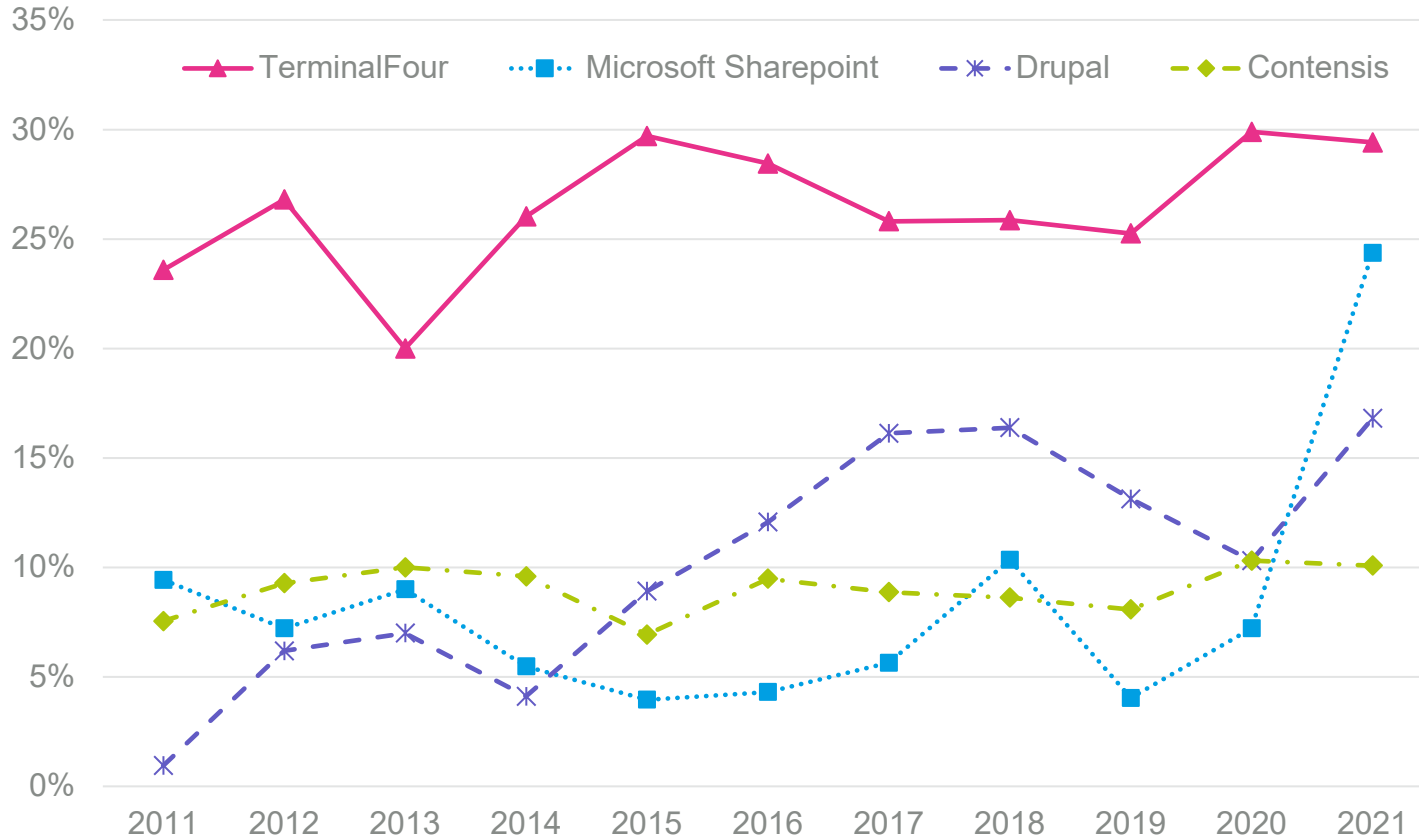**Figure 10: Trends in the 4 most popular Content Management Systems of 2021**

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 2011 and was a core system at 35 responding institutions (29%) in 2021.

Microsoft SharePoint has increased in popularity since 2019, with a large increase in the most recent year when it was a core system at 29 responding institutions (24%), compared to being a core system at seven responding institutions (7.2%) in 2020. When we consider the 84 institutions responding in both years, we see that five reported using Microsoft SharePoint in 2020, compared to thirteen institutions in 2021. It should also be noted that, of the 21 respondents selecting multiple systems in 2021, 16 indicated that these included Microsoft SharePoint, and this, along with an increasing number of institutions responding this year, will have contributed to the increase recorded here.

Figure 10 illustrates that Drupal has also increased in popularity in 2021 (20 respondents, 17%) and it was one of multiple systems at eight responding institutions. This was followed by Contensis which was a core system at twelve responding institutions (10.1%), and has been one of the top four content management systems throughout the ten-year period.

connect share transform

Business Intelligence

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Microsoft - Power BI	0	0	0	0	0	0	2	3	3	19	60
Tableau	0	0	1	6	12	13	13	16	17	15	27
SAP - Business Objects	34	26	22	19	17	17	13	14	18	15	23
Qlikview	5	3	7	5	9	17	17	13	11	8	19
Microsoft - Reporting	10	13	17	9	19	21	25	22	15	8	18
IBM-Cognos	17	14	12	10	10	10	10	9	9	5	15
Bespoke/In-house	4	5	6	3	2	4	3	1	1	2	6
Oracle	15	19	13	7	10	9	9	8	4	1	5
SAP - Business Intelligence	1	2	3	3	3	4	4	0	1	1	5
SAP - Crystal reports	1	0	1	0	0	0	0	0	0	0	3
Dynistics	0	0	1	1	1	1	2	2	1	1	1
SAS	1	0	1	1	1	1	1	1	0	1	1
Infor PM	0	0	1	1	1	0	0	0	0	0	0
Microsoft - Performance Point	0	1	2	0	2	1	2	1	1	0	0
Various	4	7	8	6	9	9	11	13	11	20	11
Other	3	2	2	0	0	1	2	3	2	0	4
None	6	4	3	3	4	8	9	9	4	2	2
Total respondents	101	96	100	74	100	116	123	115	98	98	121

Table 11: Business Intelligence Systems 2011-2021

connect share transform

Business Intelligence Systems

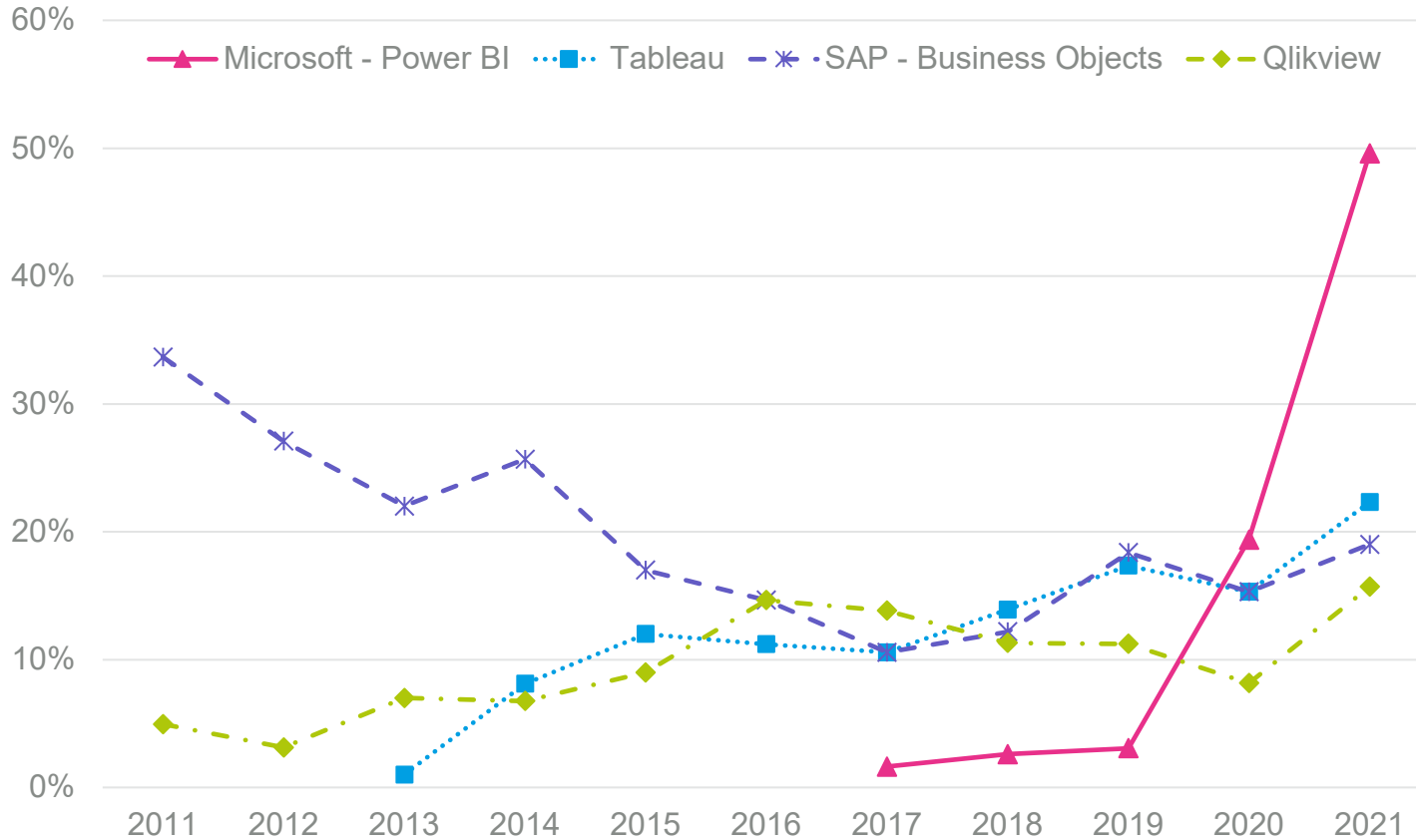**Figure 11: Trends in the 4 most popular Business Intelligence Systems of 2021**

Figure 11 highlights that Microsoft - Power BI has increased in popularity since 2017, with a significant increase in the most recent year, so that it was the most popular system in 2021 (60 respondents, 50%). It is notable that, of the 46 respondents indicating that multiple business intelligence systems were used across their institution in 2021, 34 noted that their core systems included Microsoft – Power BI, and this, along with an increasing number of institutions responding this year, will have contributed to the increase recorded here.

In contrast, SAP-Business Objects started the ten-year period as the most popular business intelligence system *(Table 11, page 28)* and was in use at 34 responding institutions (34%); however, since then, and despite several fluctuations, it has declined in popularity overall, and it was a core system at 23 responding institutions (19%) in 2021.

Tableau has increased in popularity overall since 2013, despite fluctuations, and was the second most popular business intelligence system in 2021 (27 respondents, 22%). Qlikview has moved back in to the top four systems in 2021 and was a core system at 19 responding institutions (16%).

connect share transform

Enterprise Web Portal

Table 12: Enterprise Web Portal Systems 2011-2021

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Microsoft SharePoint	27	21	28	14	23	25	29	19	19	22	37
e-Vision	0	0	0	0	0	3	3	3	2	8	20
myday	0	0	0	0	1	4	9	11	12	11	19
Bespoke/In-house	18	17	18	19	20	24	23	19	16	12	17
oMbiel CampusM	0	0	0	0	1	2	7	7	6	10	12
Blackboard	2	2	2	2	4	3	6	1	3	3	5
Tribal - SITS	4	1	2	3	6	4	3	3	4	0	5
Contensis	0	0	0	0	1	3	2	3	2	2	4
Moodle	1	0	1	1	1	2	3	1	0	0	4
uPortal	6	6	5	3	6	7	6	2	2	2	4
WordPress	0	0	0	0	1	2	0	0	0	1	4
Ellucian Luminis CMS	9	10	9	7	4	7	5	4	4	3	2
MySource Matrix (Squiz)	0	0	1	1	2	1	1	1	0	2	1

connect share transform

Enterprise Web Portal

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Oracle Portal	5	5	7	3	3	3	1	0	0	0	1
IBM Websphere	2	3	4	1	0	0	0	0	0	0	0
Liferay	2	1	1	1	1	1	2	2	1	1	0
Microsoft UAG	0	0	0	0	1	2	1	1	0	0	0
Orchard CMS	0	0	0	0	1	1	0	1	0	0	0
SAP Enterprise Portal	1	1	1	1	1	1	1	0	0	0	0
SUN Enterprise Server	0	1	1	1	1	1	0	0	0	0	0
Ektron	0	2	3	0	0	0	0	0	0	0	0
Drupal	0	0	0	0	0	0	1	0	0	2	0
Various	3	3	4	4	4	11	13	20	17	14	7
Other	4	3	0	0	2	1	3	7	5	2	7
None	10	13	11	11	13	7	5	8	4	3	9
Total respondents	94	89	98	72	97	115	124	113	97	98	117

Table 12 (continued): Enterprise Web Portal Systems 2011-2021

connect share transform

Figure 12: Trends in the 4 most popular Enterprise Web Portal Systems of 2021
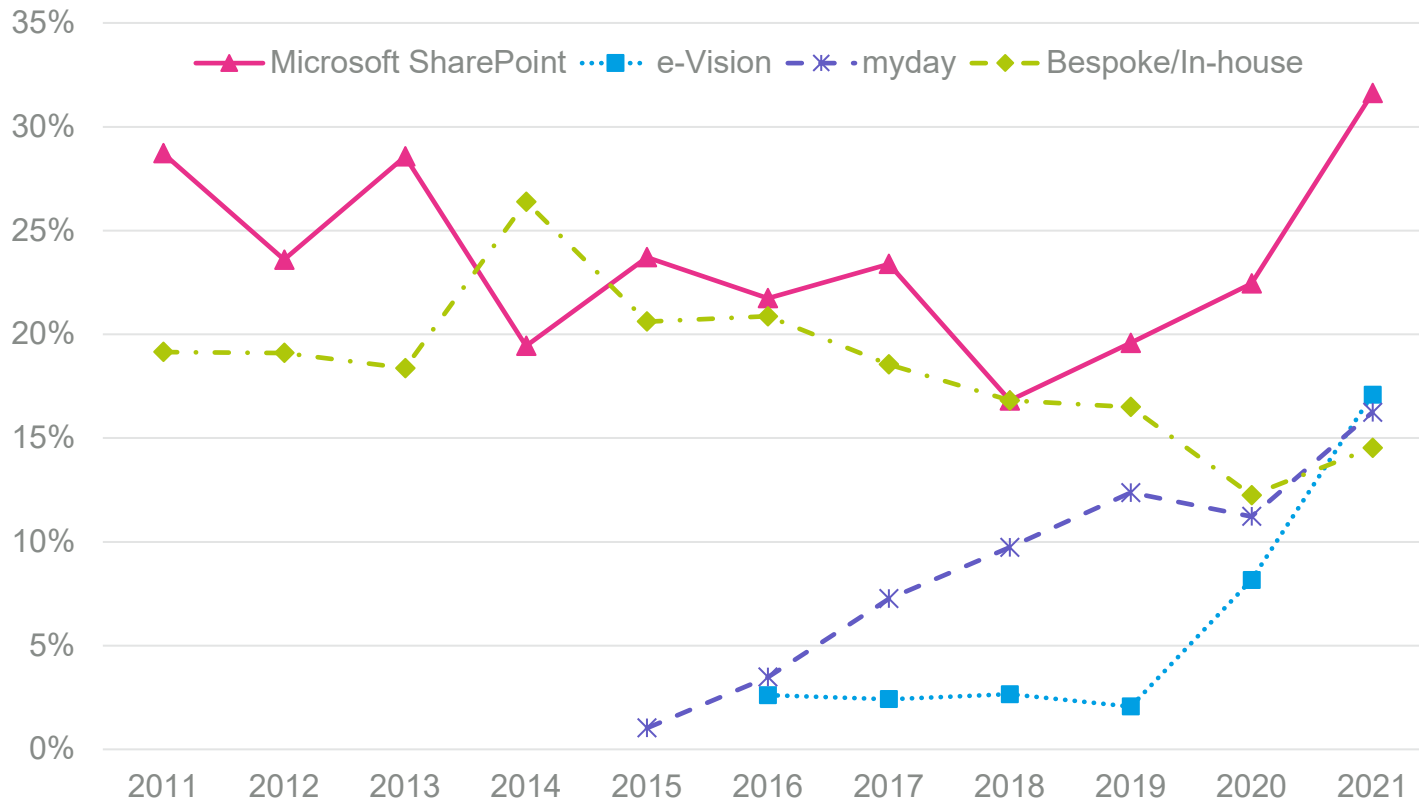

Table 12 *(pages 30 and 31)* highlights the wide range of enterprise web portal systems used by responding institutions over the ten-year period. Figure 12 illustrates that there have been several fluctuations in the four most popular systems since 2011; however, a third consecutive increase sees Microsoft SharePoint consolidate its position as the most popular enterprise web portal system and it was a core system at almost one-third of responding institutions in 2021. e-Vision has also increased in popularity in the two most recent years, and was ranked second in 2021 (20 respondents, 17%), closely followed by myday (19 respondents, 16%) and a bespoke/in-house system (17 respondents, 14.5%).

It is interesting to note that, of the 26 institutions reporting that multiple enterprise web portal systems were used at their institution in 2021, 15 reported that their core systems included e-Vision, while 15 also noted that Microsoft SharePoint was one of multiple systems at their institution, and this, along with an increasing number of institutions responding this year, will have contributed to the increases noted here.

connect share transform

IT Service Management Systems

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2021
TOPdesk	4	6	9	5	10	8	14	13	14	14	20
Ivanti Service Manager (HEAT)	6	3	5	3	3	1	4	4	6	5	15
Service Now	3	6	7	3	6	11	11	10	11	10	11
Unidesk	1	1	0	1	4	6	6	6	7	6	8
Sunrise	6	4	4	2	4	7	6	6	5	7	6
Cherwell	0	0	3	2	3	3	5	6	6	4	4
SysAid	0	0	0	0	2	2	3	3	2	3	4
Hornbill - Supportworks	16	16	15	9	15	17	13	12	8	5	4
ManageEngine ServiceDesk Plus	3	1	1	1	0	1	2	3	2	2	4
KACE	0	0	0	0	1	1	1	2	2	2	4
BMC Remedy	9	11	8	3	3	3	2	2	2	2	3
LANDesk	7	9	8	7	9	11	11	11	5	5	3
RT - Request Tracker	4	2	2	1	2	2	1	2	3	1	3
SiteHelpDesk	1	1	1	1	1	2	2	2	1	3	3
Web Helpdesk	4	4	1	2	4	3	4	3	2	2	3
Microsoft System Center Service Manager	1	3	4	4	3	3	3	1	1	1	3
Marval	1	0	0	0	1	2	3	2	2	2	2
Richmond SupportDesk	1	1	1	1	1	1	1	1	1	2	2
Zendesk	1	2	2	2	1	2	2	2	1	2	2
Bespoke/In-house	5	4	3	1	3	2	4	5	1	1	2

Table 13: IT Service Management Systems 2011-2021

connect share transform

IT Service Management Systems

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Tribal	1	1	1	2	2	1	1	1	1	0	2
VMware Service Manager	1	1	1	1	1	1	1	1	0	1	2
Axios Assyst	1	0	1	1	2	2	2	2	0	0	1
OTRS	1	1	1	1	2	3	3	2	1	0	1
RMS	15	7	10	6	7	6	1	1	1	0	1
SiT	1	0	0	1	1	0	0	1	1	1	1
Spiceworks	1	1	1	1	2	2	2	0	0	1	1
Vivantio	1	1	2	1	1	0	0	0	1	0	1
Alembra - Fire	0	0	0	0	0	1	2	0	2	2	1
BMC Footprints	5	5	4	5	2	5	3	2	2	1	0
House on the Hill	1	0	0	0	1	1	0	0	0	0	0
ICCM Assure	0	0	0	0	1	1	0	0	0	0	0
iTop	0	0	0	1	1	1	1	1	0	0	0
Kayako Fusion	1	2	2	2	2	1	2	2	1	0	0
Oracle - Siebel	1	1	1	1	1	0	0	0	0	0	0
VivaDesk	0	0	0	1	1	0	0	0	0	0	0
POB	0	0	0	0	0	2	4	1	1	0	0
Various	0	1	2	1	0	0	0	0	0	0	0
Other	5	1	2	0	0	2	5	6	6	10	13
Total respondents	108	96	102	73	103	117	125	116	99	95	120

Table 13 (continued): IT Service Management Systems 2011-2021

connect share transform

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, of the individual systems included in the 2021 survey, seven were not selected by any respondents, six systems were each used at just one responding institution, while a further six systems were each in use at only two responding institutions.

Despite fluctuations, TOPdesk has increased in popularity over the ten-year period *(Figure 13)* so that it has been the most used system at responding institutions in each year since 2017, and was a core system at 20 responding institutions (17%) in 2021 - compared to at four responding institutions (3.7%) in 2011. Following an increase in the most recent year, Ivanti Service Manager (HEAT) was the second most popular individual system in 2021 (15 respondents, 12.5%), and when we consider the 84 institutions responding in both years, we see that five indicated Ivanti Service Manager (HEAT) was a core system at their institution in 2020, compared to ten in 2021. In contrast, ServiceNow has dropped slightly in popularity in the most recent year (11 respondents, 9.2%) so that it was the third most popular individual system in 2021, followed by Unidesk (8 respondents, 6.7%).

Figure 13: Trends in the 4 most popular IT Service Management Systems of 2021

EDRMS

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Microsoft Sharepoint	25	25	34	19	34	39	46	40	34	40	65
SITS Document Manager	0	0	0	0	1	2	4	2	5	6	12
Serengeti	6	5	4	5	4	4	5	5	4	5	6
Bespoke/In-house	0	1	1	1	2	1	1	2	1	1	3
EMC Documentum	0	1	2	3	1	3	3	2	2	2	2
OpenText	4	3	1	1	1	2	2	2	2	1	2
Alfresco	2	3	2	2	2	4	3	1	1	1	2
Document Logistiix	0	0	0	0	1	1	0	1	1	1	2
Invu	2	1	1	0	1	1	1	1	0	1	2
Folding Space	0	1	1	1	2	3	3	2	2	2	1
Objective	1	1	1	0	1	1	1	1	1	1	1
DocuWare	0	0	0	0	1	1	1	1	0	0	1
LiveLink	0	0	0	0	1	1	0	0	0	0	0
Oracle UCM	1	1	1	1	1	1	0	1	0	0	0
VersionOne	2	3	2	2	2	1	2	1	0	0	0
WinDP	1	1	1	1	1	1	1	1	0	0	0
Xerox DocuShare	0	0	0	0	1	1	0	1	0	0	0
Perceptive Software	2	1	1	1	0	0	0	0	0	0	0
Various	3	5	6	5	9	9	8	12	6	10	9
Other	4	3	2	5	2	2	5	10	11	10	10
None	21	22	25	20	29	36	36	26	22	14	15
Total respondents	74	77	85	67	97	114	122	112	92	95	112

Table 14: Electronic Document & Records Management Systems 2011-2021

connect share transform

Figure 14: Trends in the 4 most popular EDRMS of 2021
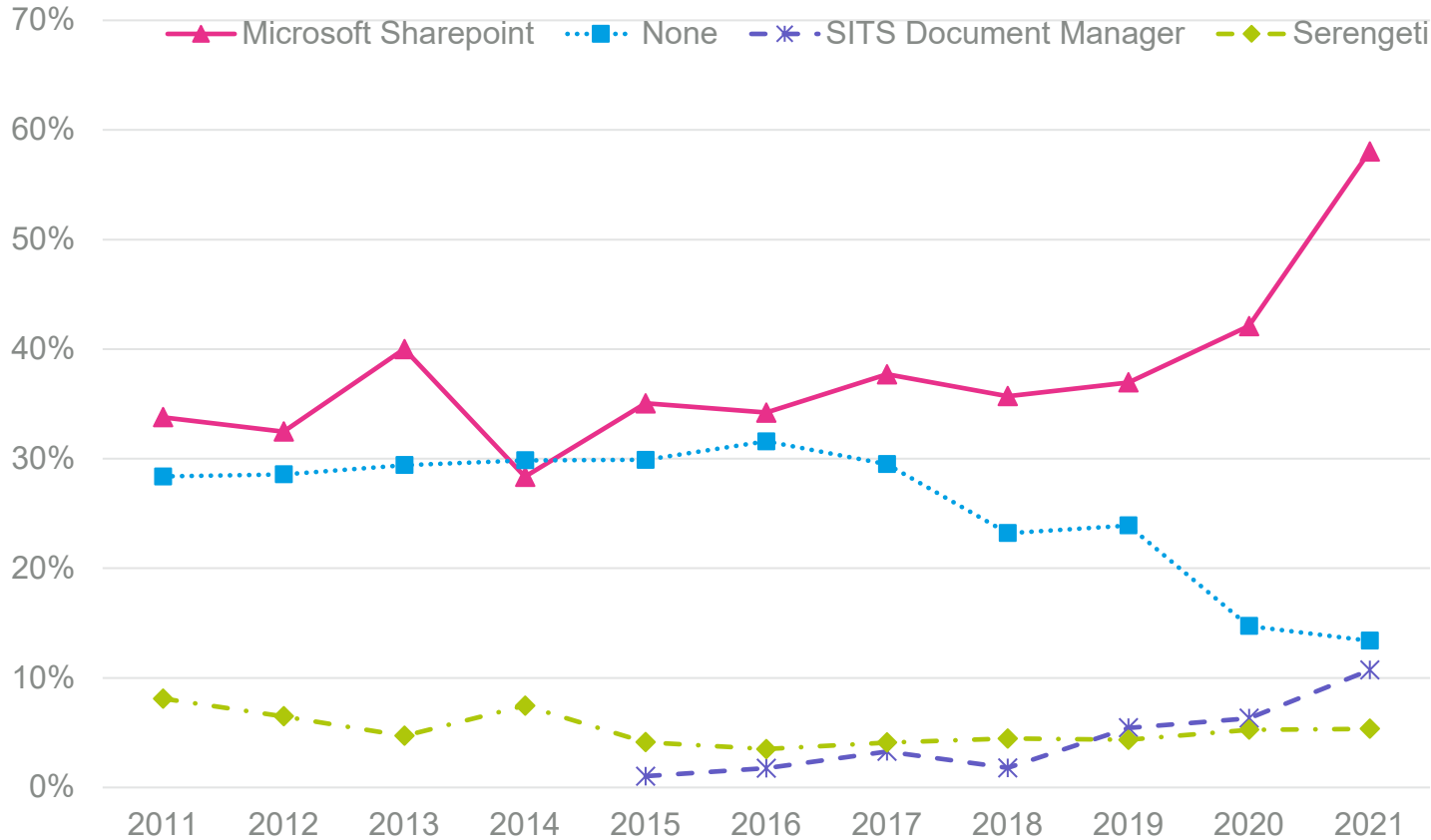
Microsoft SharePoint was the most popular EDRMS throughout the ten-year period, except for 2014 *(Figure 14)*, and a large increase in the most recent year sees it a core system at 65 responding institutions (58%). SITS Document Manager was the next most popular individual system in 2021 and was a core EDRMS at twelve responding institutions (10.7%), followed by Serengeti (6 respondents, 5.4%). In 2021, 15 respondents (13.4%) indicated that there were no core EDRMS used across their institution – a slight decrease over 2020.

The large increase noted for Microsoft SharePoint in 2021 is largely attributable to both an increase in responding institutions and a change in format so that respondents could select multiple systems. Overall, 16 respondents reported that multiple core EDRMS were in place in their institution in 2021, with twelve noting that Microsoft SharePoint was one of several core systems used at their institution.

connect share transform

Curriculum Management

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

Table 15: Curriculum Management Systems 2014-2021

connect share transform

Curriculum Management

Figure 15: Trends in the 4 most popular Curriculum Management Systems of 2021

Legend: None, Bespoke/in-house, SITS Curriculum Manager, Worktribe
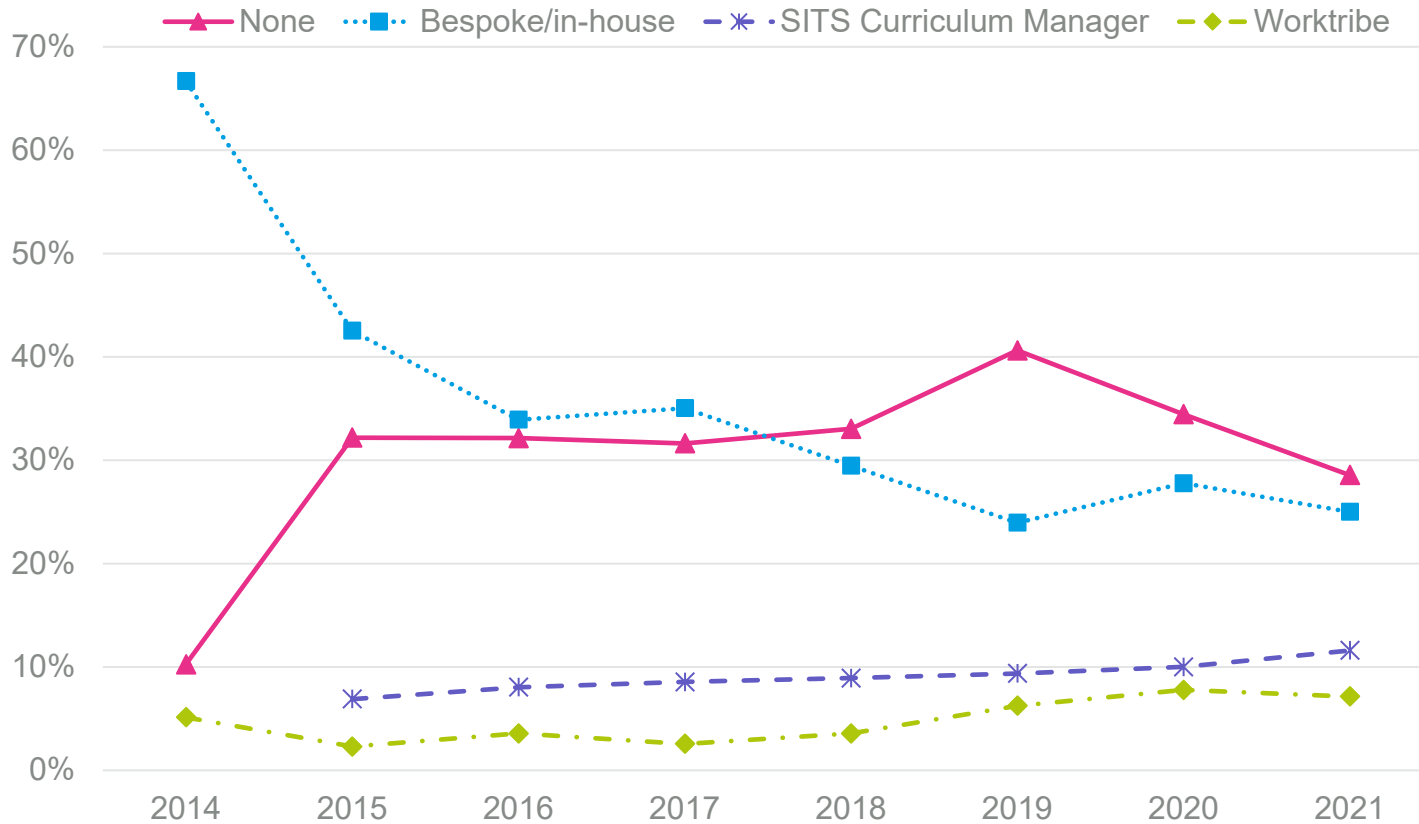
Figure 15 highlights the overall declining popularity of bespoke/in-house curriculum management systems at responding institutions since 2014 – from being a core system at two-thirds of responding institutions to being in use at one-quarter of responding institutions in the most recent year. Additionally, 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 in each year since 2014.

Table 15 *(page 38)* illustrates that SITS Curriculum Manager has been the most popular individual core system since 2015 and was used at thirteen responding institutions (11.6%) in 2021, followed by Worktribe (8 respondents, 7.1%), although both were someway behind the 32 respondents (29%) indicating that there were no core curriculum management systems in place at their institution in 2021.

Student Evaluation of Teaching Software

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

Table 16: Student Evaluation of Teaching Software 2014-2021

Student Evaluation of Teaching Software

Figure 16: Trends in the 4 most popular Student Evaluation of Teaching Software of 2021
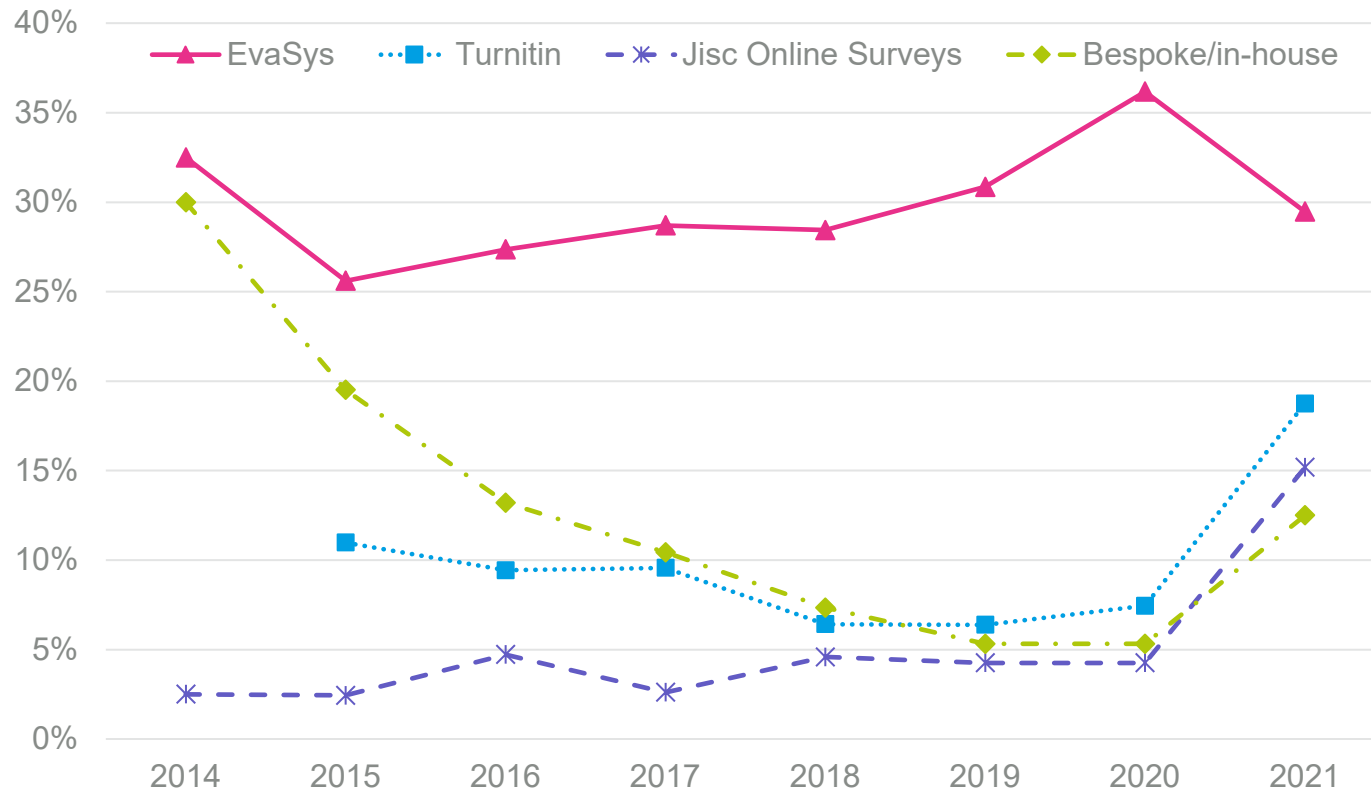
Figure 16 illustrates that EvaSys was the most popular student evaluation of teaching software between 2014 and 2020; however, the most recent year has seen its popularity drop slightly so that it was a core system at 33 responding institutions (29%). In contrast, Turnitin recorded an increase in 2021 and was the second most popular student evaluation of teaching software (21 respondents, 19%), followed by Jisc Online Surveys (Bristol Online Surveys) (17 respondents, 15%).

A bespoke/in-house system declined in popularity between 2014 and 2020 when it was in use at five responding institutions (5.3%). However, the most recent year has seen an increase so that it was a core system at fourteen responding institutions (12.5%), and when we consider the 84 institutions responding in both years, we see that four reported using a bespoke/in-house system in 2020, compared to ten in 2021.

Overall, 27 institutions reported using multiple systems in 2021, including eight reporting they used Blackboard, nine reporting using EvaSys, twelve noting they used Jisc Online Surveys (Bristol Online Surveys) and 17 reporting that Turnitin was one of several core systems used, and this, along with an increasing number of institutions responding this year, will have contributed to the increases noted here.

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CRIS

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

Table 17: Current Research Information Systems 2015-2021

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Figure 17: Trends in the 4 most popular CRIS systems of 2021
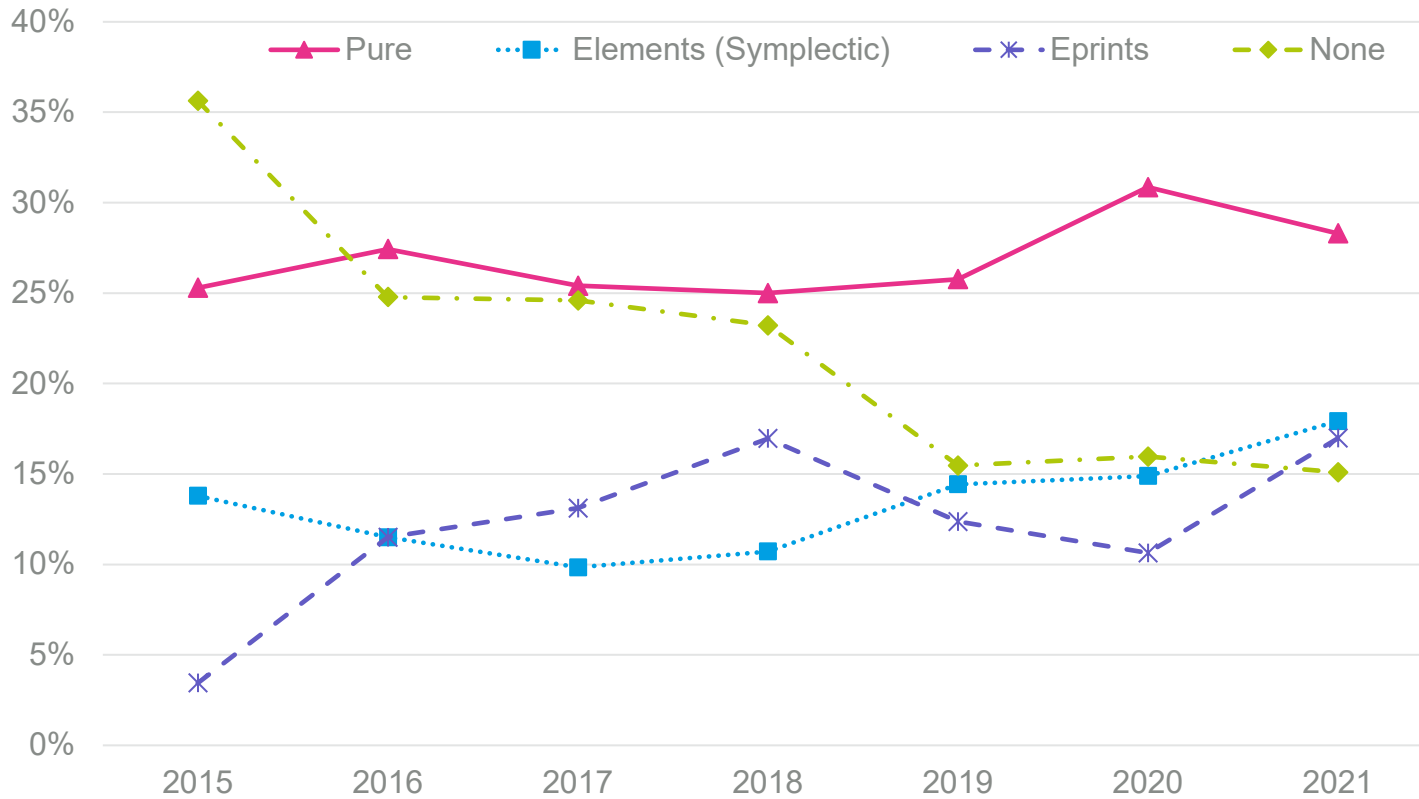
Despite a slight decrease in the most recent year, Pure has been the most popular CRIS in each year since 2016 *(Figure 17)* and was a core system at 30 responding institutions (28%) in 2021. The proportion of respondents indicating that they did not use a core CRIS has declined overall since 2015, with 16 (15%) indicating this is the case in 2021 – on a slightly lower level than Elements (Symplectic) (19 respondents, 18%) and Eprints (18 respondents, 17%).

Research Proposals, Grants and Contracts

Table 18: Research Proposals, Grants and Contracts Systems 2015-2021

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

Figure 18: Trends in the 4 most popular Research Proposals, Grants and Contracts Systems of 2021
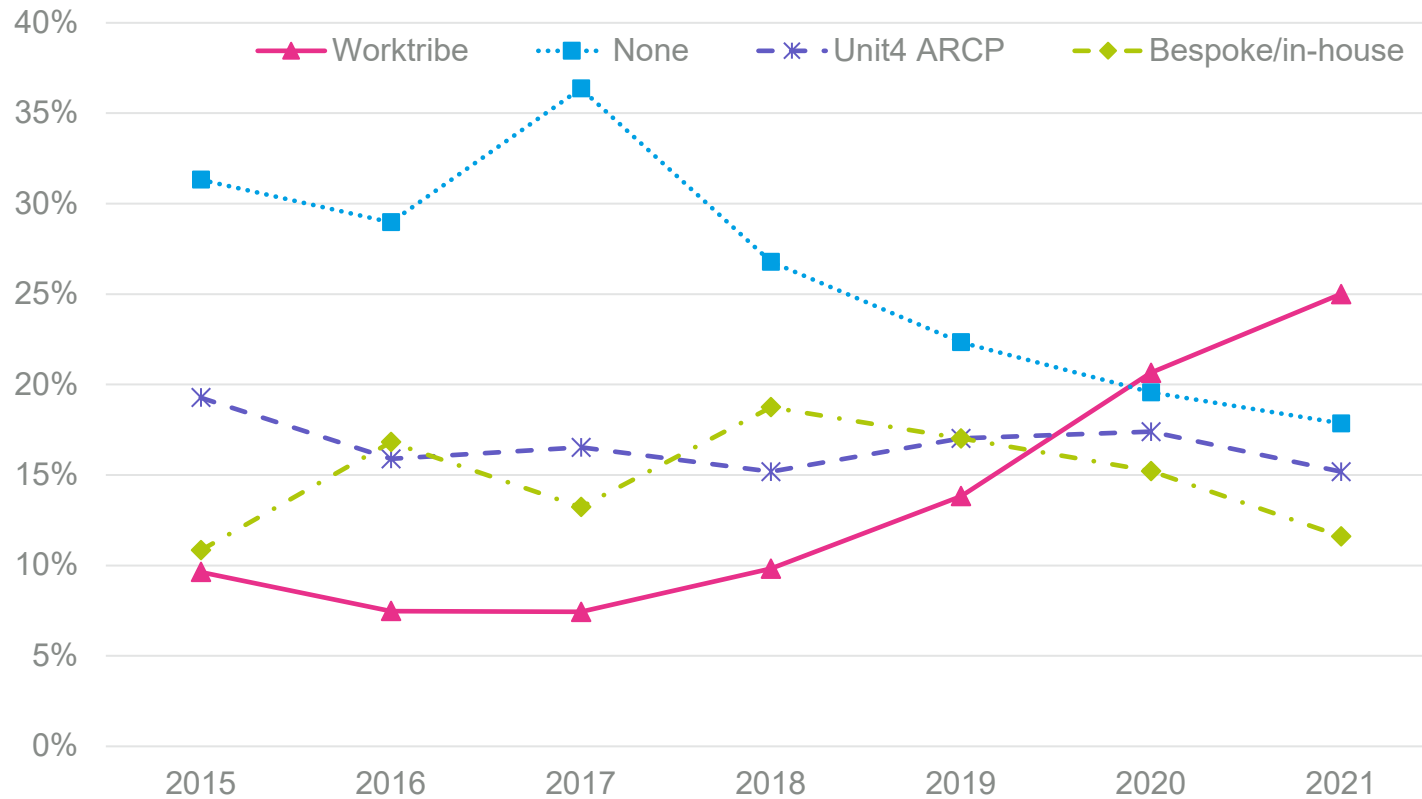
Figure 18 highlights that the proportion of respondents indicating that they did not use a core research proposals, grants and contracts system has dropped steadily since 2017, from 44 respondents (36%) noting this was the case in 2017 to 20 respondents (18%) in the most recent year. Notably, the most recent year has seen the proportion of respondents indicating that Worktribe was a core system at their institution increase slightly from 19 (21%) to 28 respondents (25%) in 2021, so that it is the most popular system at responding institutions for the second consecutive year. In 2021 this was followed by Unit4 ARCP (17 respondents, 15%) and a bespoke/in-house system (13 respondents, 11.6%), 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	2021
In-House	33	27	34	34
Windows Azure Service Bus	7	7	7	13
Microsoft BizTalk Server	12	12	7	12
Mule ESB	2	1	4	4
SAP Process Integration	2	1	0	3
Oracle Enterprise Service Bus	3	3	1	2
Talend enterprise ESB	0	1	1	2
webMethods enterprise service bus (acquired by Software AG)	1	0	1	1
IBM WebSphere Message Broker Integration Bus	0	0	1	0
Other	24	30	26	24
Total respondents	84	82	82	87

Table 19: Enterprise Service Bus (ESB) 2018-2021

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Enterprise Service Bus (ESB)

Figure 19: Trends in the 4 most popular Enterprise Service Bus (ESB) of 2021
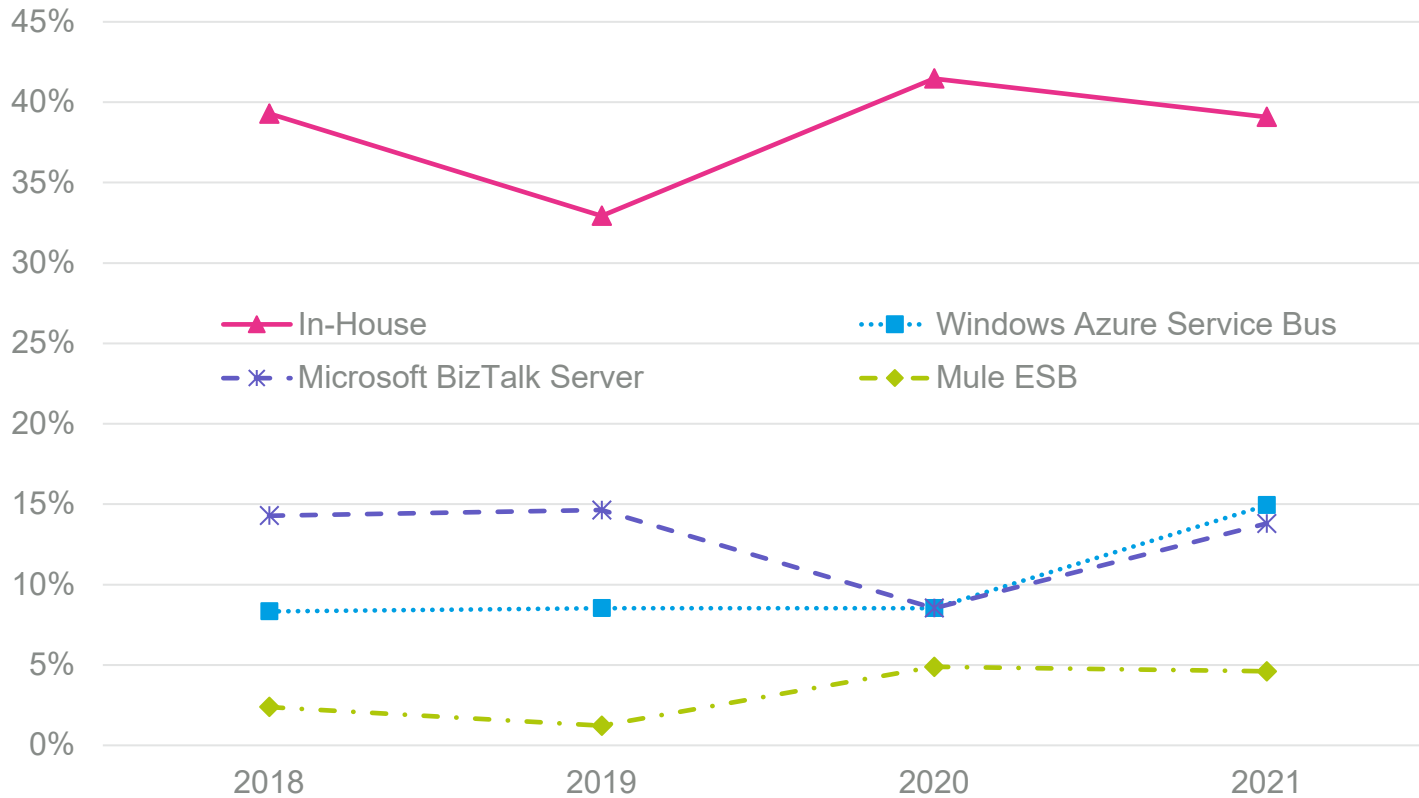
Table 19 *(page 46)* illustrates that the top three individual enterprise service bus (ESB) systems have been unchanged over the three-year period that data are available, with Figure 19 highlighting that an in-house system has been the most popular in each year since 2018 and was used at 34 responding institutions (39%) in 2021.

Microsoft Biz Talker has increased in popularity in the most recent year (12 respondents, 13.8%), so that it is on a similar level to that recorded in 2019. Windows Azure Service Bus has also increased slightly in popularity in 2021 (13 respondents, 14.9%) so that it was the second most popular ESB. Mule ESB was the fourth most popular system in 2021 although it was the core system at just four responding institutions (4.6%).

It should also be noted that only 87 of the 121 respondents to the 2021 survey completed this question and, with 'none' not an option, several respondents selected 'other' and noted that they did not use a core ESB, and this will have an impact on the proportions for this question.

Data Warehouse

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

Table 20: Data Warehouse Systems 2018-2021

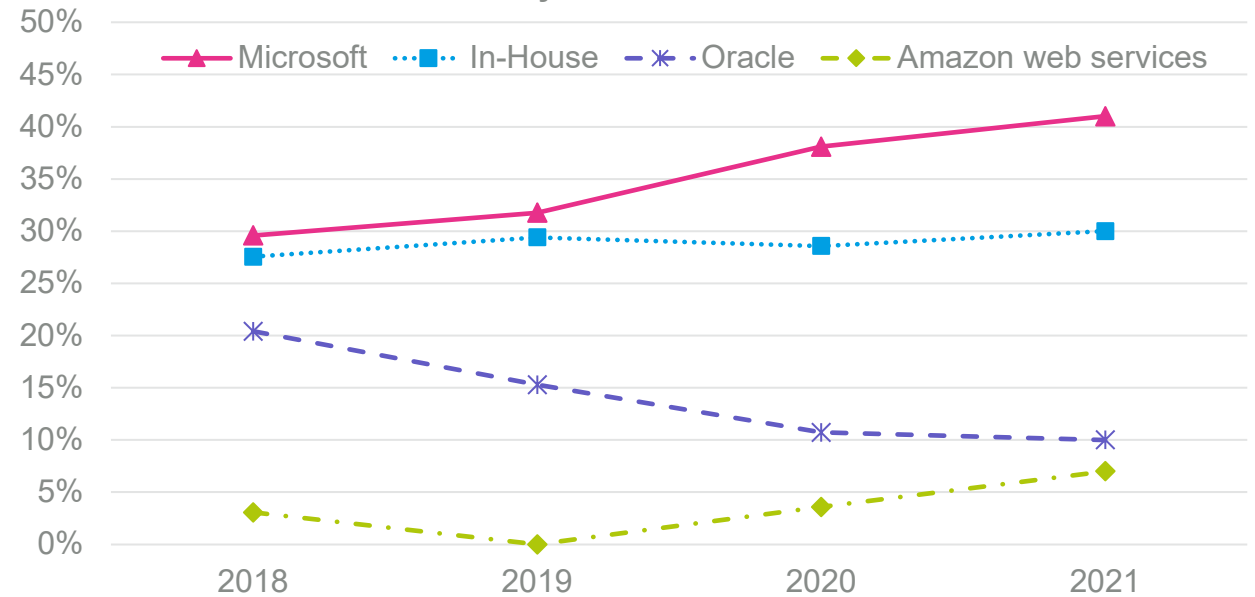Figure 20: Trends in the 4 most popular Data Warehouse Systems of 2021

Figure 20 highlights that Microsoft has been the most popular data warehouse system in the four years that data are available, with an increase in 2021 so that it was the core system at 41 responding institutions (41%). An in-house system has been the second most popular system throughout the three-year period and has been used at more than one-quarter of responding institutions in each year, with 30 respondents (30%) indicating this was the case in 2021. This was followed by Oracle, despite a steady decrease since 2018 – from being a core system at 20 responding institutions (20%) to being used at ten responding institutions (10.0%) in 2021. When we consider the 90 institutions responding in both 2018 and 2021, we see that 16 reported using Oracle in 2018, compared to nine in 2021.

Accommodation and/or conferencing event systems

Table 21: Accommodation Systems 2018-2021

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

Figure 21: Trends in the 4 most popular Accommodation Systems of 2021
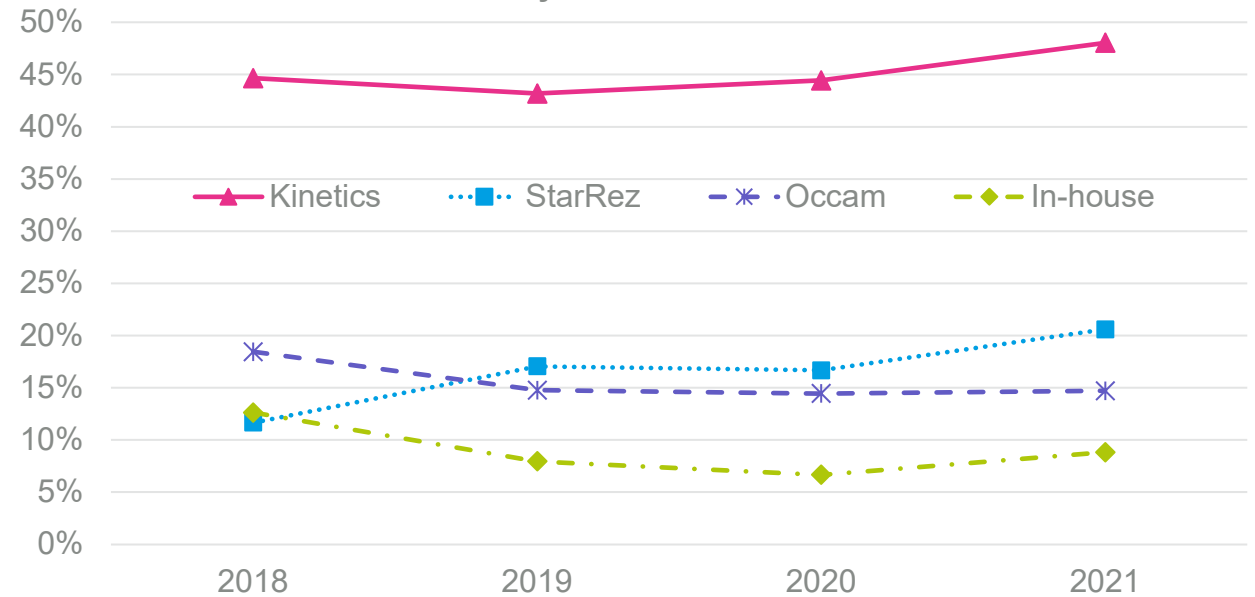
Figure 21 highlights that there has been little change in the top four accommodation and/or conferencing event systems over the three-year period that data are available. Kinetics has been the most popular since 2018 and has been a core system at more than 40% of responding institutions in each year. In 2021, Kinetics was a core system at 49 responding institutions (48%), followed by StarRez (21 respondents, 21%), Occam (15 respondents, 14.7%) and an in-house system (9 respondents, 8.8%). It is worth noting that 'none' was not an option for this question and this will have an impact on the proportions of respondents for the individual systems.
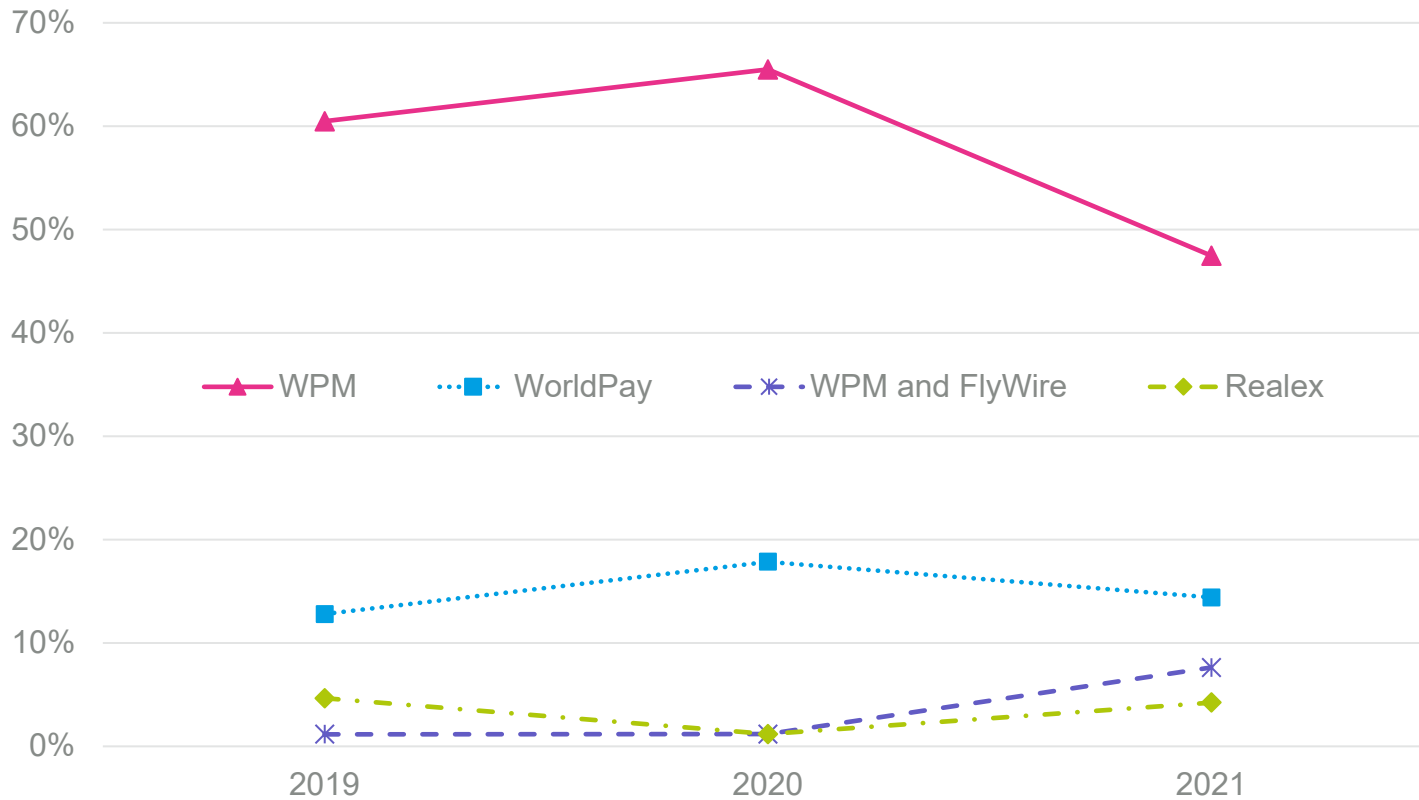
Payment Gateway Services

	2019	2020	2021
WPM	52	55	56
WorldPay	11	15	17
WPM and FlyWire	1	1	9
Realex	4	1	5
GlobalPay	4	3	5
Pay360	3	3	4
Barclays (BACS) + Worldpay (Card payments)	0	1	4
WPM and Western Union	1	1	4
Secure Trading	2	1	2
STRIPE	1	1	2
FlyWire	0	2	1
SagePay	0	1	1
Webpay	1	1	1
PayGate	2	1	0
Thawte	0	1	0
Verifone	1	2	0
Various	3	1	9
Other	5	1	5
Prefer not to say	0	1	13
Total respondents	85	84	118

Table 22: Payment Gateway Services 2019-2021

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Figure 22: Trends in the 4 most popular Payment Gateway Services of 2021

For the first time this year information on payment gateway services was no longer free text and the groupings allow comparisons to be made with the two previous years that data are available. Any changes between years should be treated with caution, however, due to the change in format for this question. Please note that for payment gateway services all years include any instance when multiple systems have been noted.

WPM was the most popular service in each of the three years *(Figure 22)*, despite a decrease in the most recent year when it was the payment gateway service at 56 responding institutions (47%). Additionally, nine respondents (7.6%) reported using WPM and FlyWire *(Figure 22)* in 2021 and four respondents (3.4%) reported using WPM and Western Union. Overall, 17 respondents (14.4%) reported using WorldPay in 2021, while Realex was the fourth most popular payment gateway service (5 respondents, 4.2%).
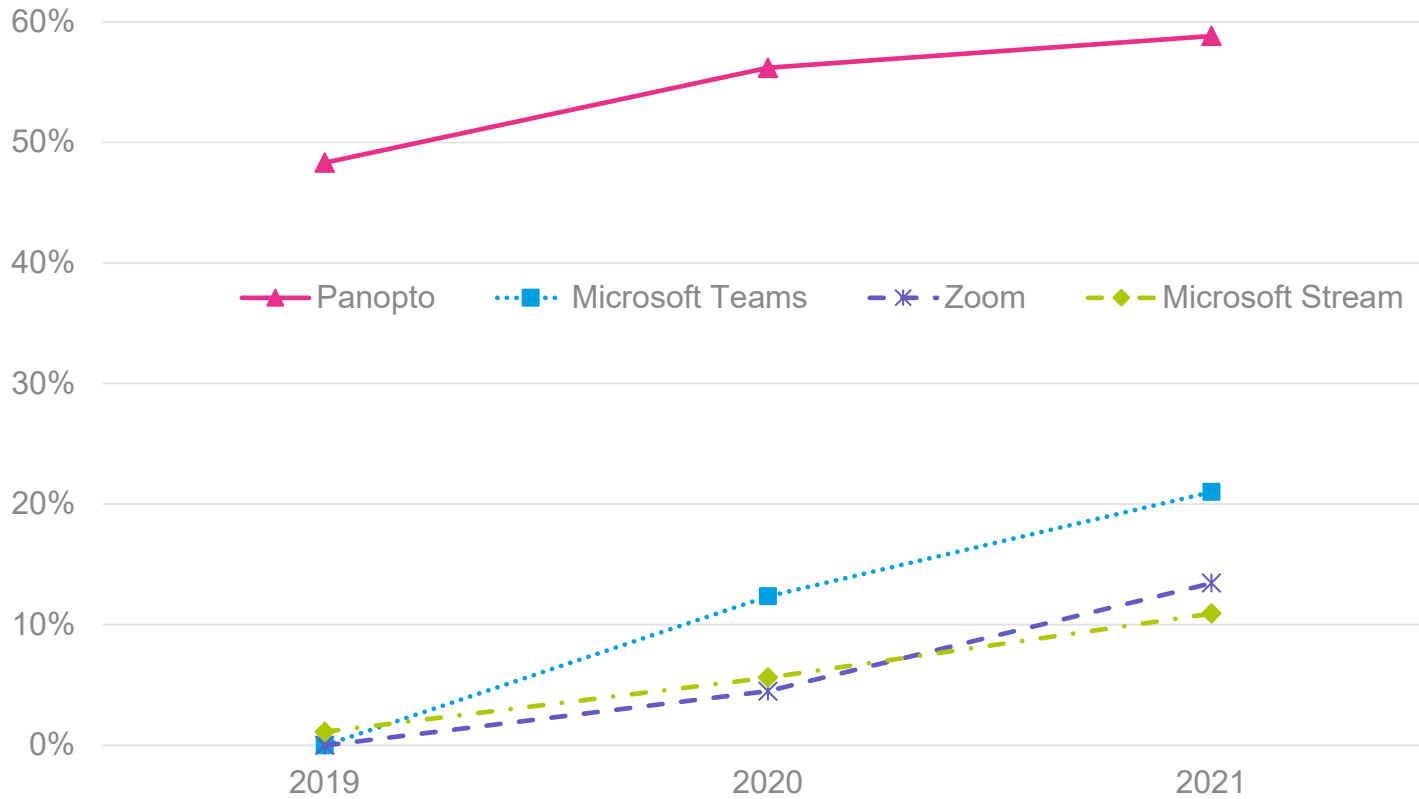
Lecture Capture Services

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

Table 23: Lecture Capture Services 2019-2021

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Lecture Capture Services

Figure 23: Trends in the 4 most popular Lecture Capture Services of 2021

For the first time this year information on lecture capture services was no longer free text and the groupings allow comparisons to be made with the two previous years that data are available. Any changes between years should be treated with caution, however, due to the change in format for this question. Please note that for lecture capture services all years include any instance when multiple systems have been noted.

Figure 23 highlights that the top four systems have all increased in popularity since 2019, which is possibly as a result of the shift to virtual learning during the COVID-19 pandemic. Panopto was the most popular system over the three-year period and has been a core service at more than 45% of responding institutions in each year. In 2021, Panopto was a core lecture capture service at 70 responding institutions (59%), followed, someway behind, by Microsoft Teams (25 respondents, 21%), Zoom (16 respondents, 13.4%) and Microsoft Stream (13 respondents, 10.9%).

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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;

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HR (continued)	Systems included
Bond HR	Bond; Bond HR Professional; Bond International; Bond Personnel Professional; Professional Personnel; Professional Personnel (Bond HR);
Ciphr - Compel	Ciphr; Ciphr (Compel); Compel; Compel CIPHR; Computers in Personnel - CIPHR; Cyphr;
Core HR	Core;
Frontier - Chris 21	Chris 3; Chris 21;
Jane HR and Payroll	Jane Systems;
Midland HR/iTrent	Midland HR; Midland iTrent; Midland;
NorthgateArinso	Northgate; PSEnterprise; PSE; ResourceLink;

Payroll	Systems included
Accero Cyborg	Cyborg; Hewitt Cyborg;
Agresso/Unit4	Agresso; Agresso QL Personnel (QLP); Unit 4 - Agresso; Unit 4 - QLP; Unit4 Business World;
Bureau Service	Bureau;
Ceredian/Centrefile	Centrefile; Ceredian; Ceredian Source; Managed Service by Ceredian; Source;

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

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

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

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

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Appendix A Systems

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; ESS UNIT-e;
Infosilem - TPH	Infosilem; TPH (supplier Infosilem);
Scientia	Scientia Syllabus Plus, Scientia; Syllabus Plus (Scientia);
Tribal	Tribal (SITS);
None	n/a; No system;

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Appendix A Systems

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

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

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Appendix A Systems

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

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

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

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Appendix A Systems

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

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

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

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Appendix B 'Other' systems used

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

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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	Alfreso; Alterian CMS; Campus EAI; Elgg; Empresa e-ST; Google; Interact Intranet; JADU; Jboss; Kaleidoscope;Sitecore; T4;
IT Service Management Systems	Easy Vista; Fresh Service; Freshworks; HP Service Manager; Infra; ITBM; JIRA; Microsoft Sharepoint; OneorZero; PCDuo; 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; Teams; Therefore; Tokopen; Wisdom; Worksite;
Curriculum Management	Advance ProResource; CourseLoop; ESS UNIT-e; LiftUpp; MS Excel; Not known; SAP; Scientia; Syllabus Plus;
Student Evaluation of Teaching Software	CourseEval; Empresa e-ST; Explorance Blue; Loop; Markclass; Questionmark Perception; QDP; SiMon;
CRIS	Ideate; InfoEd; myProjects my impact; Not known; Research Administrator; Symplectic; Various; VeryConnect;
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; Google BigQuery; None; Priava Cloud; SAP Business Warehouse; RezLynx; roomMaster; Salesforce; SQL; Wherescape Red; Various;
Accommodation and/or conferencing event systems	Bespoke; Cvent; Hallpad; Hotec; None; RMS; StudentPad; Various;

Appendix B 'Other' systems used

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

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