Results of the survey of the ZKI working group Strategy and Organization on software solutions at universities 2021

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Introduction

At present, the ZKI does not yet have an overview of which software solutions are used how frequently at the member institutions. The aim of this survey is therefore to gain a better picture of the solutions in use and to create a helpful means of comparison for many institutions by querying particularly central systems.

The survey was answered by 89 universities. Up to 83 responses were given for the individual categories of software solutions. Participation in the survey was possible from 20.4.2021 to 21.5.2021.

The survey asked about the following categories:

- Backup Software
- Campus Management Systems - CaMS
- Content Management Systems - CMS
- Chat / Instant Messaging Solutions - IM
- Document Management Systems - DMS
- Research Information System - FIS
- Calendar
- Learning Management Systems - LMS
- Mail
- Private Cloud / VM Management
- Project Management Software
- Resource Management Systems
- Sync-n-Share solutions
- Ticket / Incident Management Systems
- Video management systems
- Video conferencing solutions
- Knowledge Management Solutions

For each category, the following questions were asked:

- Which solution do you use?
- Is the system commercial, open source, homegrown, or hybrid?
- How do you operate the system? Internally, externally or mixed?
- How satisfied are you with the solution? (Scale from 1 - very dissatisfied to 10 - very satisfied)
- What comments do you have?

In addition, the survey asked about type of institution of higher education, state, and number of students at the institution.

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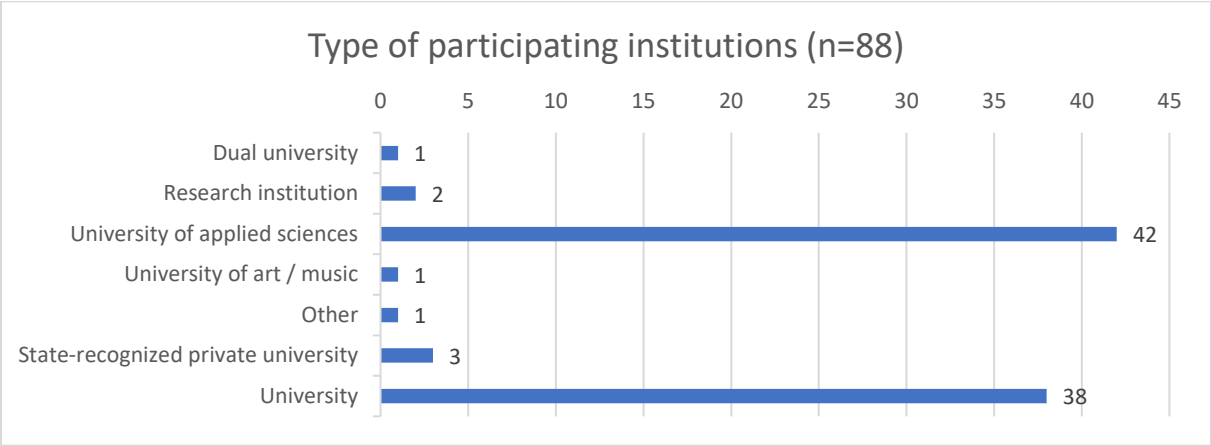
Summary

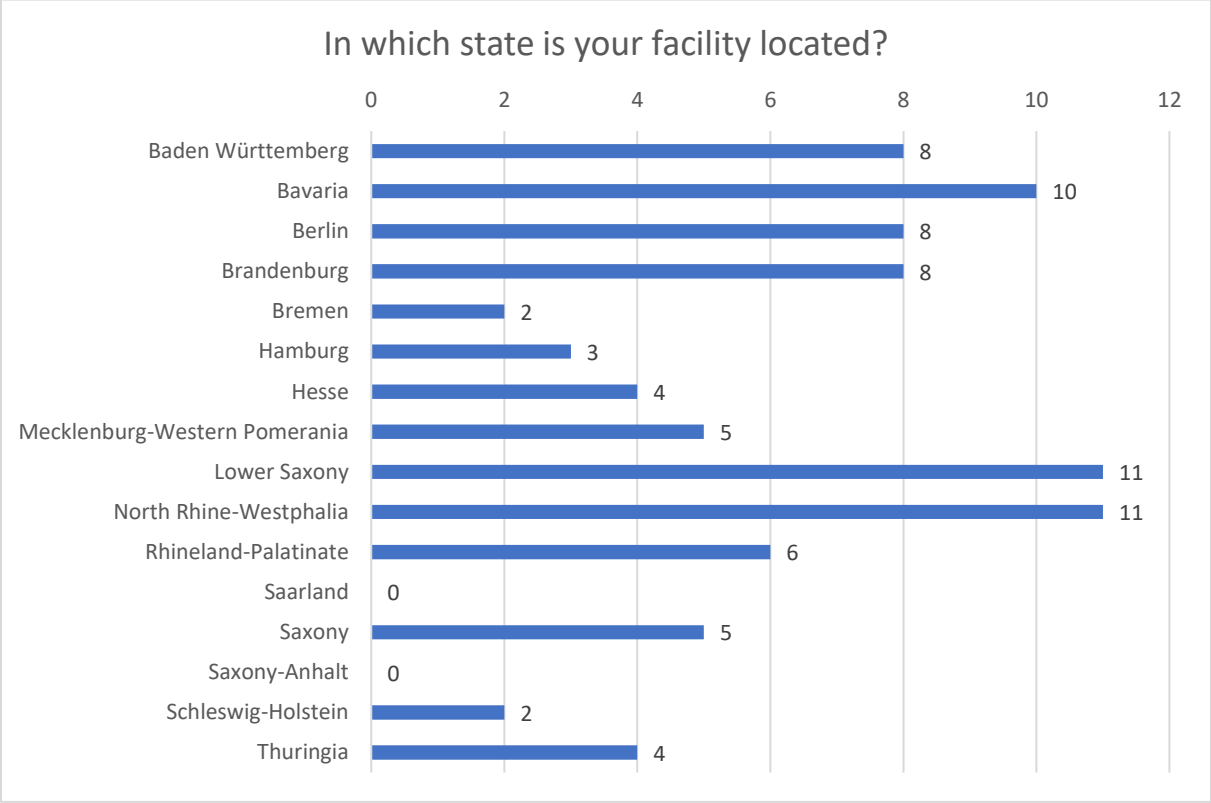
The data for the individual categories varies widely. Some categories are significantly characterized by open source solutions, while other categories are almost exclusively represented by commercial solutions. Clear differences can be identified between larger and smaller institutions. Smaller institutions show greater diversity in the solutions used across all categories. Similar, but not quite as pronounced, are corresponding differences between universities and universities of applied sciences. The diversity of solutions at HAWs is slightly higher.

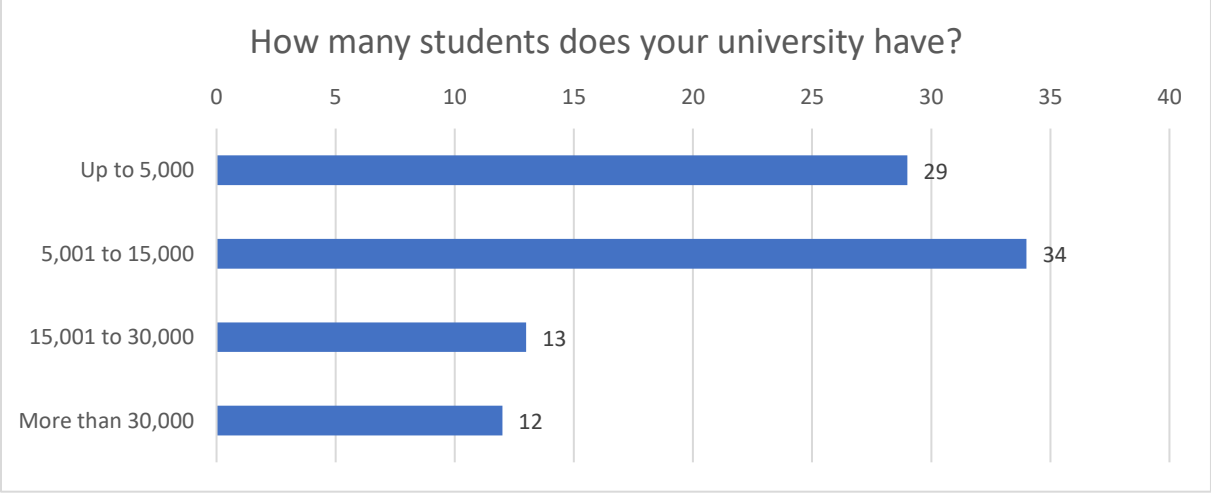
The following chart shows the top solutions for each category - open source solutions are marked in green and commercial solutions in blue.

Category	Place 1	Quantity	Place 2	Quantity	Place 3	Quantity
Backup	Veeam	23	IBM Spectrum Protect	21	Dell EMC Networker	5
Campus Management System	HISinOne	41	HIS GX	21	CampusNet	8
Content Management System	Typo3	45	Plone	6	Imperia	5
Document Management System	Codia d.3	27	Lib-IT Filero	4	ELO Digital Office	3
Research Information System	HIS	10	HISinOne-RES	7	Clarivate Converis	4
Incident Management	OTRS	30	KIX Professional	7	Zammad	6
Instant messaging	Microsoft Teams	12	RocketChat	11	Matrix	8
Calendar	Microsoft Exchange	52	SOGo	5	Microfocus Groupwise	4
Learning management system	Moodle	37	Ilias	13	Stud.IP	9
Mail	Microsoft Exchange	50	Dovecot	9	GroupWise	2
Project Management	GitLab	24	Jira	7	OpenProject	6
Resource Management	SAP	21	HIS	20	Make	9
Sync-n-Share	NextCloud	33	OwnCloud	12	PowerFolder	11
Video conferencing	BigBlueButton	31	Zoom	29	Cisco WebEx	9
Video Management	OpenCast	25	Panopto	10	Vimp	7
Private Cloud / VM Management	VMWare	55	Proxmox	4	Microsoft Hyper-V	3
Knowledge Management	Confluence	16	Microsoft SharePoint	12	Mediawiki	9

Details of the participating facilities

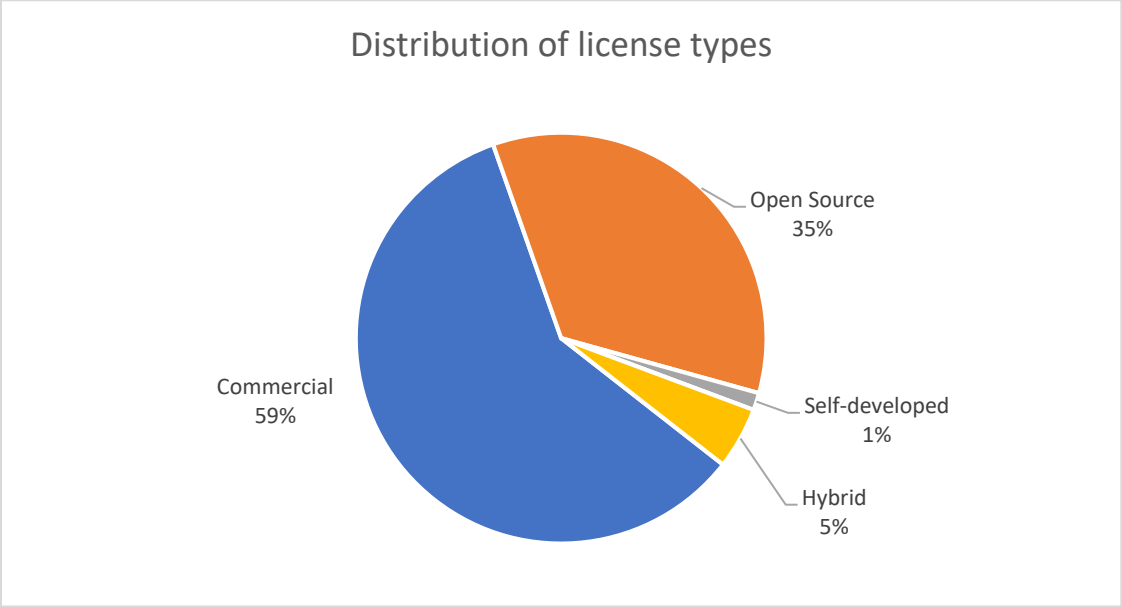




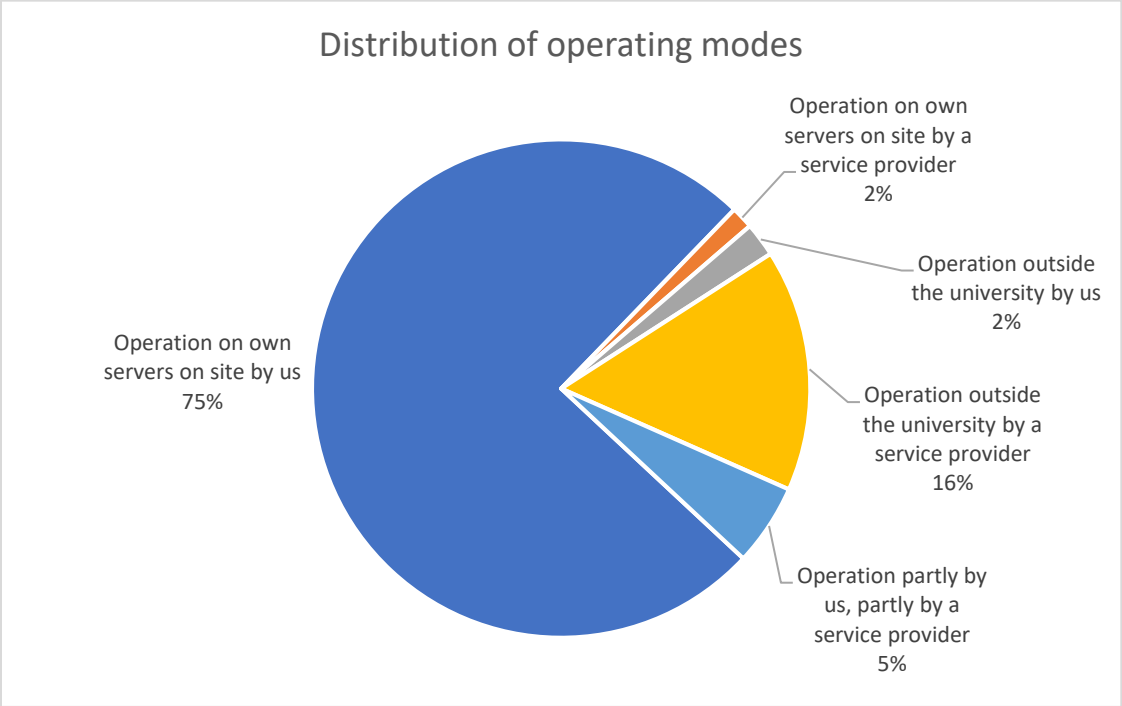


Comprehensive evaluations

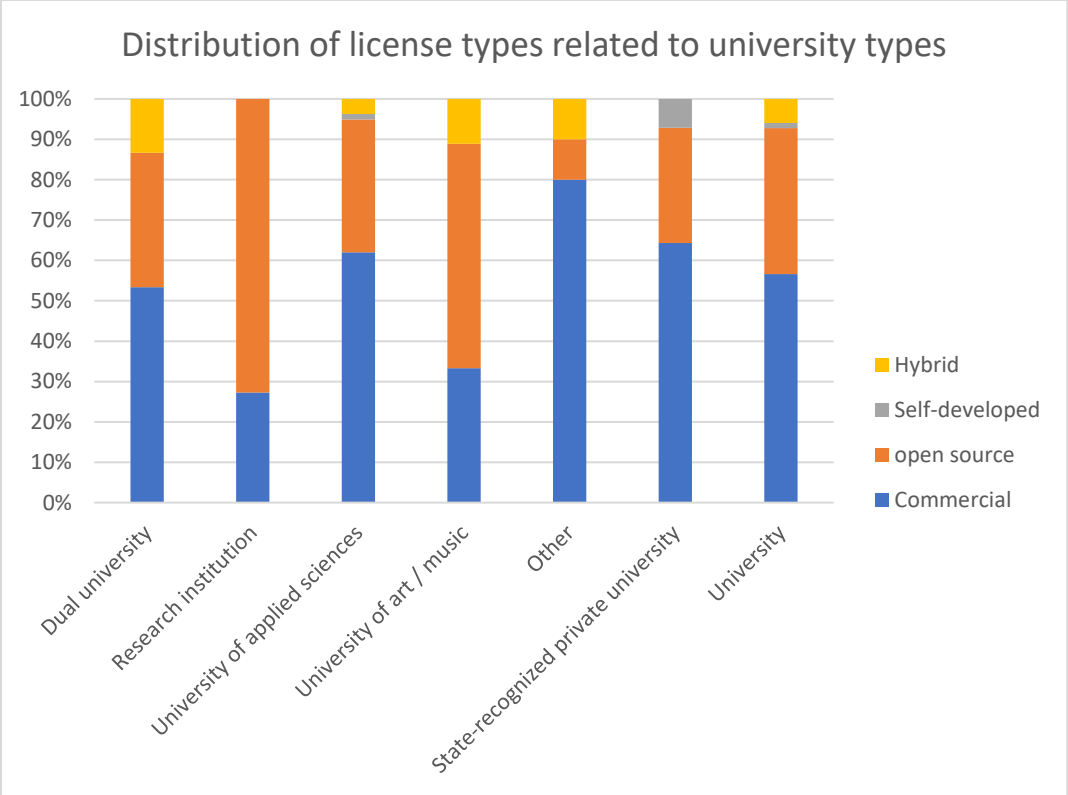
The license types are distributed across all categories as follows:



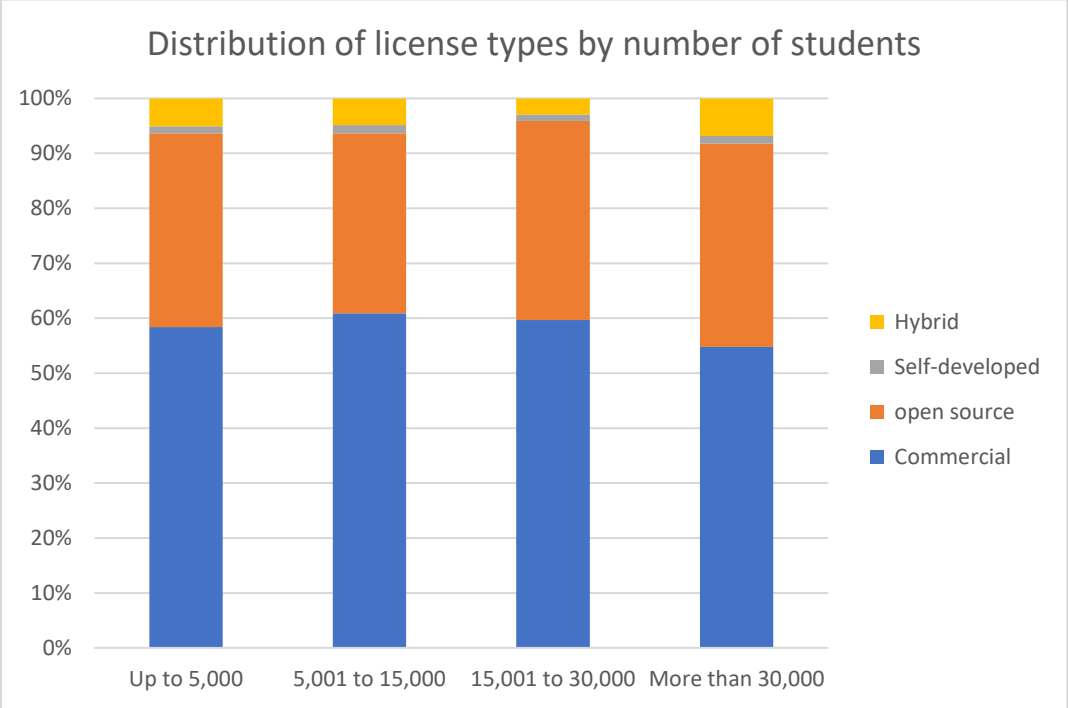
For operating models, the distribution across all categories is as follows:



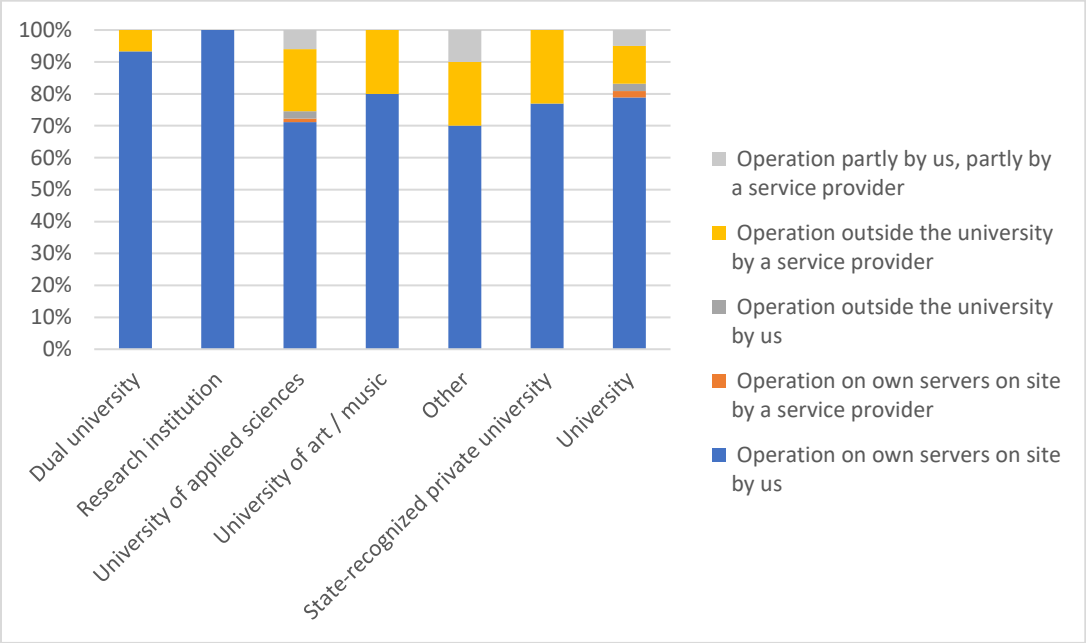
By type of university, the distribution of license types across all categories is as follows:



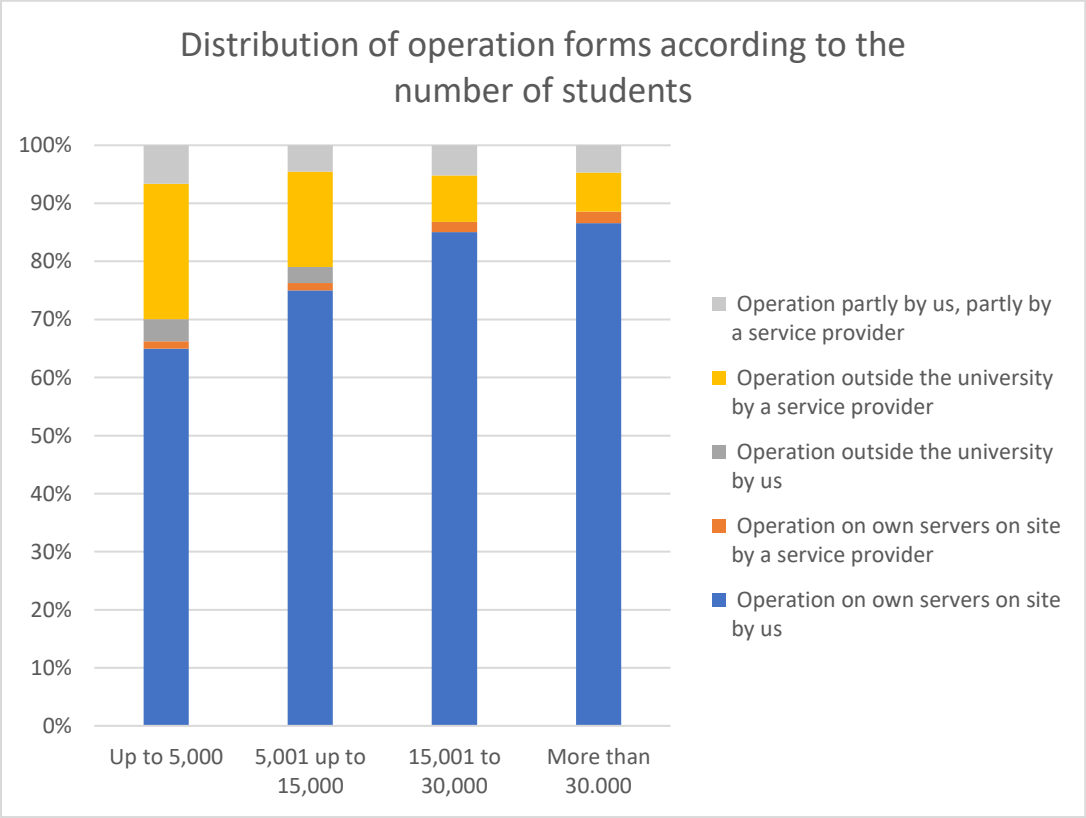
Across all categories, license types by number of students are distributed as follows:



The following chart shows the distribution of operating modes across all categories by type of university:

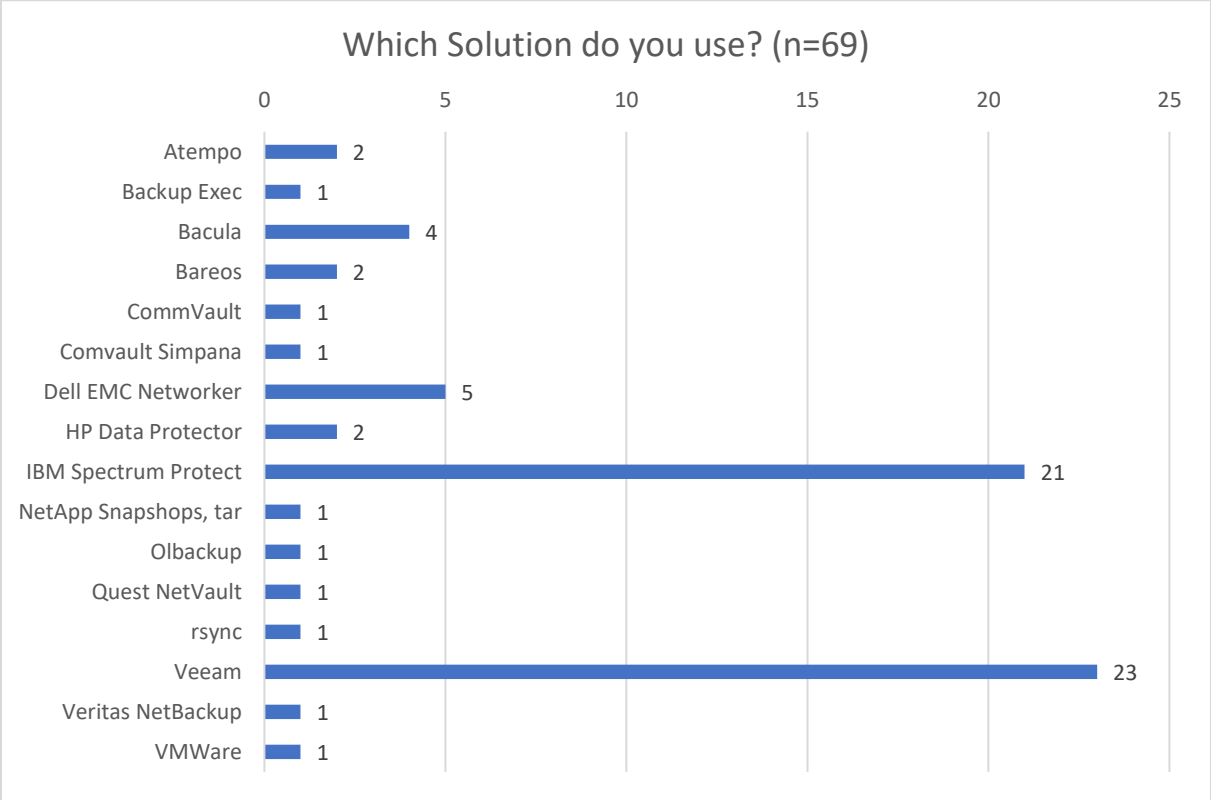


The distribution of operating modes across all categories by number of students is shown in the following chart:



Backup

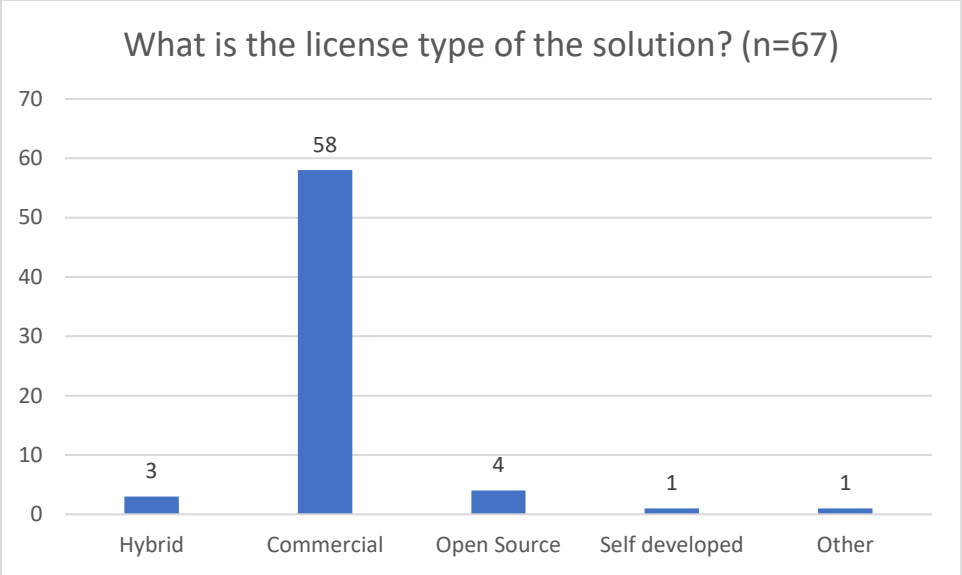
The mentions are:



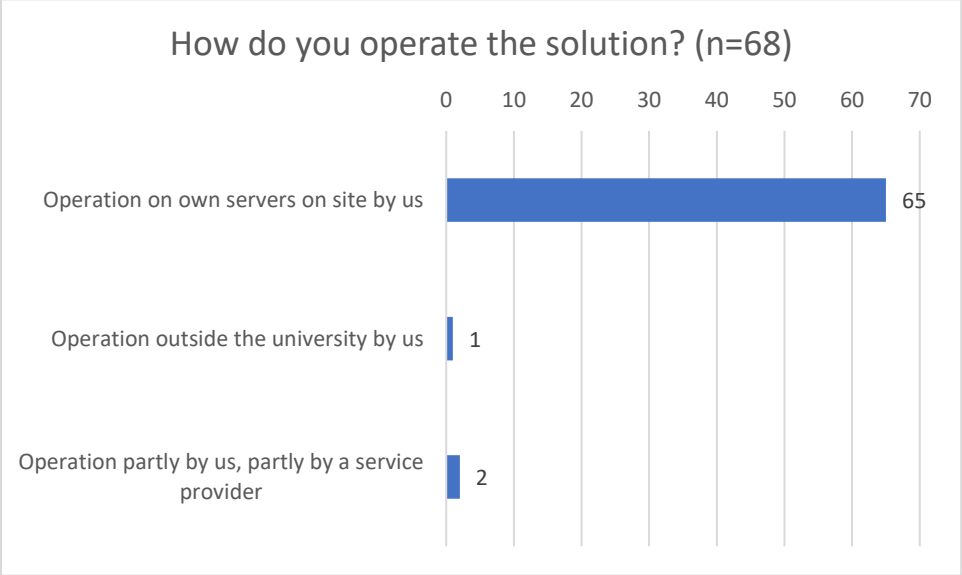
The satisfaction ratings are distributed as follows

A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

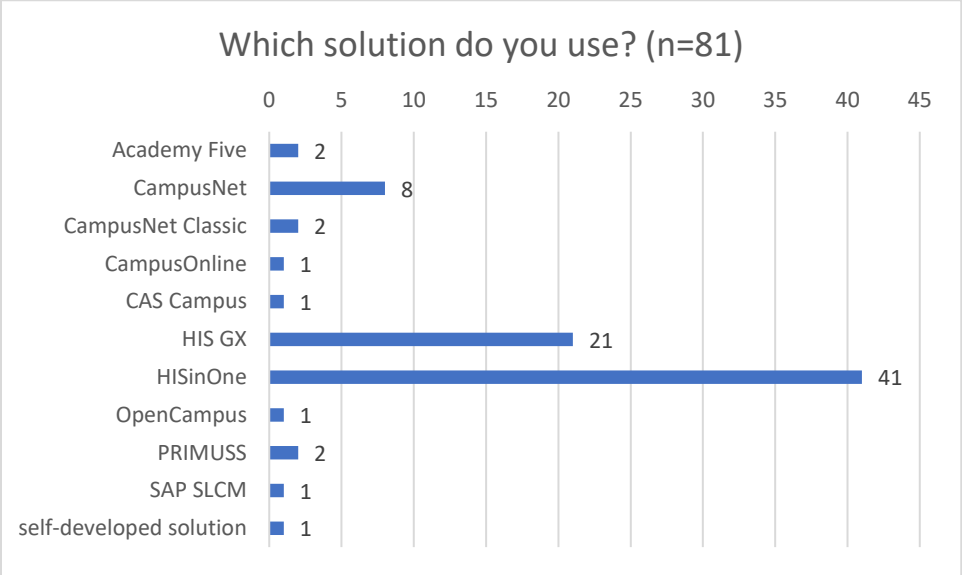
Anzahl Studierende	Nennungen
Bis zu 5.000	**22**
Backup Exec	1
Bacula	1
Bareos	1
Dell EMC-Networker	2
IBM Spectrum Protect	6
NetApp Snapshops, tar	1
Veeam	9
Veritas NetBackup	1
5.001 bis 15.000	**25**
Bacula	1
Bareos	1
CommVault	1
Comvault Simpana	1
Dell EMC-Networker	3
HP Data Protector	2
IBM Spectrum Protect	3
Quest NetVault	1
rsync	1
Veeam	10
VMWare	1
15.001 bis 30.000	**11**
Bacula	1
IBM Spectrum Protect	7
Olbackup	1
Veeam	2
Mehr als 30.000	**10**
Atempo	2
Bacula	1
IBM Spectrum Protect	5
Veeam	2
Gesamtergebnis	**68**

The following chart groups the deployed solutions by university type:

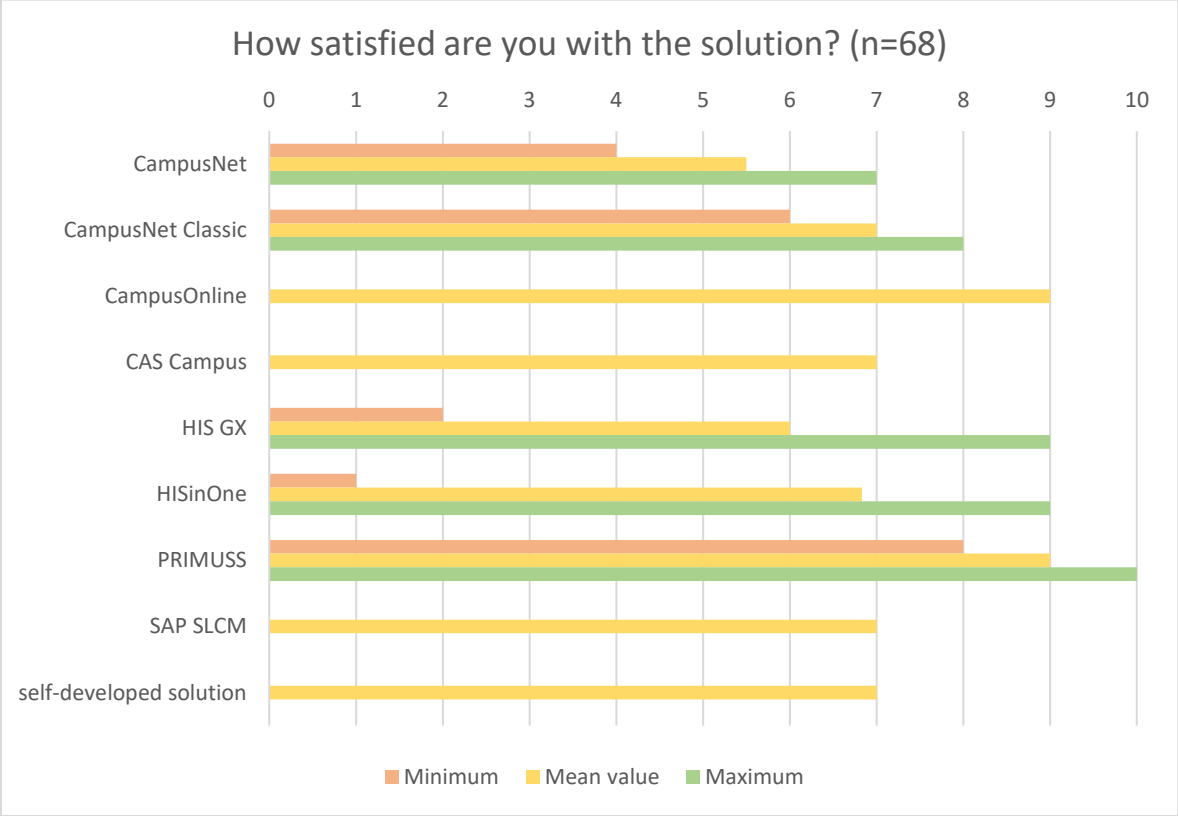
Hochschultyp	Nennungen
Duale Hochschule	**1**
Veeam	1
Forschungseinrichtung	**1**
IBM Spectrum Protect	1
Hochschule für angewandte Wissenschaften	**32**
Backup Exec	1
Bacula	2
Bareos	1
Comvault Simpana	1
Dell EMC-Networker	3
HP Data Protector	2
IBM Spectrum Protect	4
Veeam	16
Veritas NetBackup	1
VMWare	1
Kunst- / Musik-Hochschule	**1**
Bareos	1
Sonstiges	**1**
NetApp Snapshops, tar	1
Staatlich anerkannte private Hochschule	**1**
Veeam	1
Universität	**31**
Atempo	2
Bacula	2
CommVault	1
Dell EMC-Networker	2
IBM Spectrum Protect	16
Olbackup	1
Quest NetVault	1
rsync	1
Veeam	5
Gesamtergebnis	**68**

CaMS - Campus Management System

The mentions are:



The satisfaction ratings are distributed as follows



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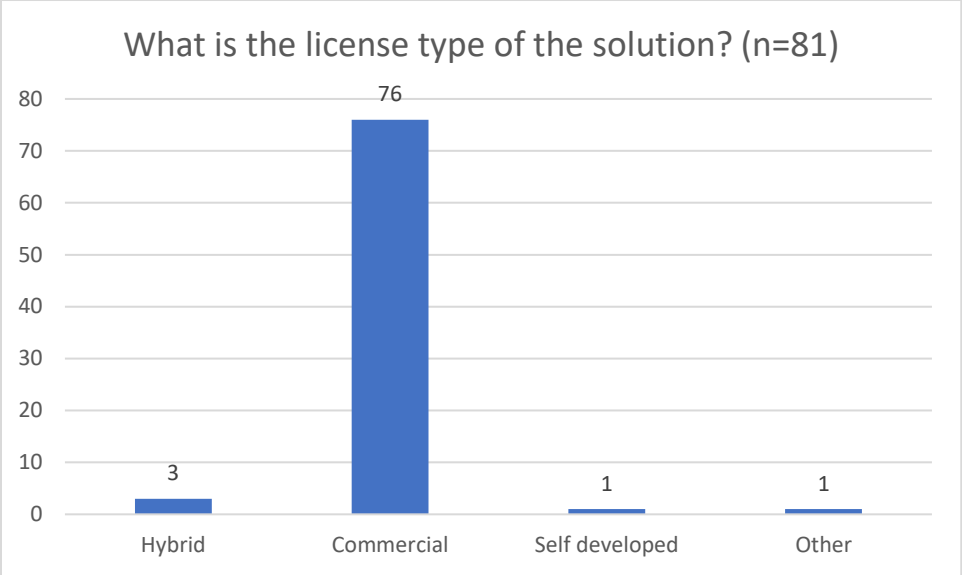

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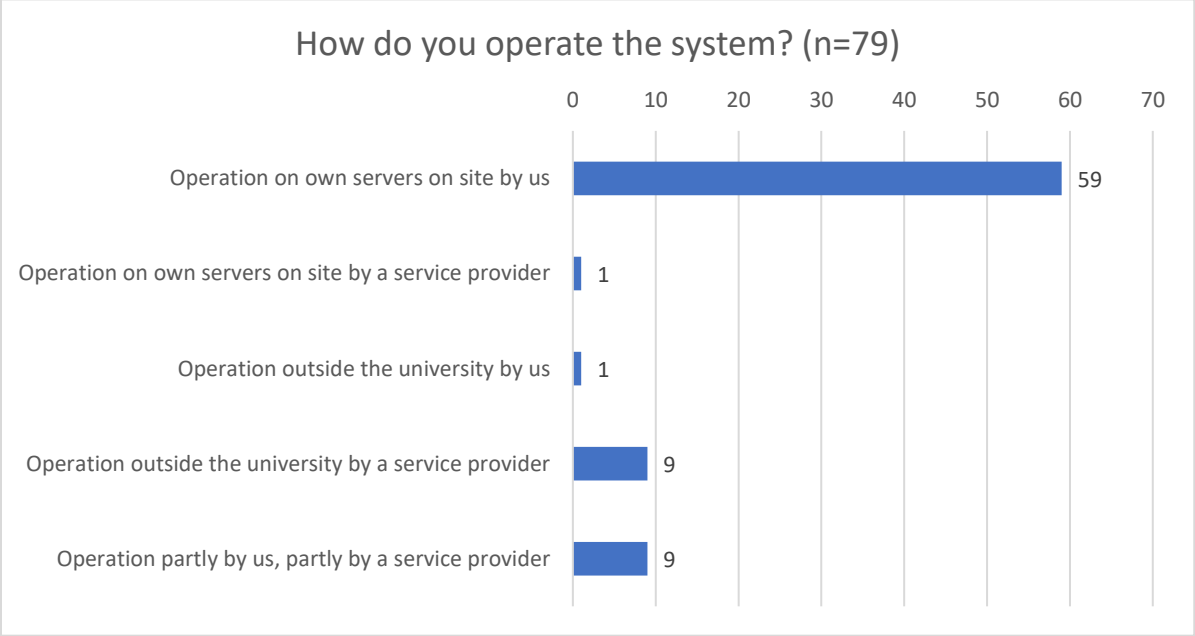


The following table shows the solutions used grouped by facility size:

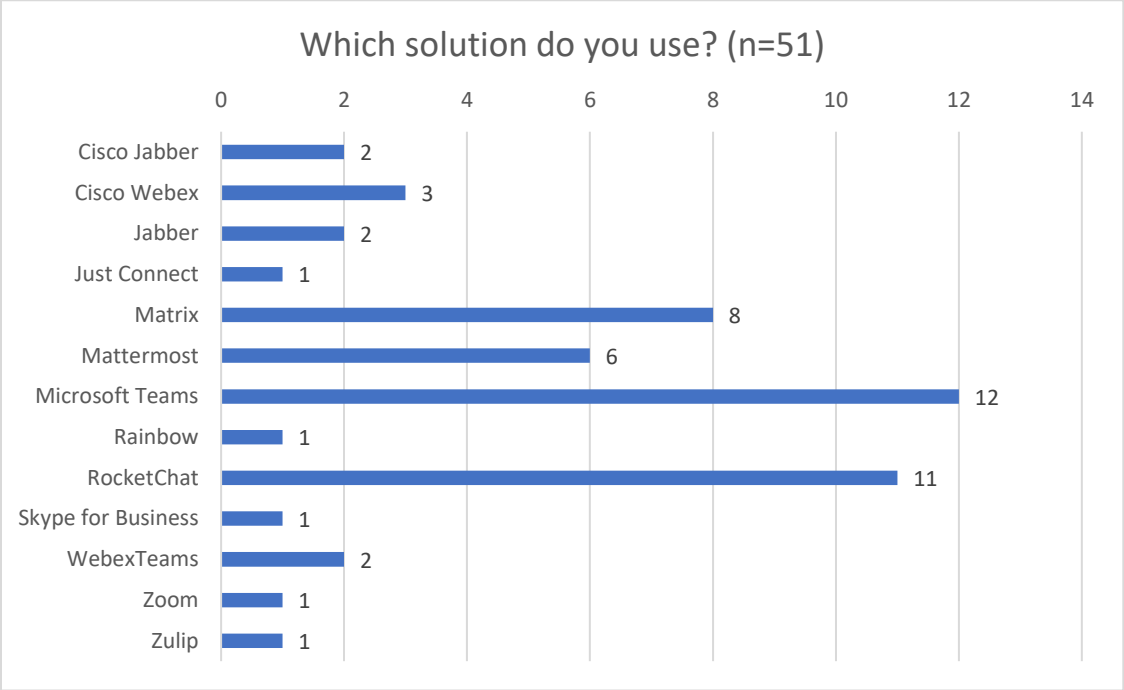
Anzahl Studierende	Nennungen
Bis zu 5.000	**26**
CampusNet	2
CampusNet Classic	2
CAS Campus	1
HIS GX	6
HISinOne	12
PRIMUSS	2
selbst entwickelte Lösung	1
5.001 bis 15.000	**31**
Academy Five	2
CampusNet	3
HIS GX	7
HISinOne	18
OpenCampus	1
15.001 bis 30.000	**13**
CampusNet	2
HIS GX	3
HISinOne	8
Mehr als 30.000	**11**
CampusNet	1
CampusOnline	1
HIS GX	5
HISinOne	3
SAP SLCM	1
Gesamtergebnis	**81**

The following chart groups the deployed solutions by university type:

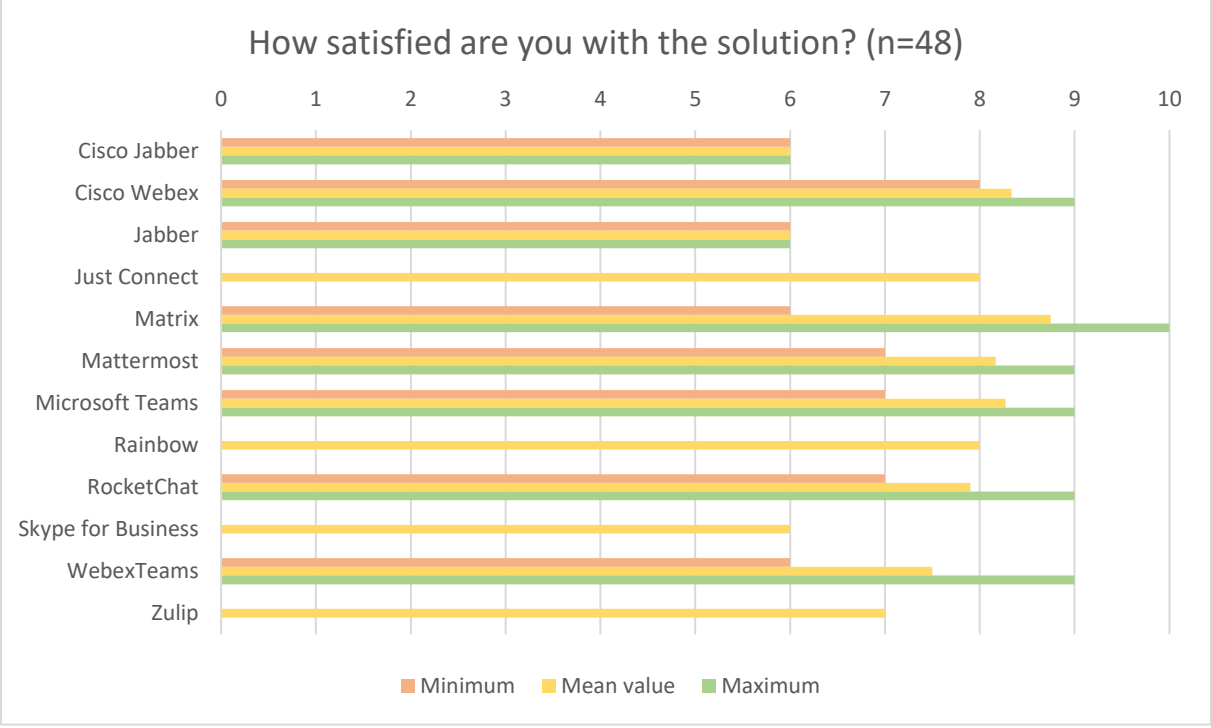
Hochschultyp	Nennungen
Duale Hochschule	**1**
CampusNet	1
Hochschule für angewandte Wissenschaften	**42**
Academy Five	2
CampusNet	3
CampusNet Classic	2
HIS GX	9
HISinOne	24
PRIMUSS	2
Kunst- / Musik-Hochschule	**1**
HISinOne	1
Staatlich anerkannte private Hochschule	**3**
CampusNet	1
CAS Campus	1
selbst entwickelte Lösung	1
Universität	**34**
CampusNet	3
CampusOnline	1
HIS GX	12
HISinOne	16
OpenCampus	1
SAP SLCM	1
Gesamtergebnis	**81**

Chat / Instant Messaging

The mentions are:



The satisfaction ratings are distributed as follows



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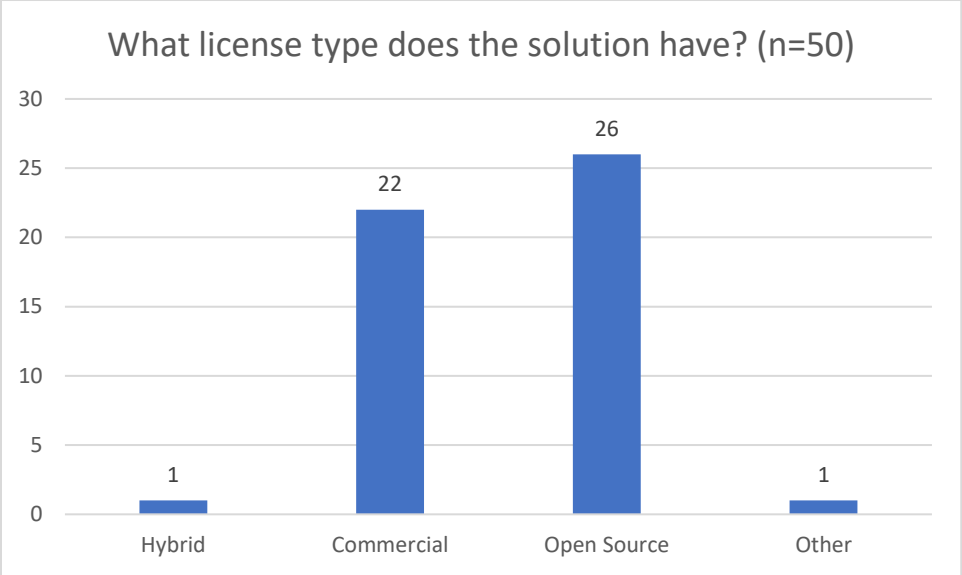

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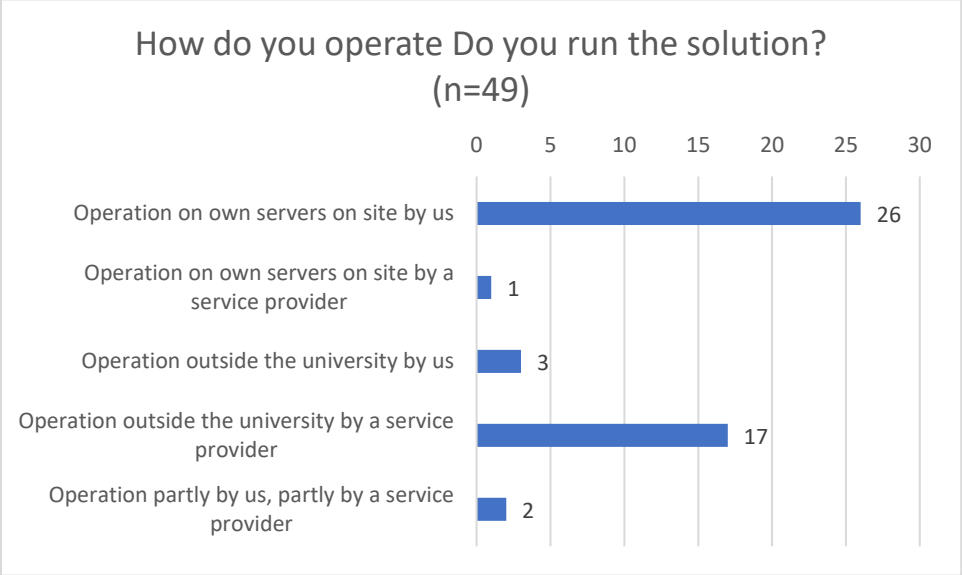


The following table shows the solutions used grouped by facility size:

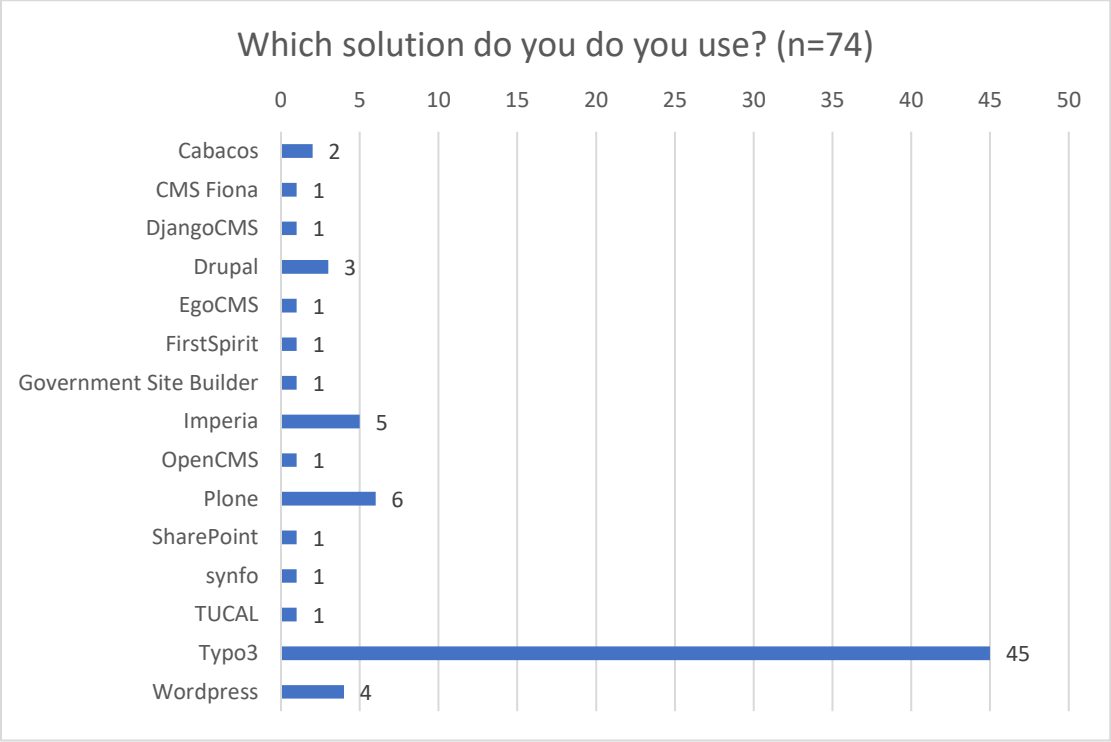
Anzahl Studierende	Nennungen
Bis zu 5.000	**15**
Matrix	2
Mattermost	2
Microsoft Teams	6
RocketChat	4
WebexTeams	1
5.001 bis 15.000	**20**
Cisco Jabber	1
Cisco Webex	2
Just Connect	1
Matrix	3
Mattermost	1
Microsoft Teams	5
RocketChat	5
Skype for Business	1
WebexTeams	1
15.001 bis 30.000	**9**
Cisco Jabber	1
Jabber	2
Matrix	1
Mattermost	2
Rainbow	1
RocketChat	1
Zoom	1
Mehr als 30.000	**7**
Cisco Webex	1
Matrix	2
Mattermost	1
Microsoft Teams	1
RocketChat	1
Zulip	1
Gesamtergebnis	**51**

The following chart groups the deployed solutions by university type:

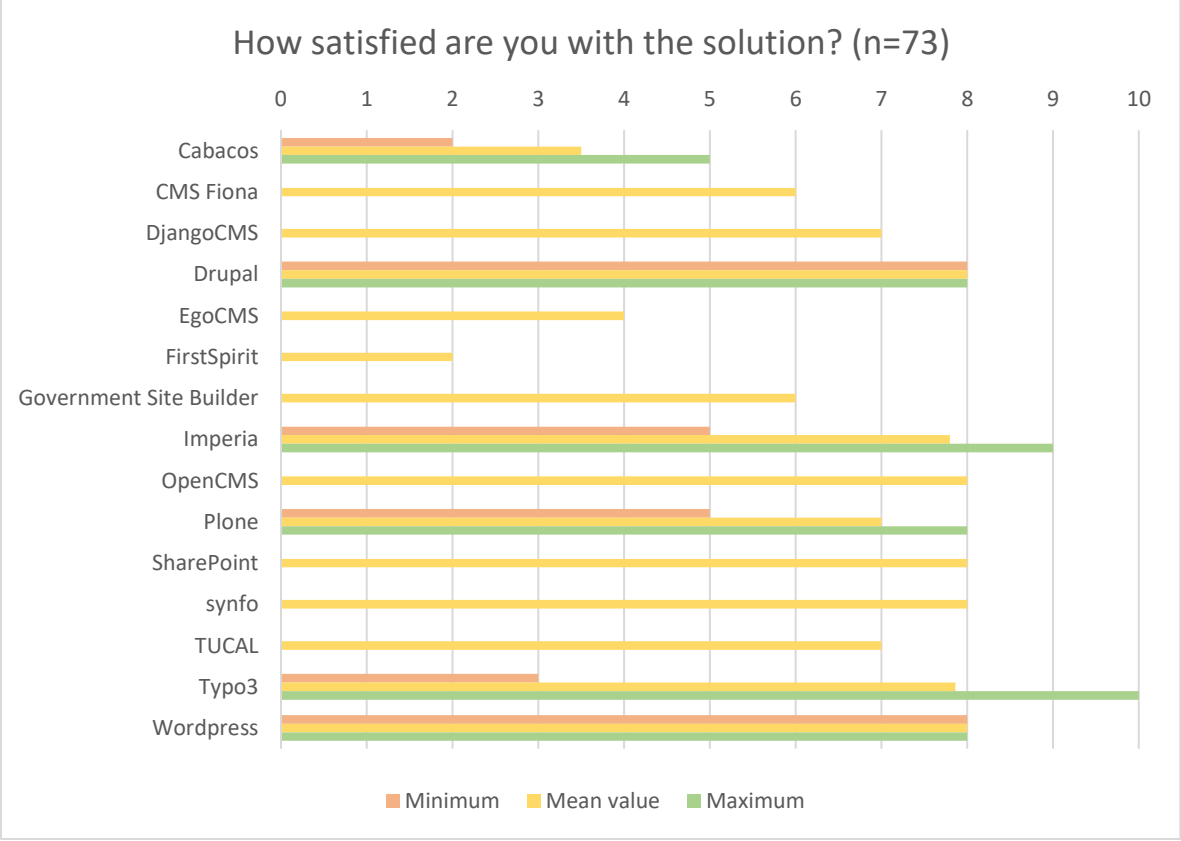
Hochschultyp	Nennungen
Forschungseinrichtung	**1**
Mattermost	1
Hochschule für angewandte Wissenschaften	**25**
Cisco Jabber	2
Cisco Webex	2
Just Connect	1
Matrix	4
Mattermost	1
Microsoft Teams	8
RocketChat	4
Skype for Business	1
WebexTeams	2
Staatlich anerkannte private Hochschule	**1**
Microsoft Teams	1
Universität	**24**
Cisco Webex	1
Jabber	2
Matrix	4
Mattermost	4
Microsoft Teams	3
Rainbow	1
RocketChat	7
Zoom	1
Zulip	1
Gesamtergebnis	**51**

CMS - Content Management System

The mentions are:



The satisfaction ratings are distributed as follows



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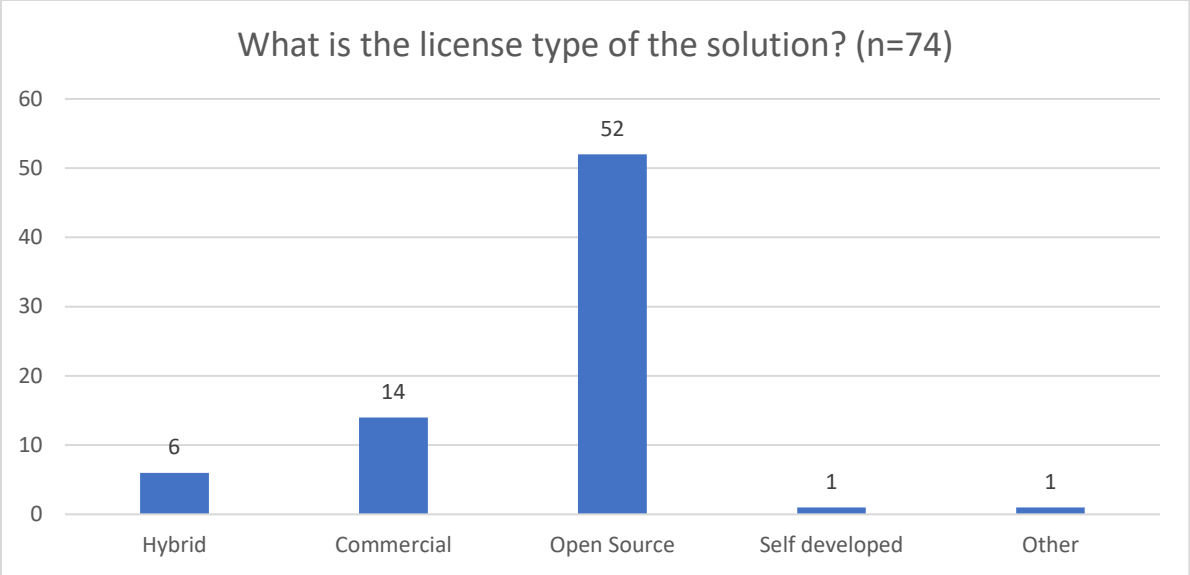
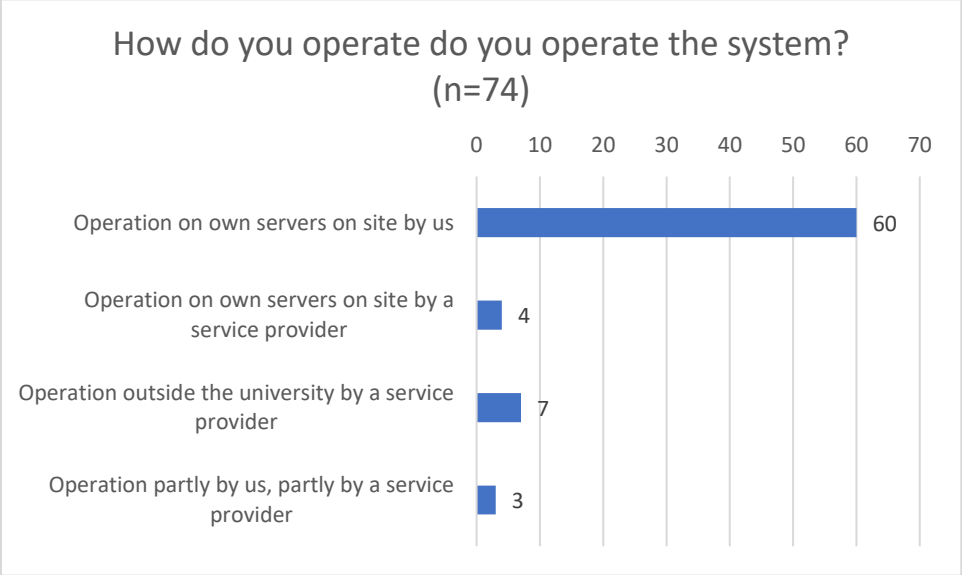


The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

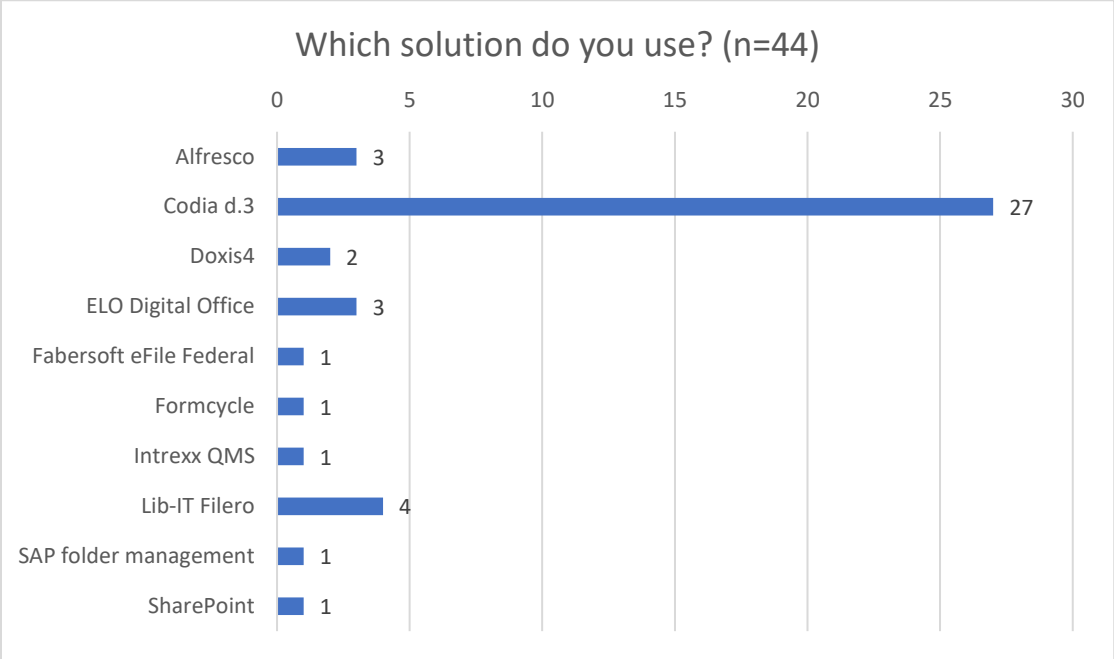
Anzahl Studierende	Nennungen
Bis zu 5.000	**24**
Cabacos	2
Drupal	2
Government Site Builder	1
Plone	1
synfo	1
Typo3	16
Wordpress	1
5.001 bis 15.000	**28**
CMS Fiona	1
Drupal	1
Imperia	2
OpenCMS	1
SharePoint	1
TUCAL	1
Typo3	21
15.001 bis 30.000	**12**
DjangoCMS	1
EgoCMS	1
FirstSpirit	1
Imperia	1
Plone	3
Typo3	5
Mehr als 30.000	**10**
Imperia	2
Plone	2
Typo3	3
Wordpress	3
Gesamtergebnis	**74**

The following chart groups the deployed solutions by university type:

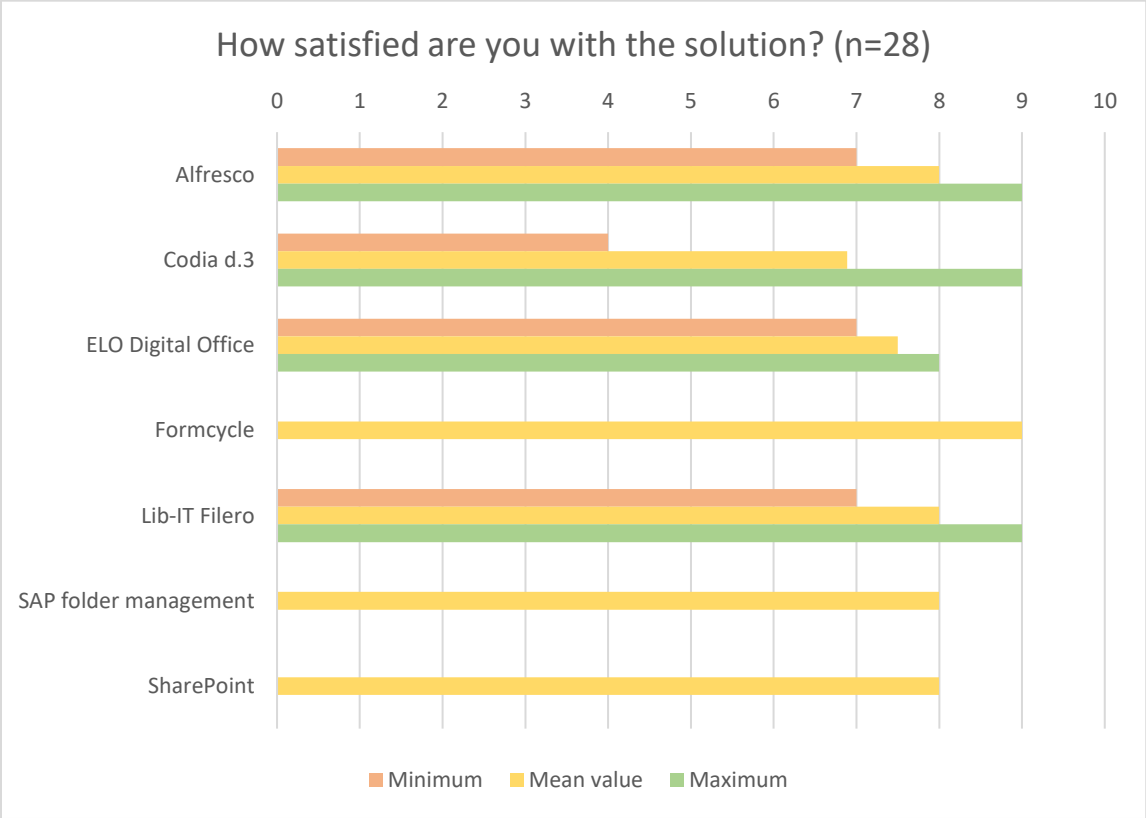
Hochschultyp	Nennungen
Duale Hochschule	**1**
Typo3	1
Forschungseinrichtung	**1**
Plone	1
Hochschule für angewandte Wissenschaften	**38**
Cabacos	2
Drupal	2
Imperia	3
OpenCMS	1
SharePoint	1
Typo3	28
Wordpress	1
Kunst- / Musik-Hochschule	**1**
synfo	1
Sonstiges	**1**
Government Site Builder	1
Staatlich anerkannte private Hochschule	**1**
Typo3	1
Universität	**31**
CMS Fiona	1
DjangoCMS	1
Drupal	1
EgoCMS	1
FirstSpirit	1
Imperia	2
Plone	5
TUCAL	1
Typo3	15
Wordpress	3
Gesamtergebnis	**74**

DMS - Document Management System

The mentions are:



The satisfaction ratings are distributed as follows



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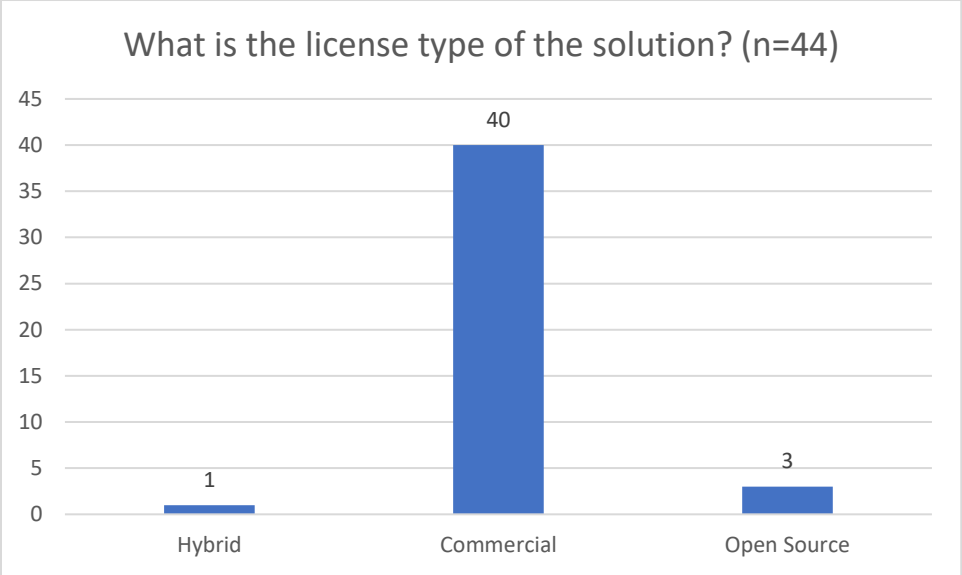
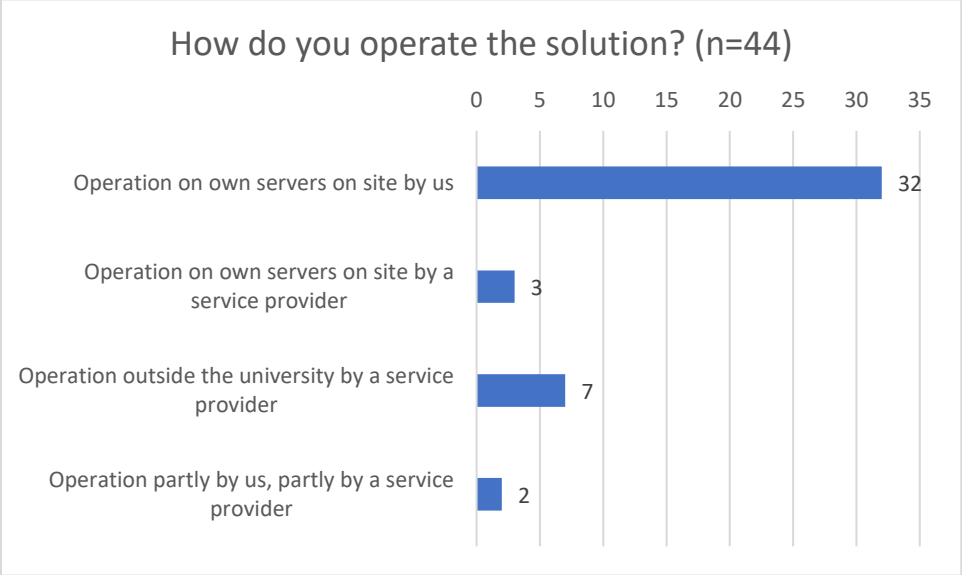


The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

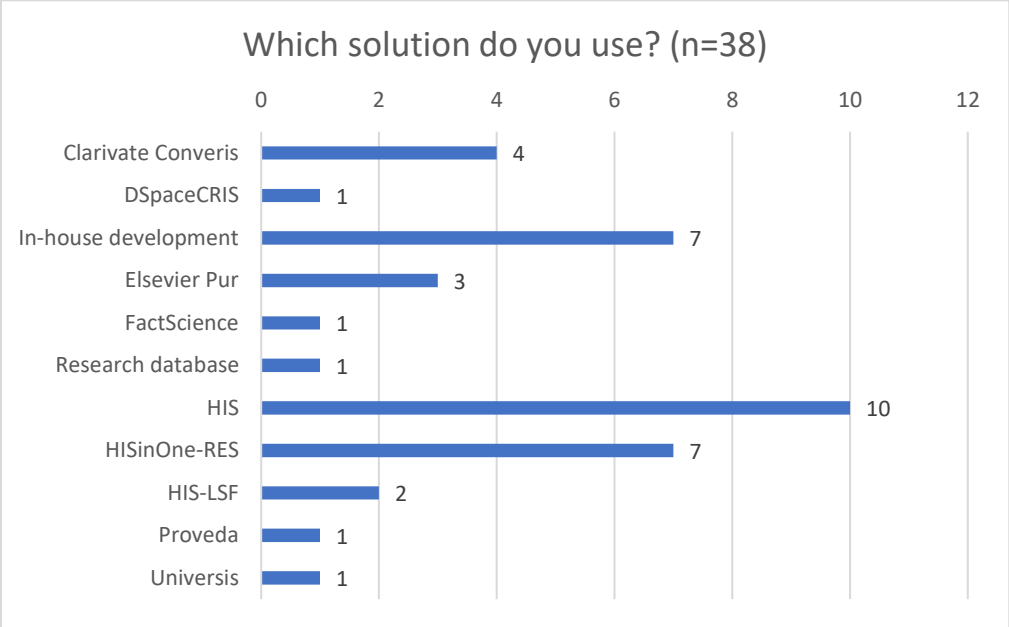
Anzahl Studierende	Nennungen
Bis zu 5.000	**11**
Alfresco	1
Codia d.3	8
Fabersoft eAkte Bund	1
Lib-IT Filero	1
5.001 bis 15.000	**20**
Alfresco	2
Codia d.3	11
ELO Digital Office	2
Formcycle	1
Intrexx QMS	1
Lib-IT Filero	2
SharePoint	1
15.001 bis 30.000	**6**
Codia d.3	4
Doxis4	2
Mehr als 30.000	**7**
Codia d.3	4
ELO Digital Office	1
Lib-IT Filero	1
SAP Foldersmanagement	1
Gesamtergebnis	**44**

The following chart groups the deployed solutions by university type:

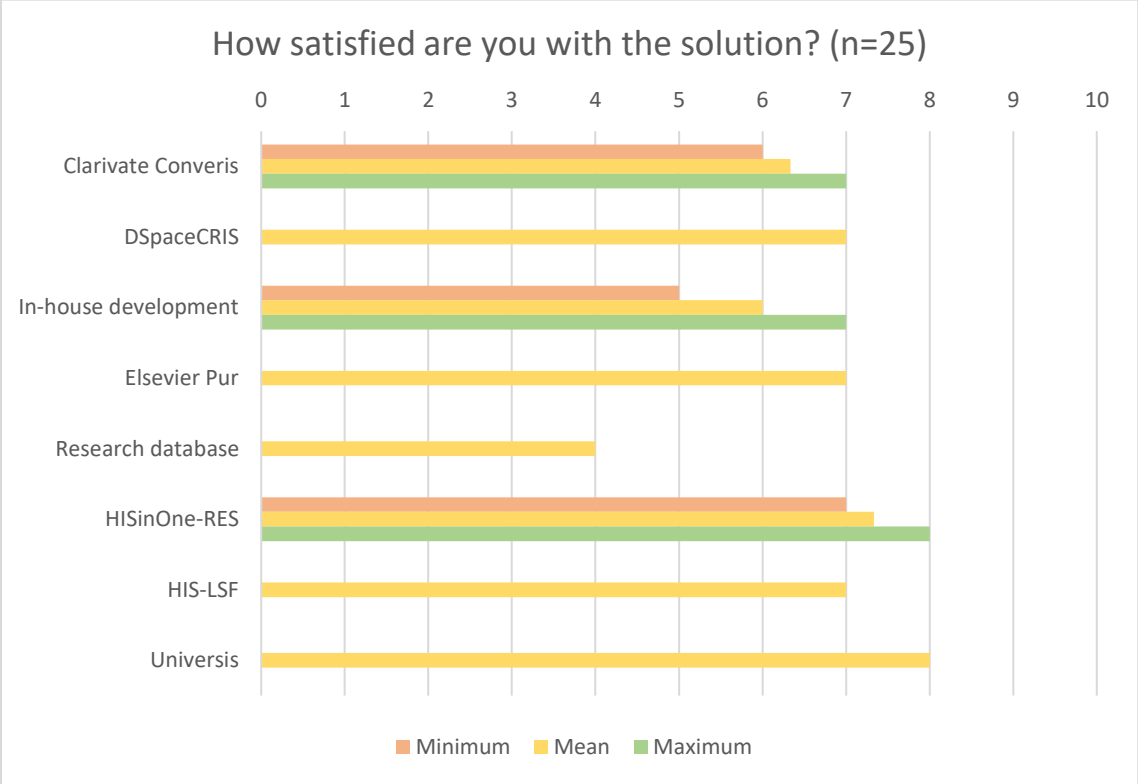
Hochschultyp	Nennungen
Duale Hochschule	**1**
Lib-IT Filero	1
Hochschule für angewandte Wissenschaften	**24**
Alfresco	3
Codia d.3	16
ELO Digital Office	1
Intrexx QMS	1
Lib-IT Filero	3
Sonstiges	**1**
Fabersoft eAkte Bund	1
Universität	**18**
Codia d.3	11
Doxis4	2
ELO Digital Office	2
Formcycle	1
SAP Foldersmanagement	1
SharePoint	1
Gesamtergebnis	**44**

FIS - Research Information System

The nominations are [1]:



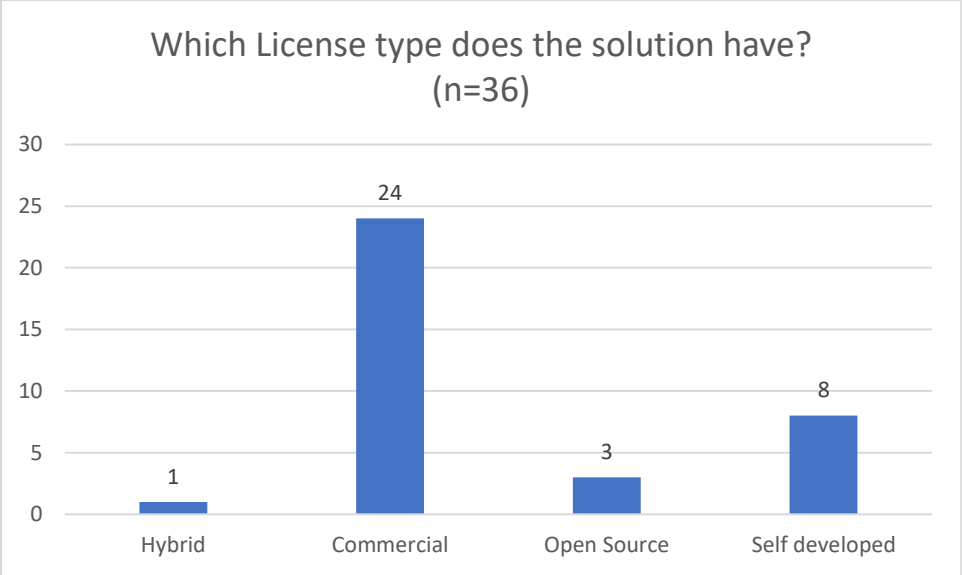
The satisfaction ratings are distributed as follows



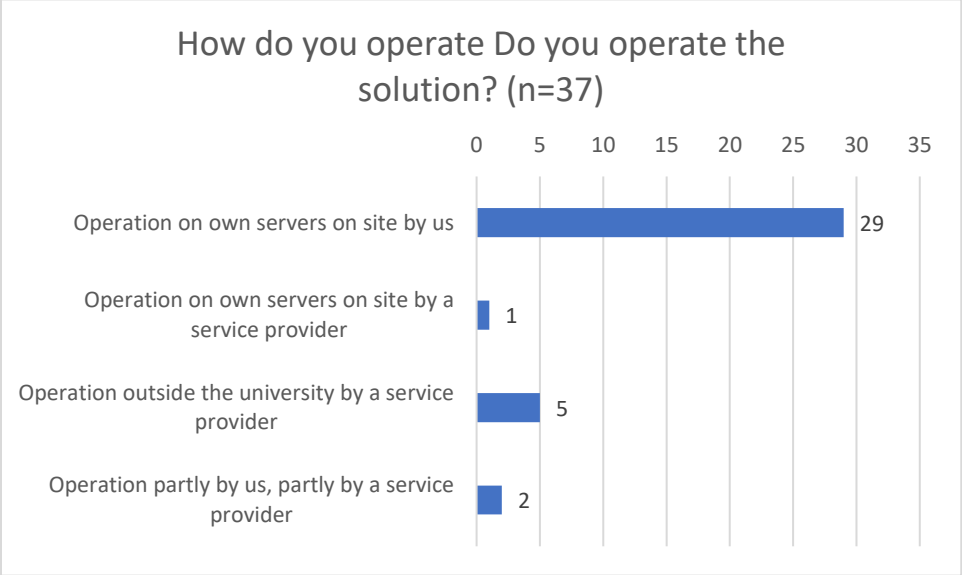
A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

[1] The distinction between HIS and HISinOneRES corresponds to the answers given. It is not clear from the responses whether both answers refer to the same product.

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

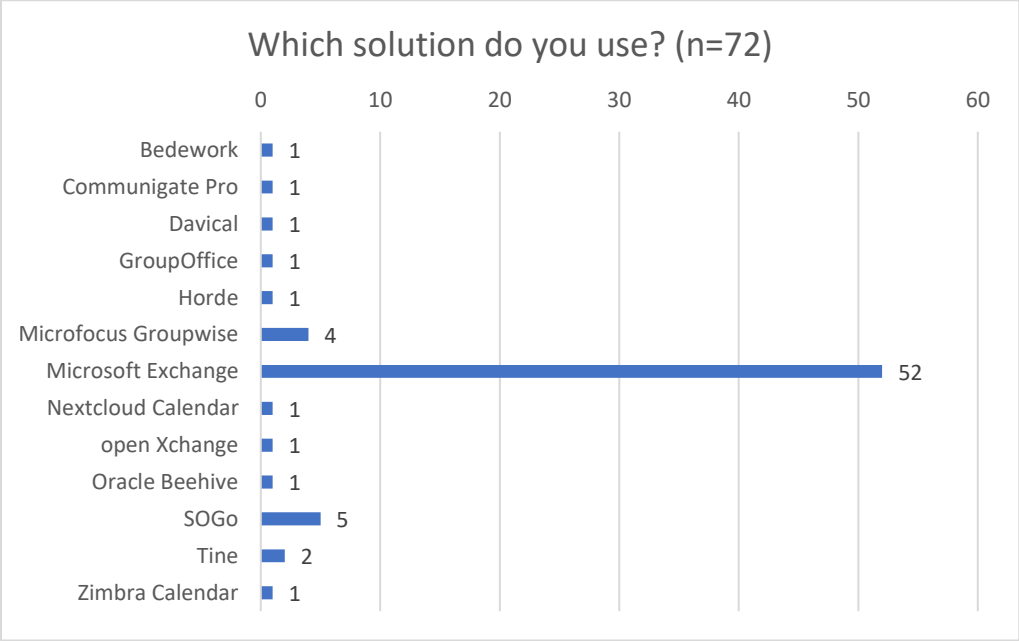
Anzahl Studierende	Nennungen
Bis zu 5.000	**9**
Eigenentwicklung	2
Elsevier Pur	1
Forschungsdatenbank	1
HIS	2
HISinOne-RES	2
Proveda	1
5.001 bis 15.000	**17**
DSpaceCRIS	1
Eigenentwicklung	5
HIS	4
HISinOne-RES	4
HIS-LSF	2
Universis	1
15.001 bis 30.000	**6**
Clarivate Converis	1
Elsevier Pur	1
FactScience	1
HIS	3
Mehr als 30.000	**6**
Clarivate Converis	3
Elsevier Pur	1
HIS	1
HISinOne-RES	1
Gesamtergebnis	**38**

The following chart groups the deployed solutions by university type:

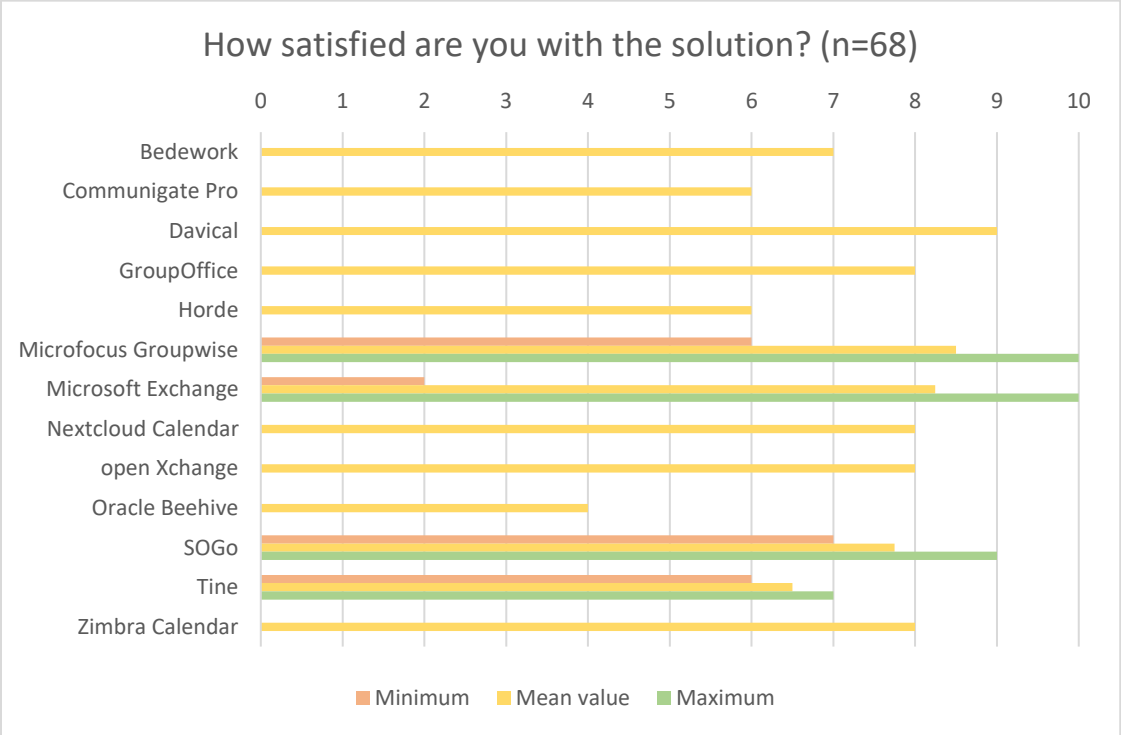
Hochschultyp	Nennungen
Hochschule für angewandte Wissenschaften	**17**
Eigenentwicklung	6
HIS	5
HISinOne-RES	4
Proveda	1
Universis	1
Universität	**21**
Clarivate Converis	4
DSpaceCRIS	1
Eigenentwicklung	1
Elsevier Pur	3
FactScience	1
Forschungsdatenbank	1
HIS	5
HISinOne-RES	3
HIS-LSF	2
Gesamtergebnis	**38**

Calendar

The mentions are:

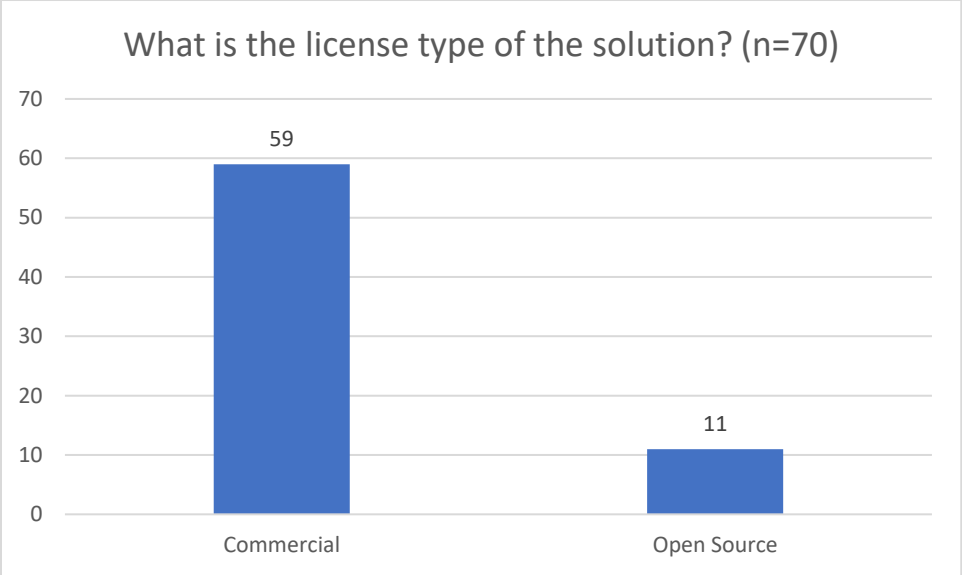


The satisfaction ratings are distributed as follows

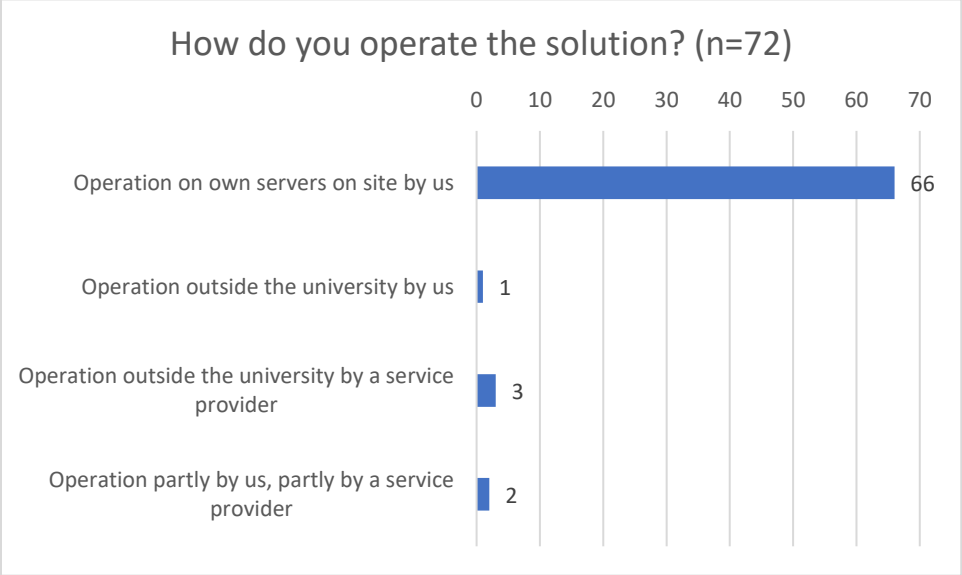


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

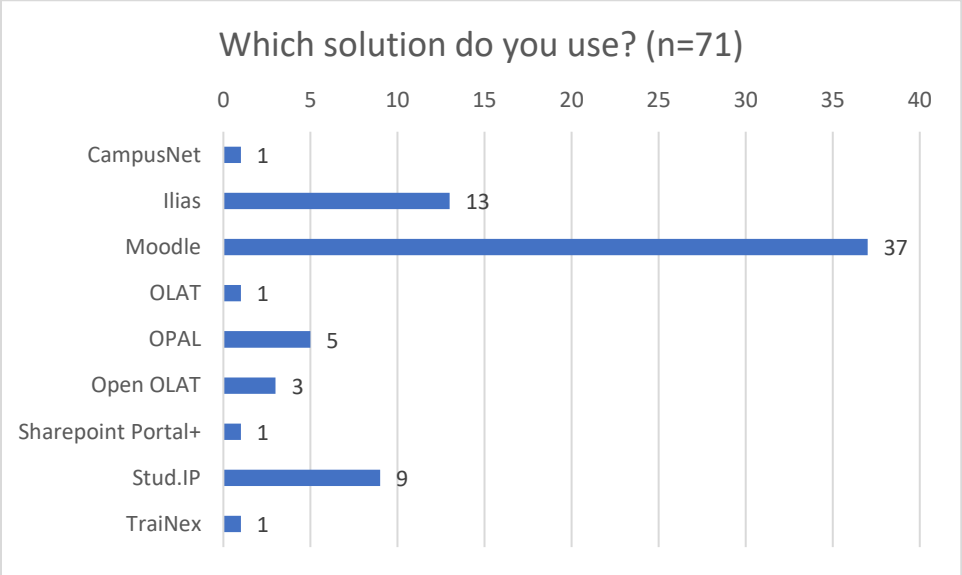
Anzahl Studierende	Nennungen
Bis zu 5.000	**24**
Davical	1
GroupOffice	1
Horde	1
Microfocus Groupwise	3
Microsoft Exchange	16
Nextcloud Calendar	1
Zimbra Kalender	1
5.001 bis 15.000	**27**
Microsoft Exchange	22
open Xchange	1
Oracle Beehive	1
SOGo	1
Tine	2
15.001 bis 30.000	**12**
Bedework	1
Microfocus Groupwise	1
Microsoft Exchange	8
SOGo	2
Mehr als 30.000	**9**
Communigate Pro	1
Microsoft Exchange	6
SOGo	2
Gesamtergebnis	**72**

The following chart groups the deployed solutions by university type:

Hochschultyp	Nennungen
Duale Hochschule	**1**
Microsoft Exchange	1
Forschungseinrichtung	**1**
Nextcloud Calendar	1
Hochschule für angewandte Wissenschaften	**37**
GroupOffice	1
Microfocus Groupwise	4
Microsoft Exchange	27
open Xchange	1
Oracle Beehive	1
Tine	2
Zimbra Kalender	1
Kunst- / Musik-Hochschule	**1**
Davical	1
Sonstiges	**1**
Microsoft Exchange	1
Staatlich anerkannte private Hochschule	**1**
Microsoft Exchange	1
Universität	**30**
Bedework	1
Communigate Pro	1
Horde	1
Microsoft Exchange	22
SOGo	5
Gesamtergebnis	**72**

LMS - Learning Management System

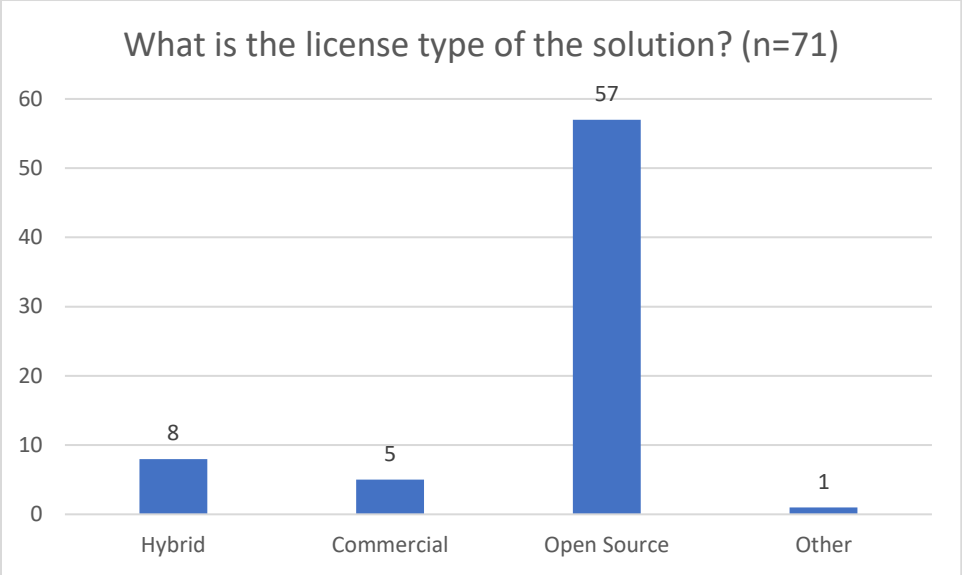
The mentions are:



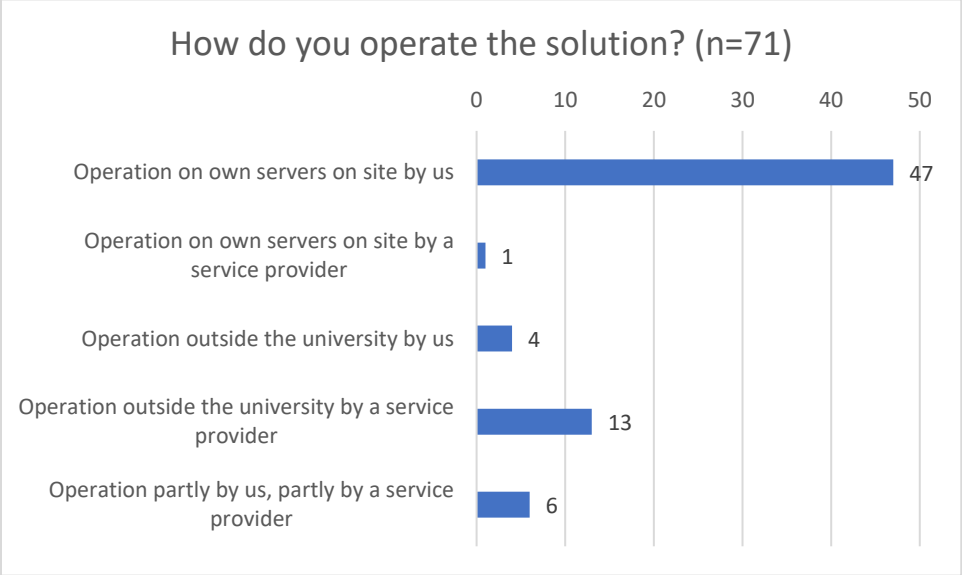
The satisfaction ratings are distributed as follows

A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

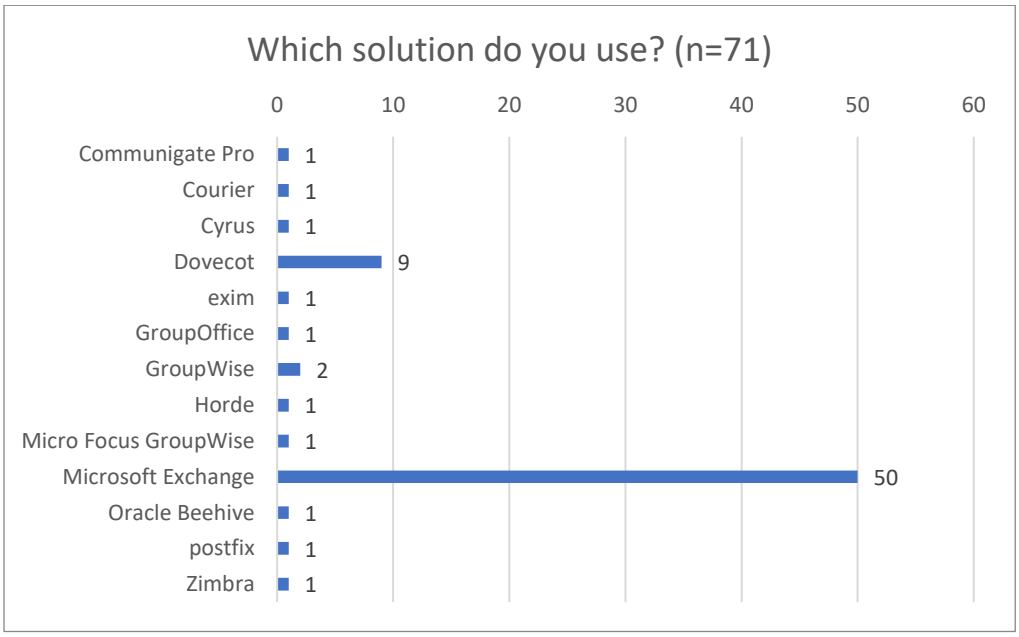
Anzahl Studierende	Nennungen
Bis zu 5.000	**23**
Ilias	2
Moodle	13
OPAL	3
Open OLAT	2
Sharepoint Portal+	1
Stud.IP	2
5.001 bis 15.000	**27**
CampusNet	1
Ilias	7
Moodle	13
OPAL	2
Stud.IP	3
TraiNex	1
15.001 bis 30.000	**12**
Ilias	1
Moodle	6
OLAT	1
Open OLAT	1
Stud.IP	3
Mehr als 30.000	**9**
Ilias	3
Moodle	5
Stud.IP	1
Gesamtergebnis	**71**

The following chart groups the deployed solutions by university type:

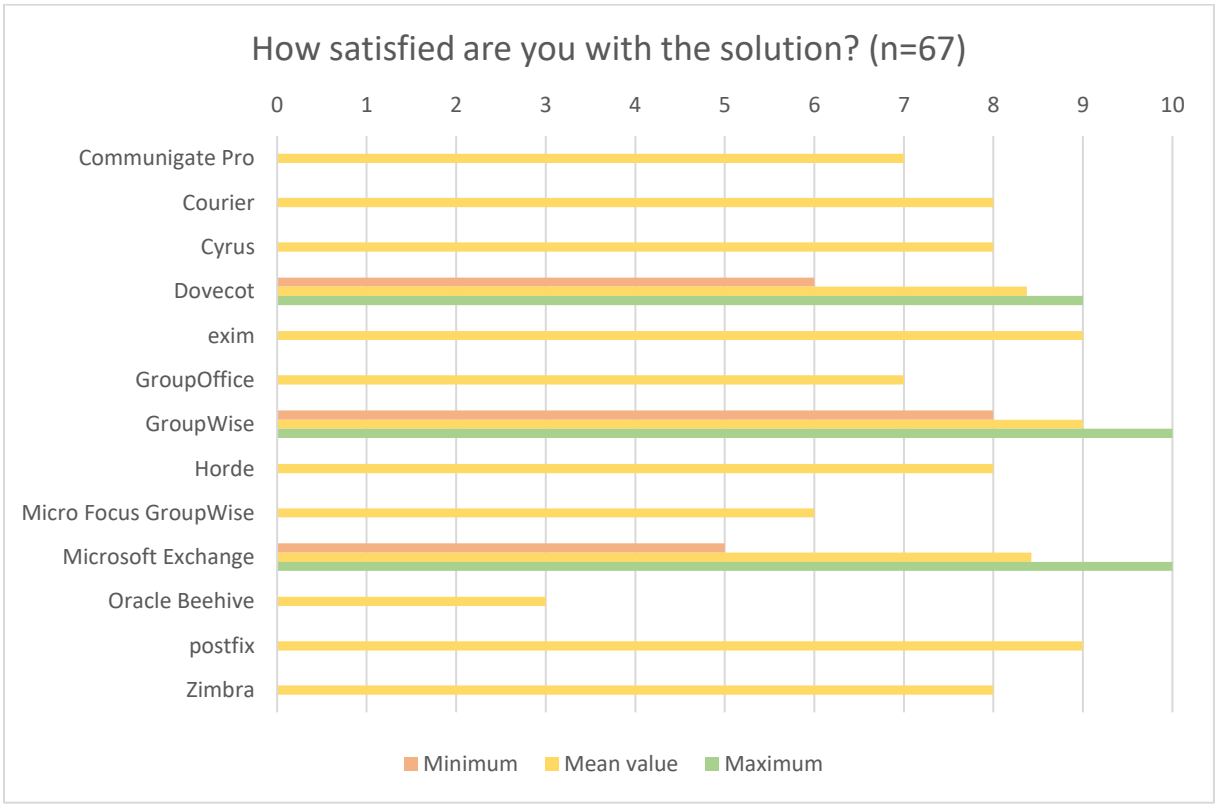
Hochschultyp	Nennungen
Duale Hochschule	**1**
Moodle	1
Hochschule für angewandte Wissenschaften	**37**
CampusNet	1
Ilias	7
Moodle	20
OPAL	2
Open OLAT	2
Sharepoint Portal+	1
Stud.IP	4
Kunst- / Musik-Hochschule	**1**
OPAL	1
Sonstiges	**1**
Ilias	1
Staatlich anerkannte private Hochschule	**1**
Moodle	1
Universität	**30**
Ilias	5
Moodle	15
OLAT	1
OPAL	2
Open OLAT	1
Stud.IP	5
TraiNex	1
Gesamtergebnis	**71**

Mail

The mentions are:

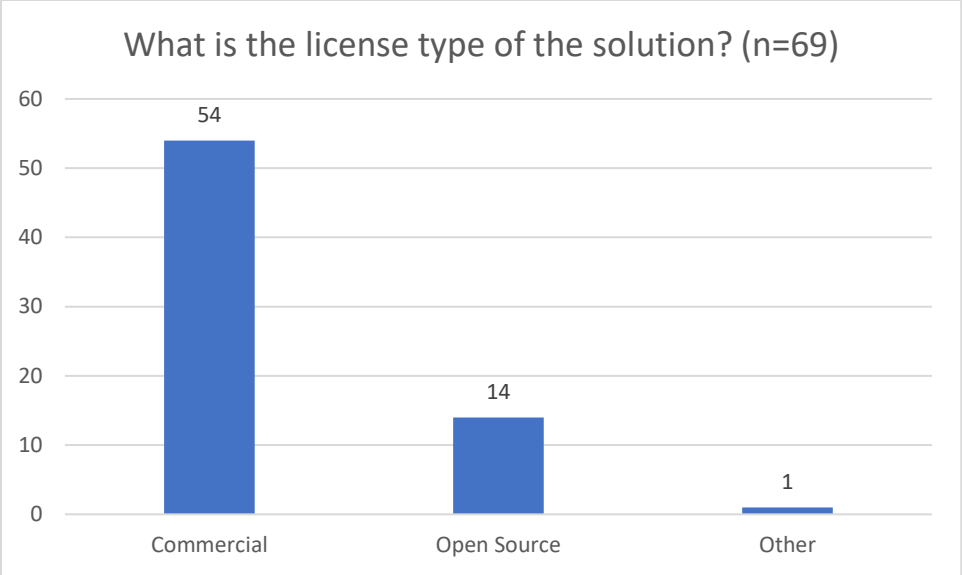


The satisfaction ratings are distributed as follows

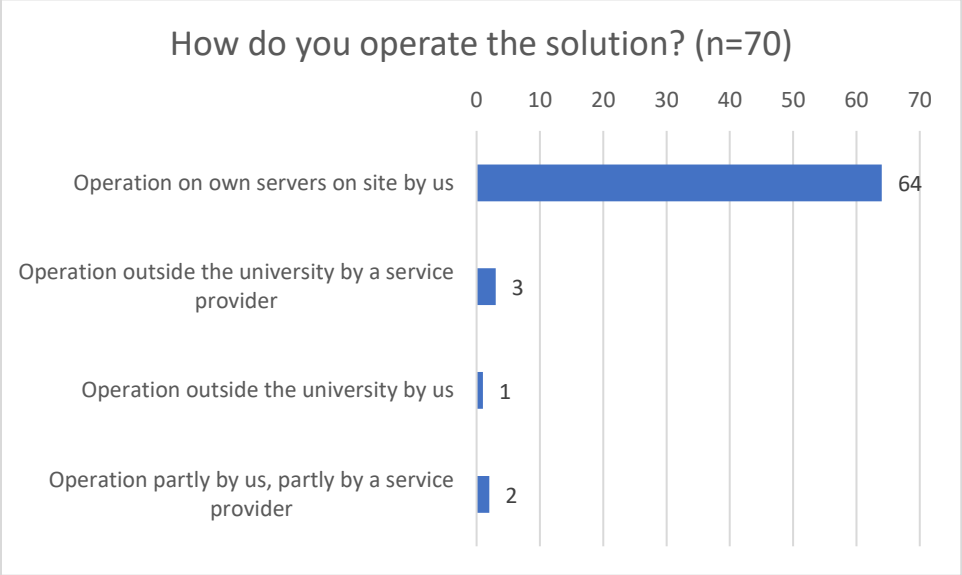


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

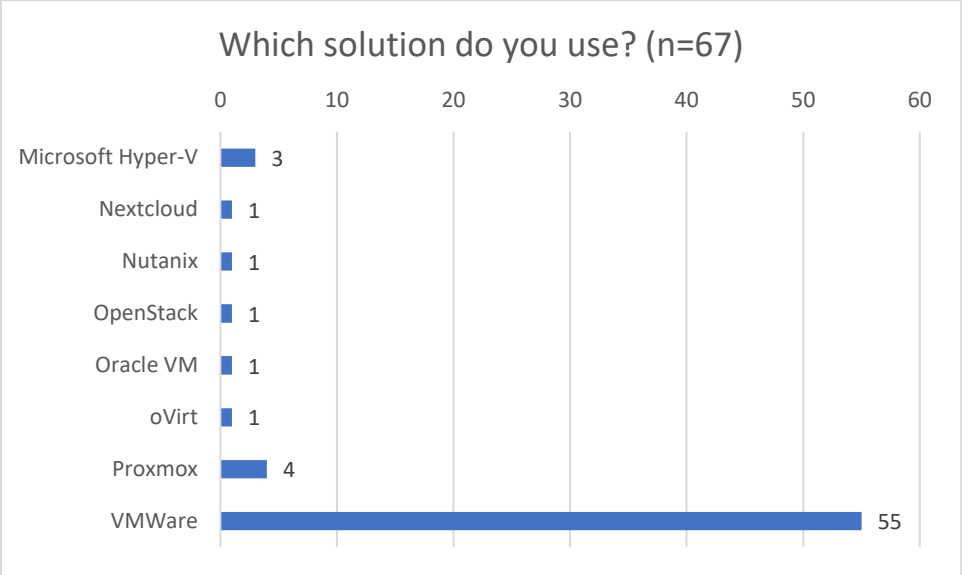
Anzahl Studierende	Nennungen
Bis zu 5.000	**24**
Courier	1
Dovecot	2
GroupOffice	1
GroupWise	2
Horde	1
Microsoft Exchange	16
Zimbra	1
5.001 bis 15.000	**26**
Dovecot	3
exim	1
Microsoft Exchange	20
Oracle Beehive	1
postfix	1
15.001 bis 30.000	**12**
Cyrus	1
Dovecot	1
Micro Focus GroupWise	1
Microsoft Exchange	9
Mehr als 30.000	**9**
Communigate Pro	1
Dovecot	3
Microsoft Exchange	5
Gesamtergebnis	**71**

The following chart groups the deployed solutions by university type:

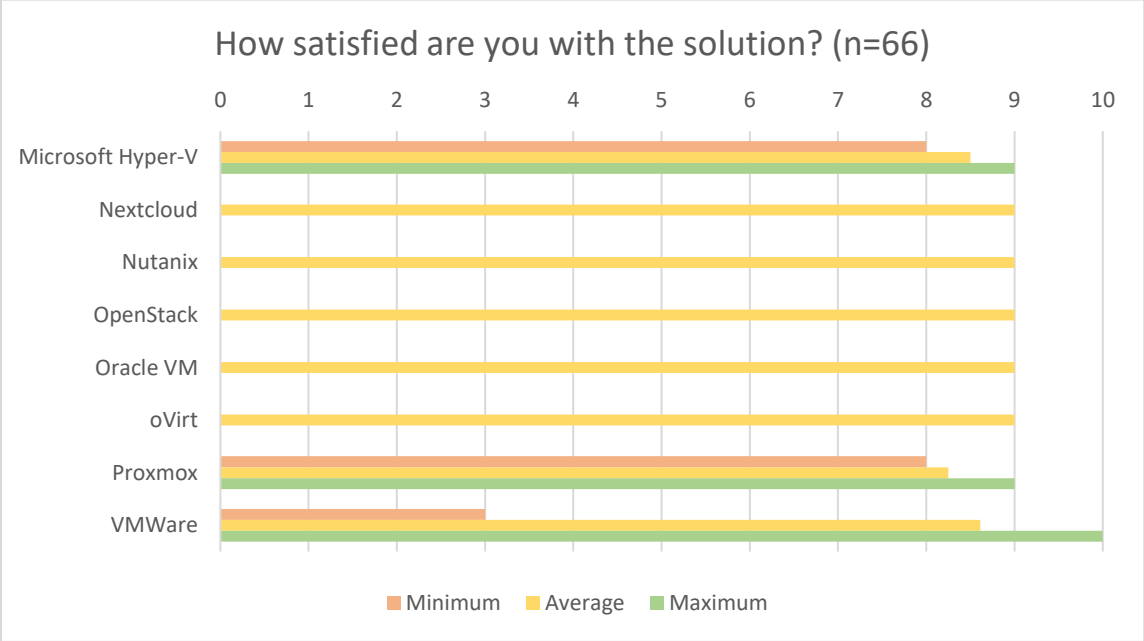
Hochschultyp	Nennungen
Duale Hochschule	**1**
Microsoft Exchange	1
Forschungseinrichtung	**1**
Courier	1
Hochschule für angewandte Wissenschaften	**36**
Dovecot	2
GroupOffice	1
GroupWise	2
Micro Focus GroupWise	1
Microsoft Exchange	27
Oracle Beehive	1
postfix	1
Zimbra	1
Kunst- / Musik-Hochschule	**1**
Dovecot	1
Sonstiges	**1**
Microsoft Exchange	1
Staatlich anerkannte private Hochschule	**1**
Microsoft Exchange	1
Universität	**30**
Communigate Pro	1
Cyrus	1
Dovecot	6
exim	1
Horde	1
Microsoft Exchange	20
Gesamtergebnis	**71**

Private Cloud / VM Management

The mentions are:

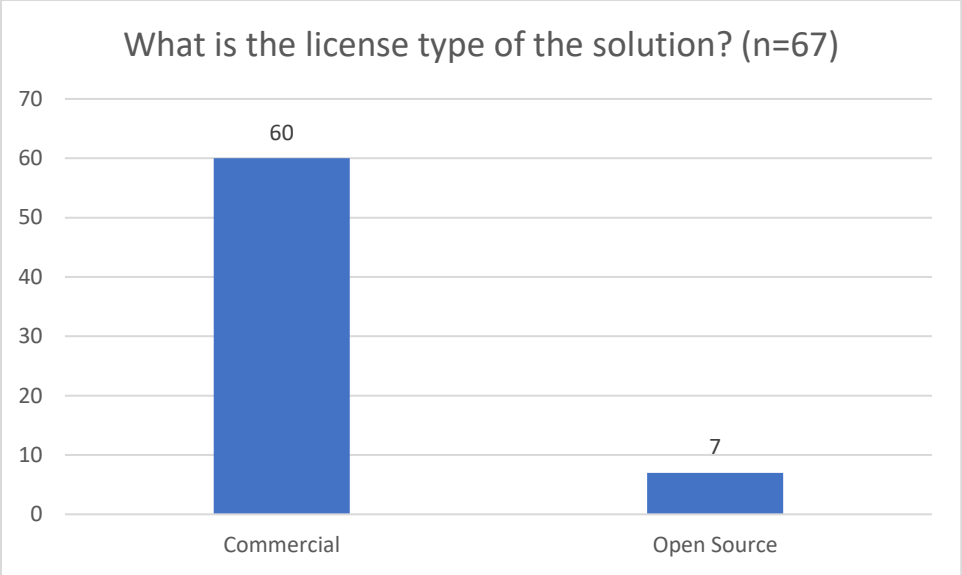


The satisfaction ratings are distributed as follows

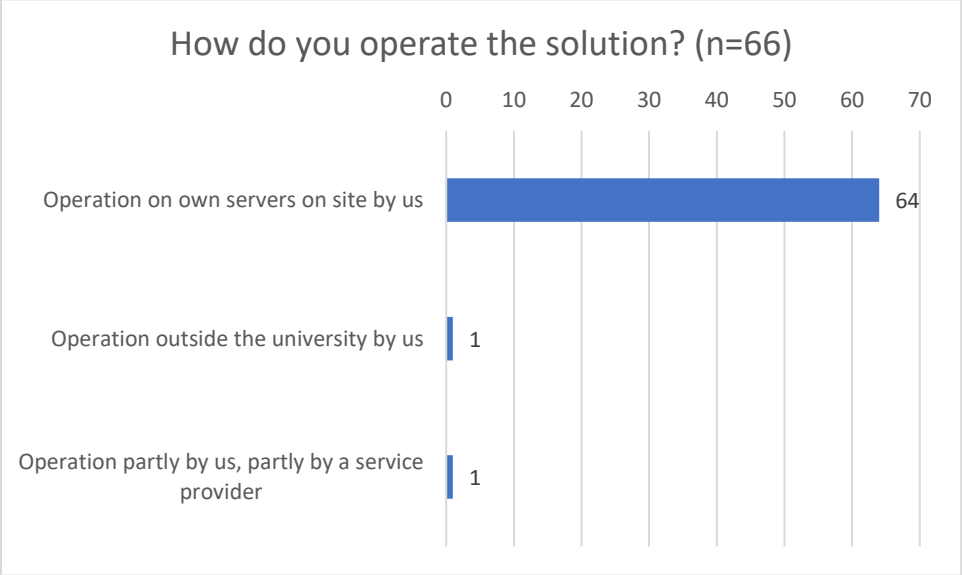


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

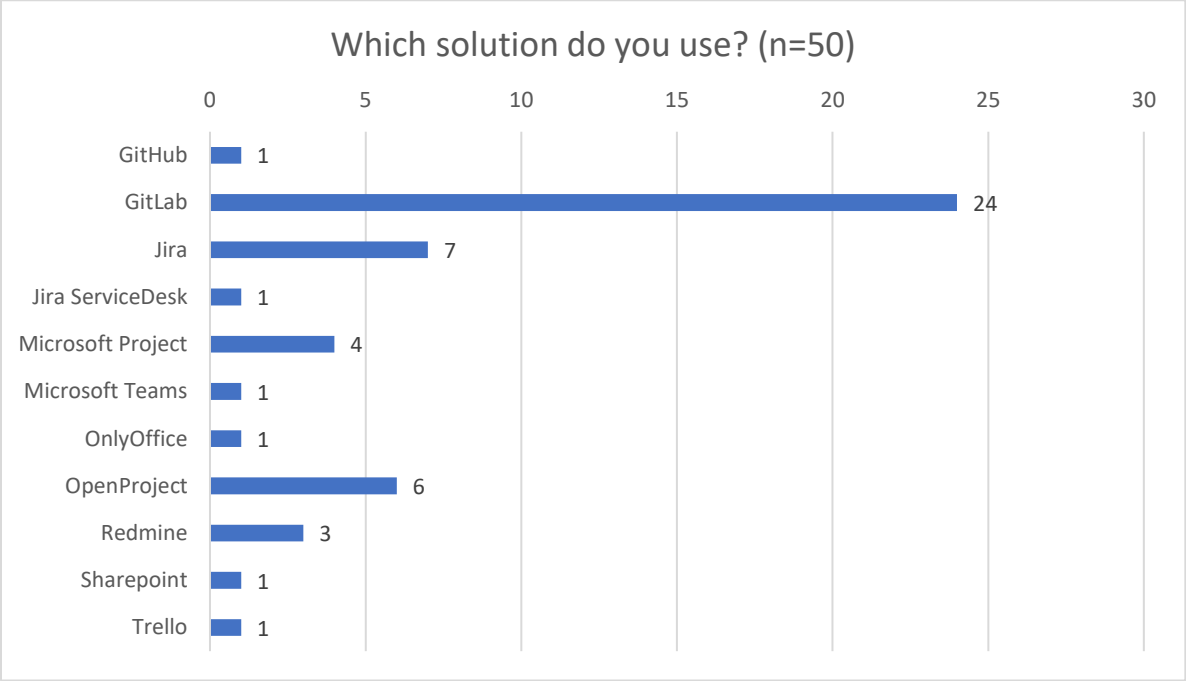
Anzahl Studierende	Nennungen
Bis zu 5.000	**19**
Microsoft Hyper-V	1
Nextcloud	1
Nutanix	1
VMWare	16
5.001 bis 15.000	**26**
Microsoft Hyper-V	2
Oracle VM	1
Proxmox	2
VMWare	21
15.001 bis 30.000	**12**
Proxmox	1
VMWare	11
Mehr als 30.000	**10**
OpenStack	1
oVirt	1
Proxmox	1
VMWare	7
Gesamtergebnis	**67**

The following chart groups the deployed solutions by university type:

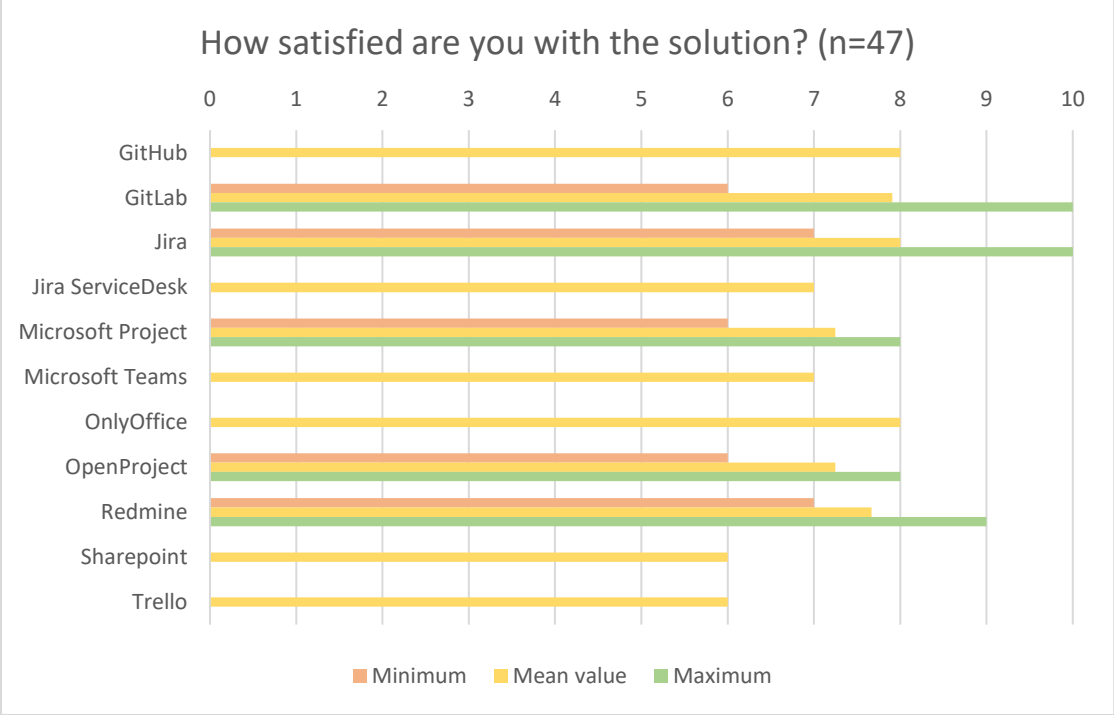
Hochschultyp	Nennungen
Duale Hochschule	**1**
VMWare	1
Forschungseinrichtung	**1**
Nutanix	1
Hochschule für angewandte Wissenschaften	**32**
Microsoft Hyper-V	2
Oracle VM	1
Proxmox	1
VMWare	28
Kunst- / Musik-Hochschule	**1**
VMWare	1
Staatlich anerkannte private Hochschule	**1**
Microsoft Hyper-V	1
Universität	**31**
Nextcloud	1
OpenStack	1
oVirt	1
Proxmox	3
VMWare	25
Gesamtergebnis	**67**

Project Management

The mentions are:

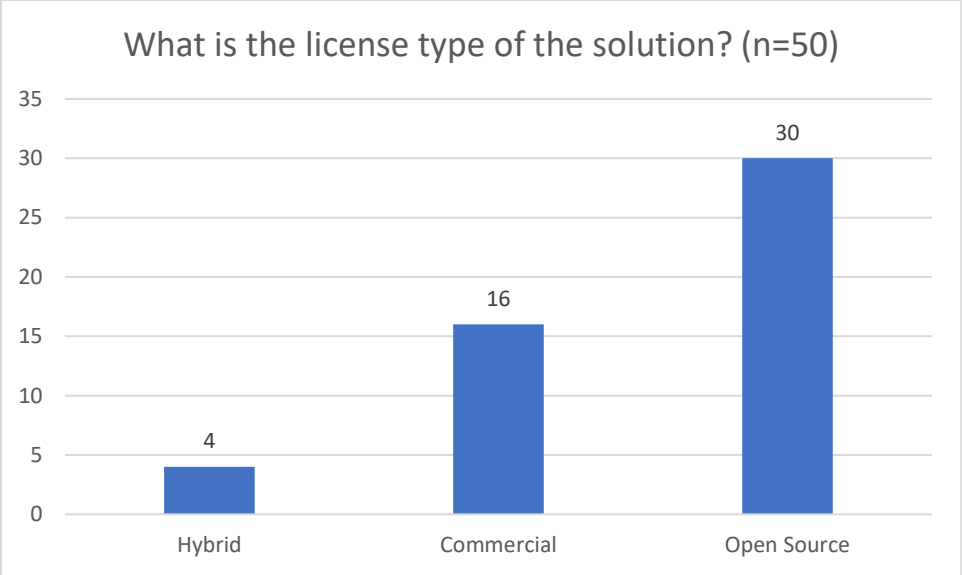


The satisfaction ratings are distributed as follows

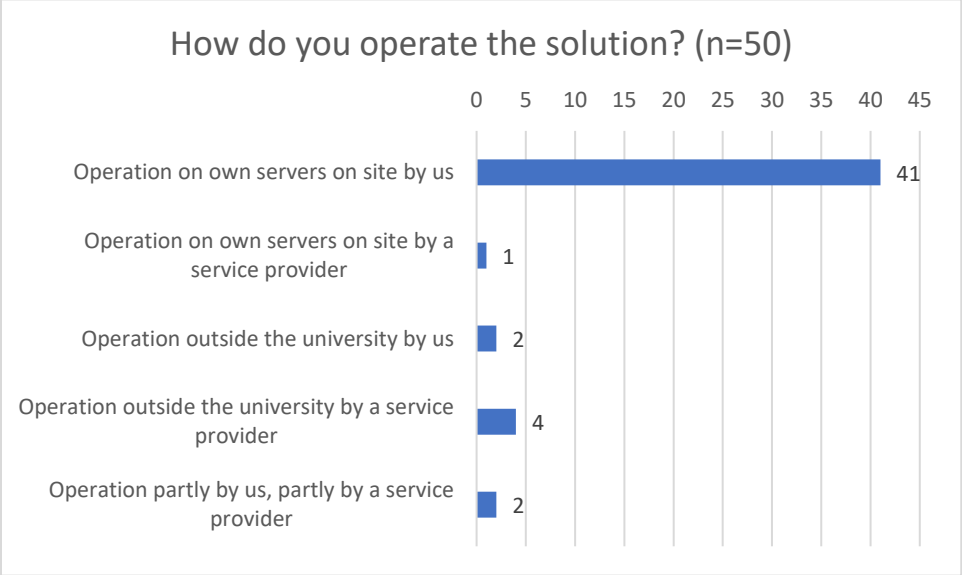


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

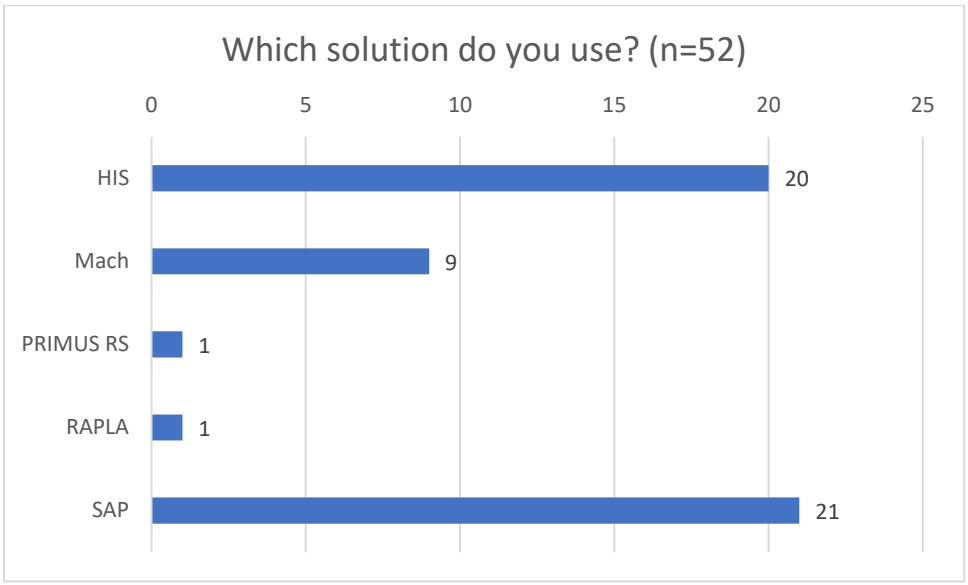
Anzahl Studierende	Nennungen
Bis zu 5.000	**12**
GitHub	1
GitLab	5
Microsoft Project	2
Microsoft Teams	1
OpenProject	2
Redmine	1
5.001 bis 15.000	**20**
GitLab	10
Jira	4
Microsoft Project	2
OpenProject	2
Redmine	1
Trello	1
15.001 bis 30.000	**10**
GitLab	7
Jira	1
Jira ServiceDesk	1
Redmine	1
Mehr als 30.000	**8**
GitLab	2
Jira	2
OnlyOffice	1
OpenProject	2
Sharepoint	1
Gesamtergebnis	**50**

The following chart groups the deployed solutions by university type:

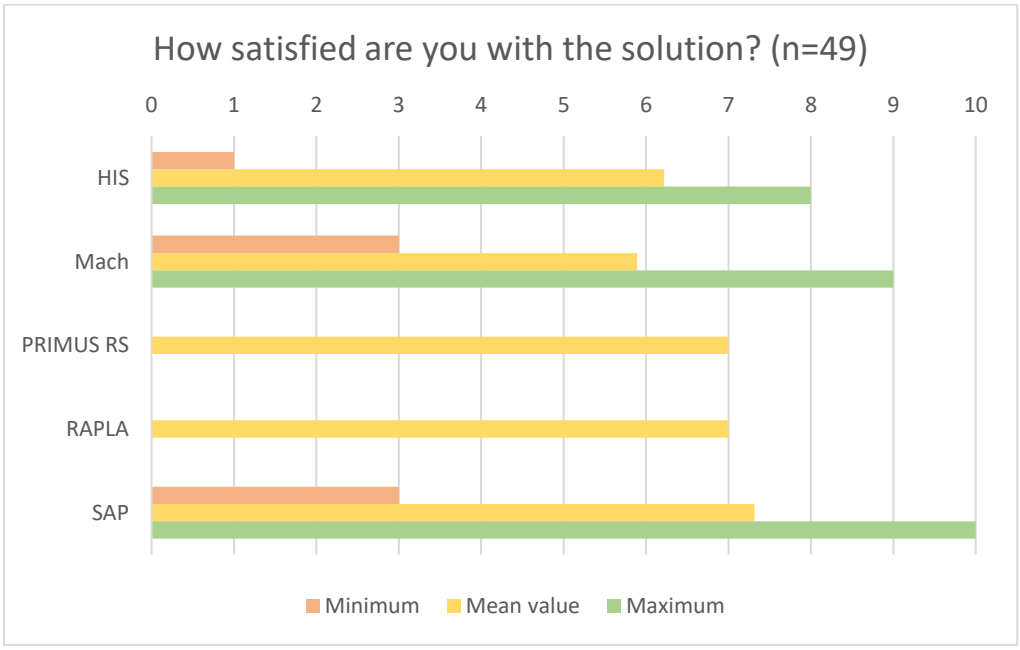
Hochschultyp	Nennungen
Duale Hochschule	**1**
OpenProject	1
Forschungseinrichtung	**1**
GitLab	1
Hochschule für angewandte Wissenschaften	**25**
GitLab	11
Jira	5
Microsoft Project	2
Microsoft Teams	1
OpenProject	4
Redmine	1
Trello	1
Sonstiges	**1**
Microsoft Project	1
Universität	**22**
GitHub	1
GitLab	12
Jira	2
Jira ServiceDesk	1
Microsoft Project	1
OnlyOffice	1
OpenProject	1
Redmine	2
Sharepoint	1
Gesamtergebnis	**50**

Resource Management

The mentions are:

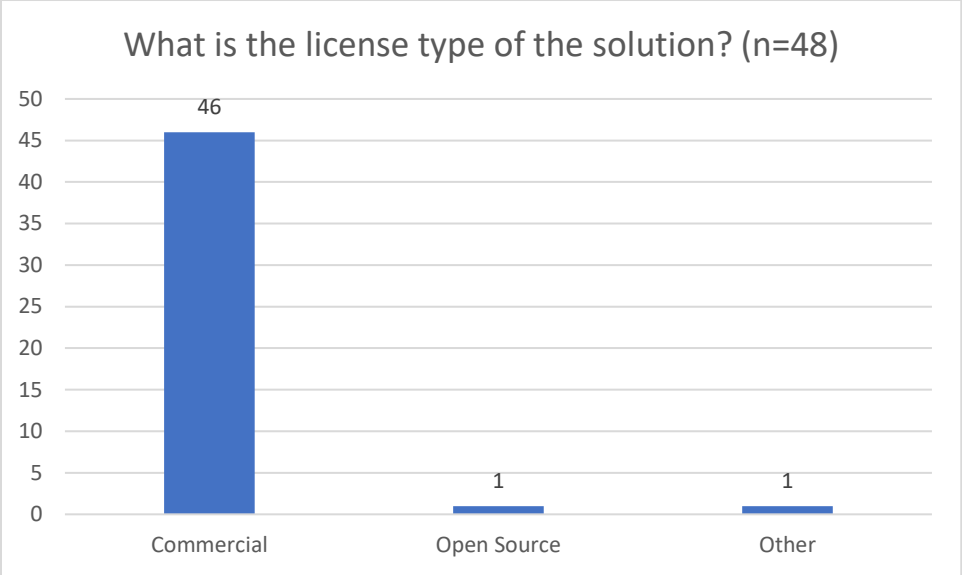


The satisfaction ratings are distributed as follows

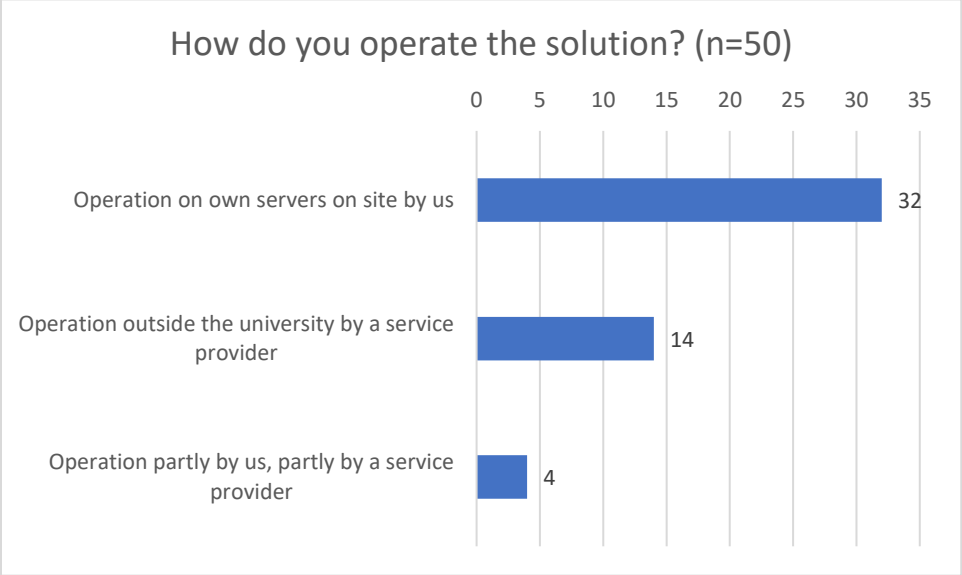


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

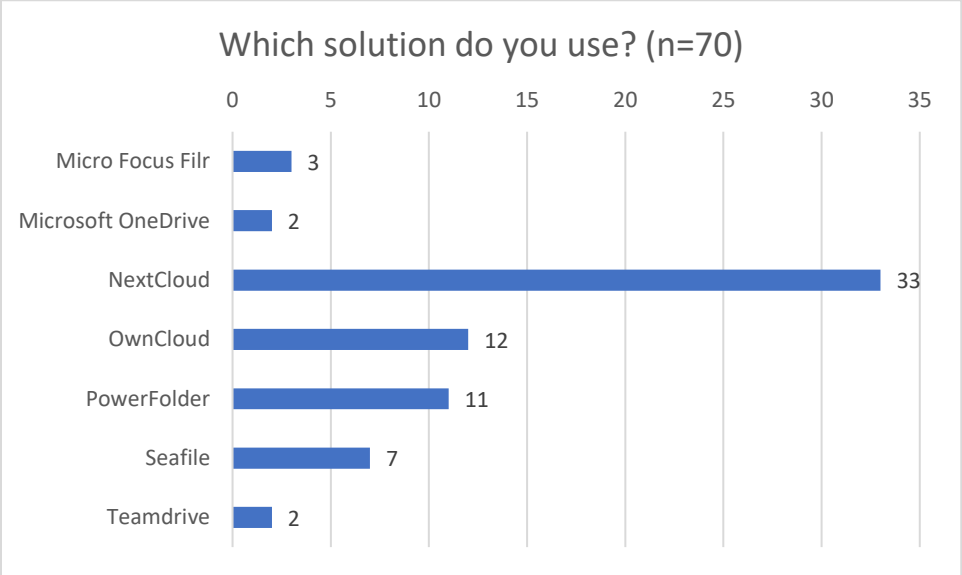
Anzahl Studierende	Nennungen
Bis zu 5.000	**16**
HIS	8
Mach	4
PRIMUS RS	1
SAP	3
5.001 bis 15.000	**17**
HIS	7
Mach	3
SAP	7
15.001 bis 30.000	**10**
HIS	3
Mach	2
SAP	5
Mehr als 30.000	**9**
HIS	2
RAPLA	1
SAP	6
Gesamtergebnis	**52**

The following chart groups the deployed solutions by university type:

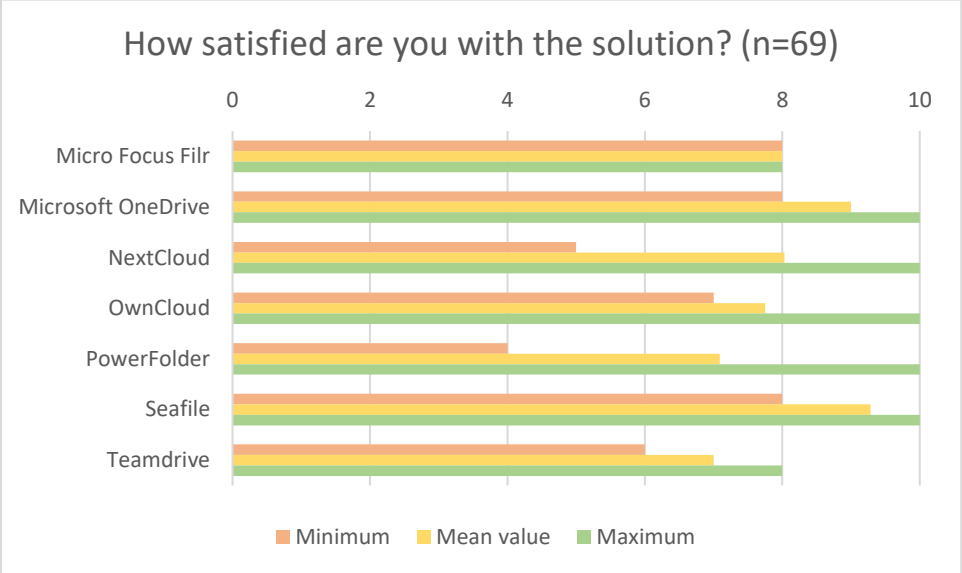
Hochschultyp	Nennungen
Duale Hochschule	**1**
RAPLA	1
Hochschule für angewandte Wissenschaften	**24**
HIS	10
Mach	6
PRIMUS RS	1
SAP	7
Kunst- / Musik-Hochschule	**1**
HIS	1
Universität	**26**
HIS	9
Mach	3
SAP	14
Gesamtergebnis	**52**

Sync-n-Share

The mentions are:

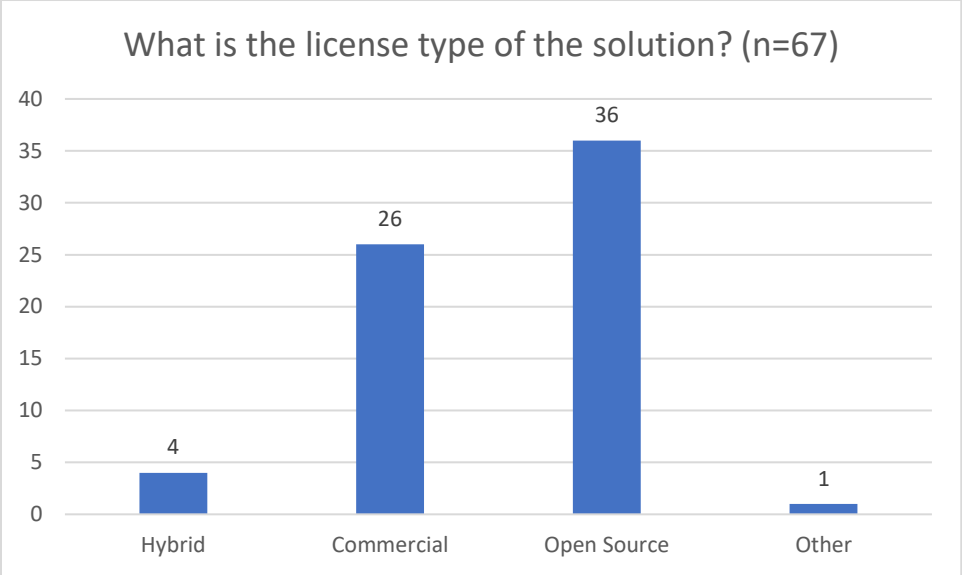


The satisfaction ratings are distributed as follows

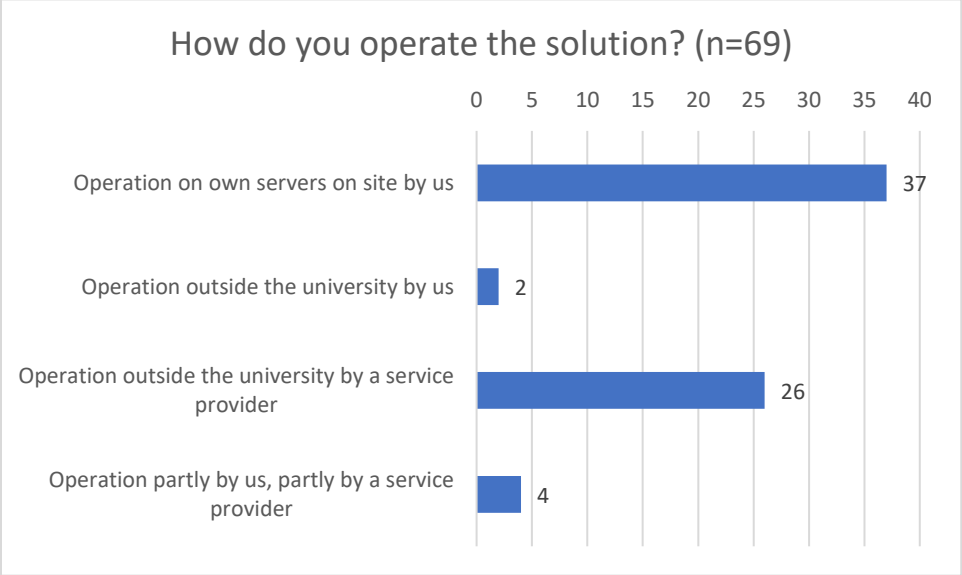


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

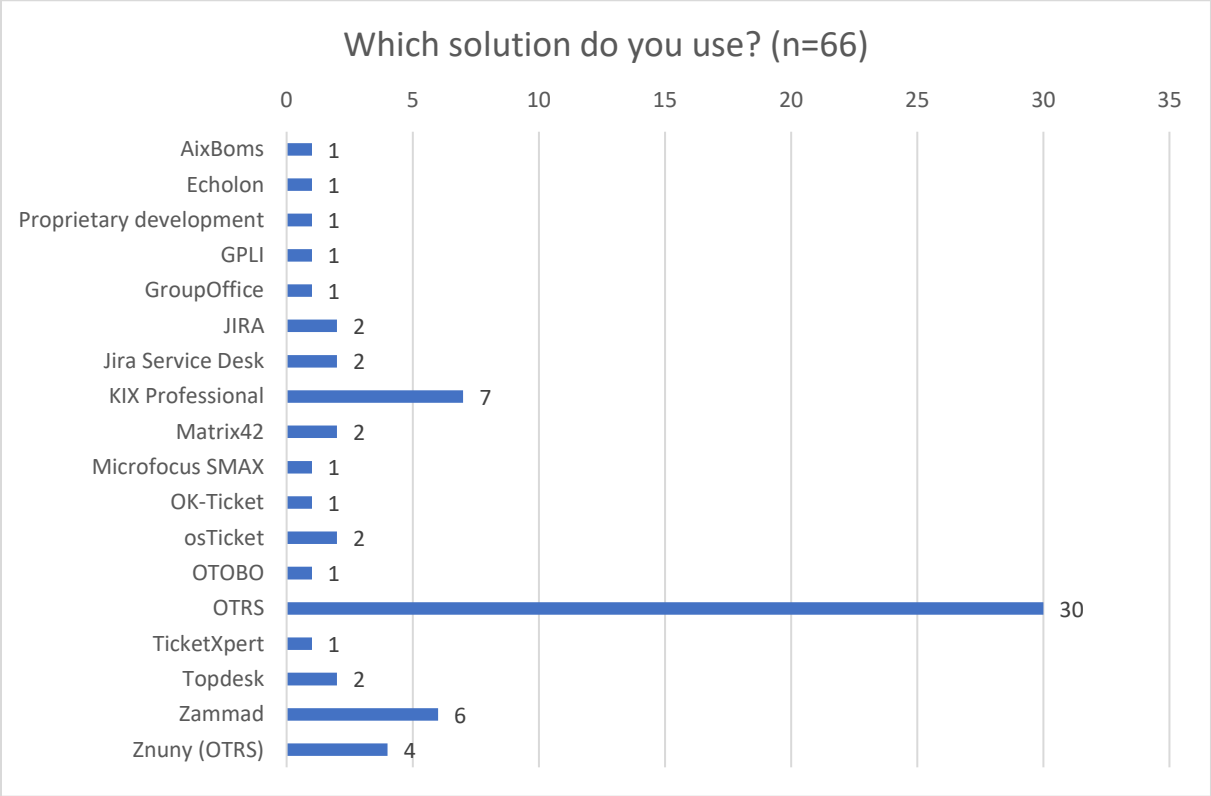
Anzahl Studierende	Nennungen
Bis zu 5.000	**23**
Micro Focus Filr	2
NextCloud	12
OwnCloud	2
PowerFolder	3
Seafile	3
Teamdrive	1
5.001 bis 15.000	**26**
Micro Focus Filr	1
Microsoft OneDrive	2
NextCloud	13
OwnCloud	5
PowerFolder	3
Seafile	2
15.001 bis 30.000	**12**
NextCloud	6
OwnCloud	2
PowerFolder	3
Teamdrive	1
Mehr als 30.000	**9**
NextCloud	2
OwnCloud	3
PowerFolder	2
Seafile	2
Gesamtergebnis	**70**

The following chart groups the deployed solutions by university type:

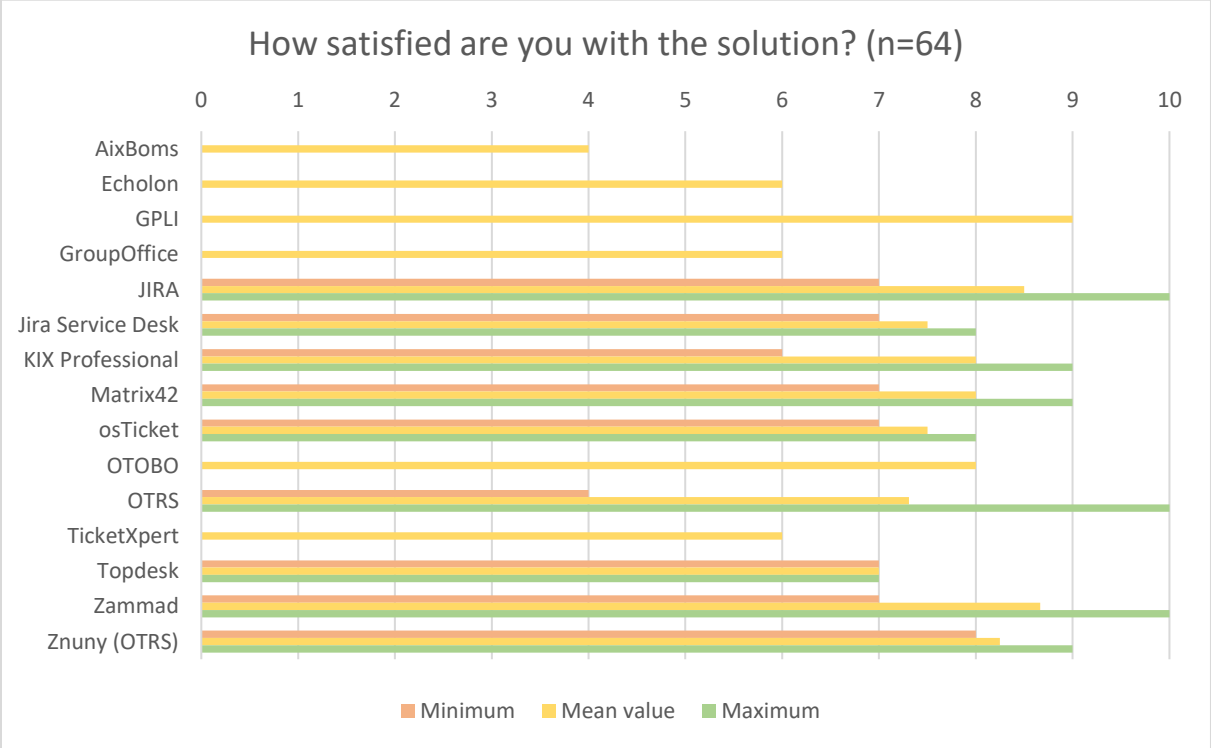
Hochschultyp	Nennungen
Duale Hochschule	**1**
NextCloud	1
Forschungseinrichtung	**1**
NextCloud	1
Hochschule für angewandte Wissenschaften	**36**
Micro Focus Filr	3
Microsoft OneDrive	1
NextCloud	15
OwnCloud	6
PowerFolder	5
Seafile	5
Teamdrive	1
Kunst- / Musik-Hochschule	**1**
NextCloud	1
Staatlich anerkannte private Hochschule	**1**
NextCloud	1
Universität	**30**
Microsoft OneDrive	1
NextCloud	14
OwnCloud	6
PowerFolder	6
Seafile	2
Teamdrive	1
Gesamtergebnis	**70**

Ticket / Incident Management

The mentions are:

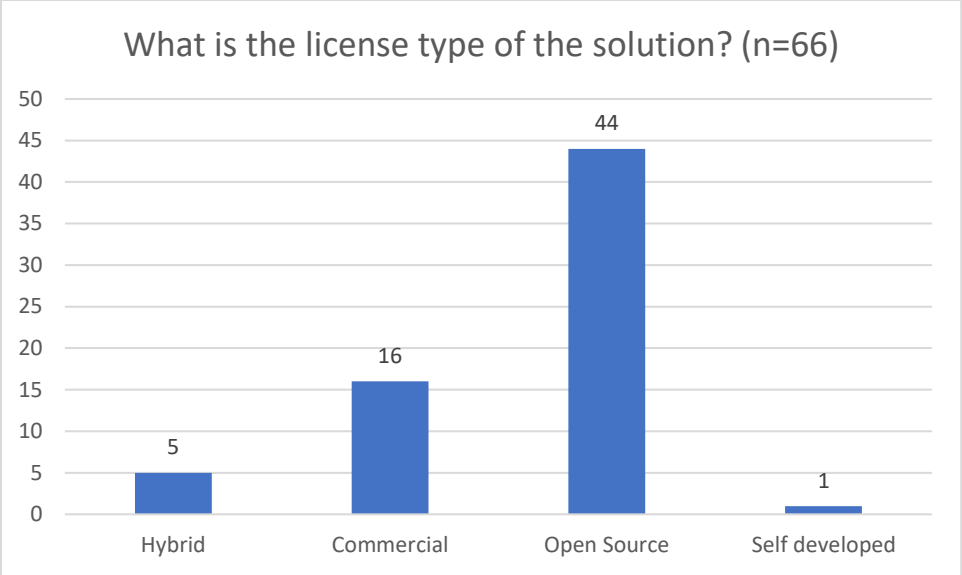


The satisfaction ratings are distributed as follows

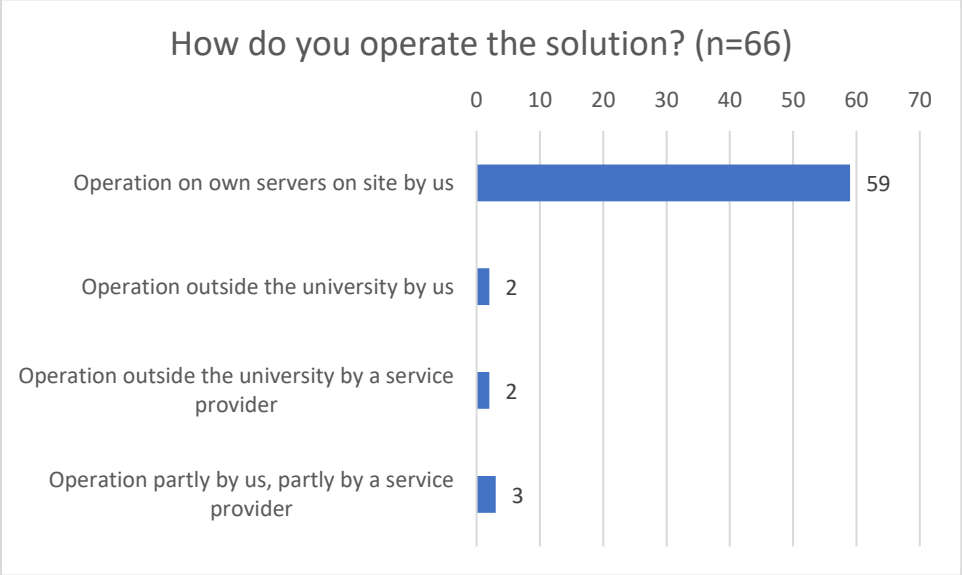


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

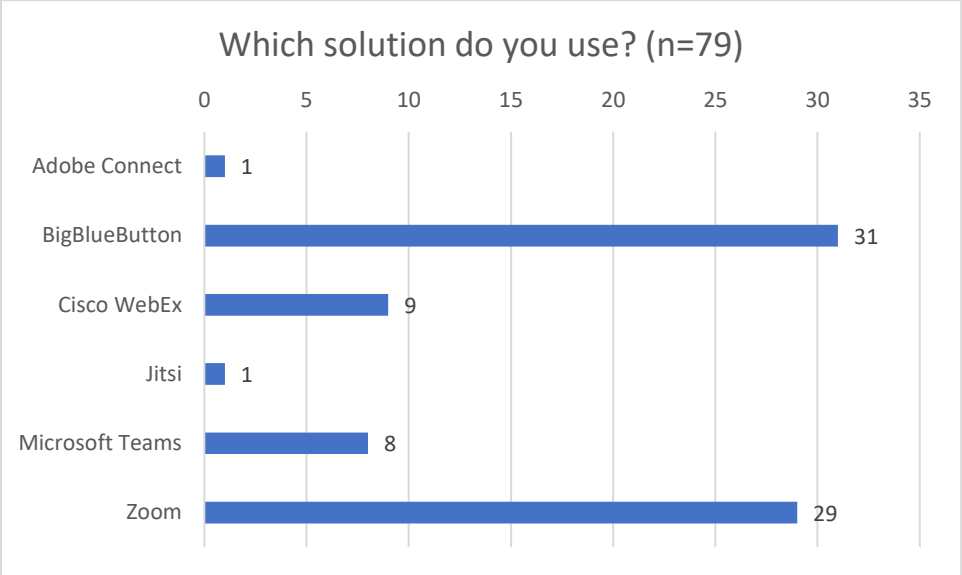
Anzahl Studierende	Nennungen
Bis zu 5.000	**21**
AixBoms	1
Echolon	1
GPLI	1
GroupOffice	1
KIX Professional	2
Matrix42	2
OK-Ticket	1
OTRS	7
Zammad	4
Znuny (OTRS)	1
5.001 bis 15.000	**24**
JIRA	2
Jira Service Desk	1
KIX Professional	2
Microfocus SMAX	1
osTicket	2
OTOBO	1
OTRS	10
Topdesk	1
Zammad	2
Znuny (OTRS)	2
15.001 bis 30.000	**12**
Eigenentwicklung	1
Jira Service Desk	1
KIX Professional	1
OTRS	8
Topdesk	1
Mehr als 30.000	**9**
KIX Professional	2
OTRS	5
TicketXpert	1
Znuny (OTRS)	1
Gesamtergebnis	**66**

The following chart groups the deployed solutions by university type:

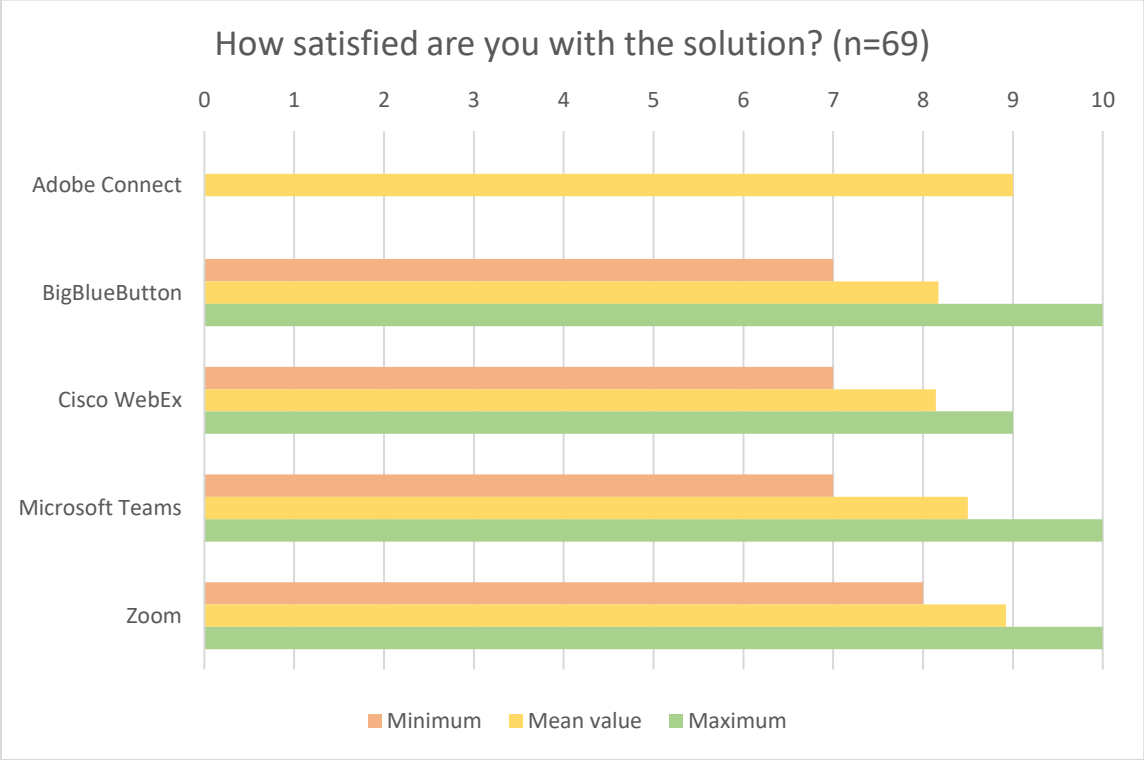
Hochschultyp	Nennungen
Duale Hochschule	**1**
OTRS	1
Forschungseinrichtung	**1**
OTRS	1
Hochschule für angewandte Wissenschaften	**33**
Eigenentwicklung	1
GPLI	1
GroupOffice	1
JIRA	2
Jira Service Desk	1
KIX Professional	4
Microfocus SMAX	1
OK-Ticket	1
osTicket	1
OTOBO	1
OTRS	10
Topdesk	2
Zammad	5
Znuny (OTRS)	2
Sonstiges	**1**
AixBoms	1
Staatlich anerkannte private Hochschule	**1**
OTRS	1
Universität	**29**
Echolon	1
Jira Service Desk	1
KIX Professional	3
Matrix42	2
osTicket	1
OTRS	17
TicketXpert	1
Zammad	1
Znuny (OTRS)	2
Gesamtergebnis	**66**

Video conferencing

The mentions are:

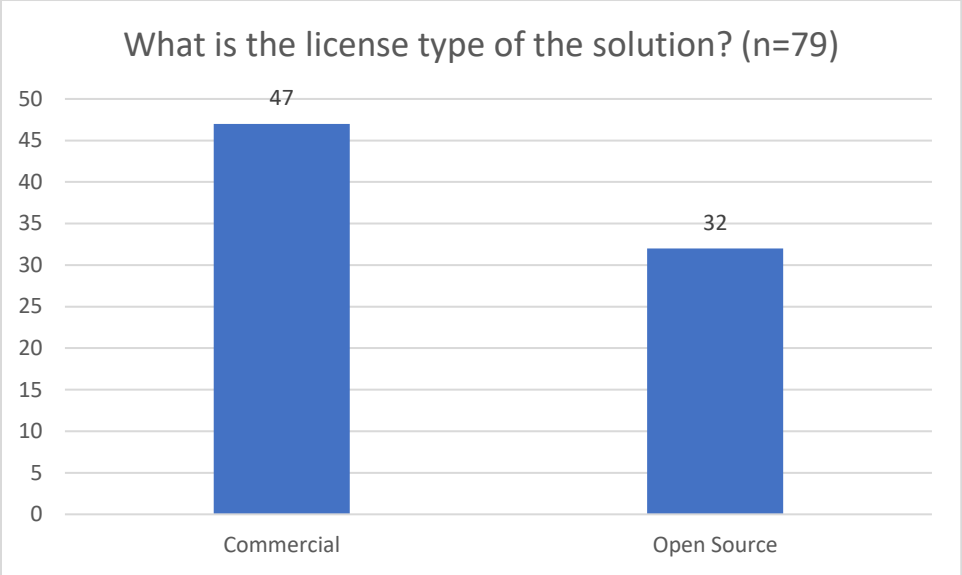


The satisfaction ratings are distributed as follows

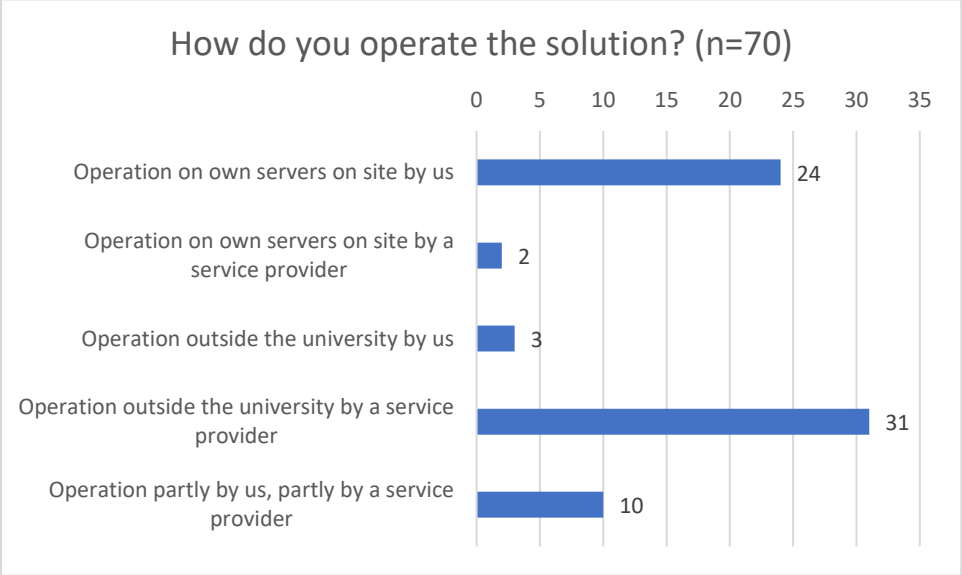


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

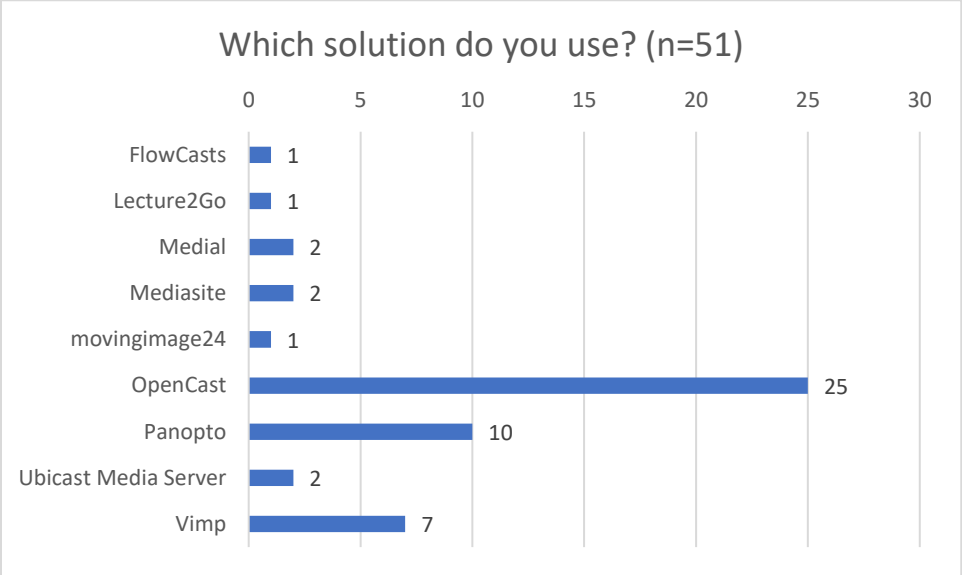
Anzahl Studierende	Nennungen
Bis zu 5.000	**25**
BigBlueButton	11
Cisco WebEx	3
Microsoft Teams	5
Zoom	6
5.001 bis 15.000	**27**
Adobe Connect	1
BigBlueButton	12
Cisco WebEx	2
Microsoft Teams	3
Zoom	9
15.001 bis 30.000	**14**
BigBlueButton	4
Cisco WebEx	2
Zoom	8
Mehr als 30.000	**13**
BigBlueButton	4
Cisco WebEx	2
Jitsi	1
Zoom	6
Gesamtergebnis	**79**

The following chart groups the deployed solutions by university type:

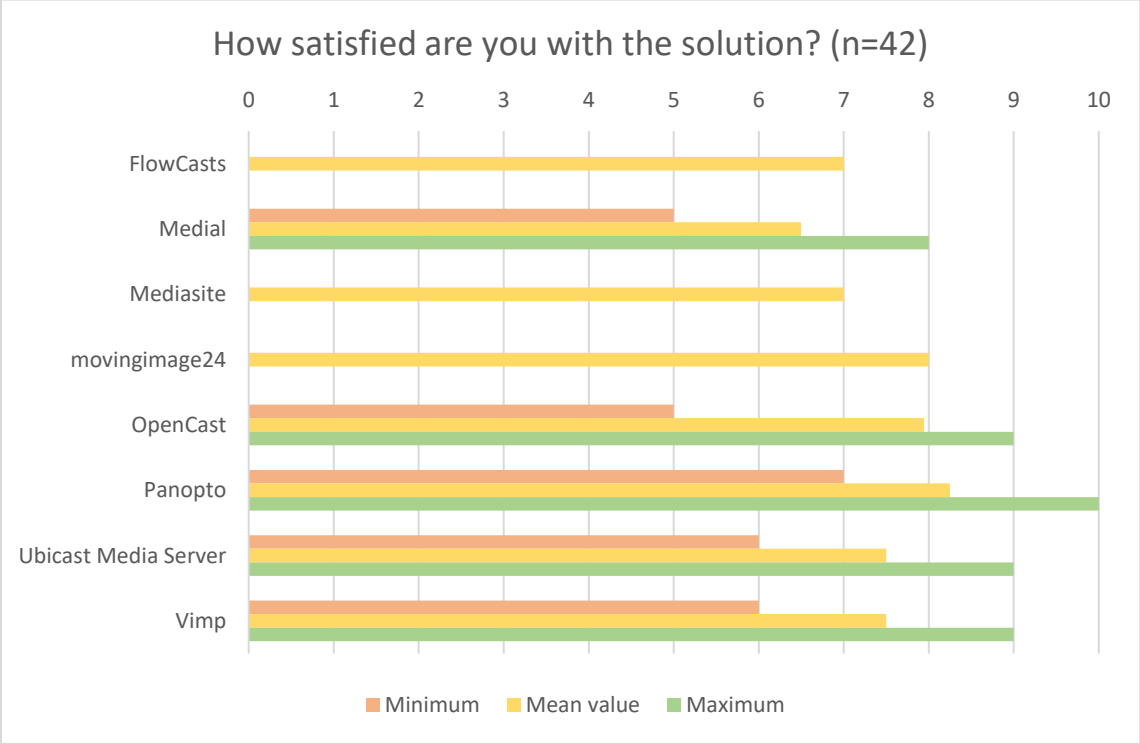
Hochschultyp	Nennungen
Duale Hochschule	**1**
BigBlueButton	1
Forschungseinrichtung	**1**
Zoom	1
Hochschule für angewandte Wissenschaften	**38**
BigBlueButton	17
Cisco WebEx	3
Microsoft Teams	7
Zoom	11
Kunst- / Musik-Hochschule	**1**
Cisco WebEx	1
Sonstiges	**1**
Cisco WebEx	1
Staatlich anerkannte private Hochschule	**1**
Zoom	1
Universität	**36**
Adobe Connect	1
BigBlueButton	13
Cisco WebEx	4
Jitsi	1
Microsoft Teams	1
Zoom	16
Gesamtergebnis	**79**

Video Management

The mentions are:

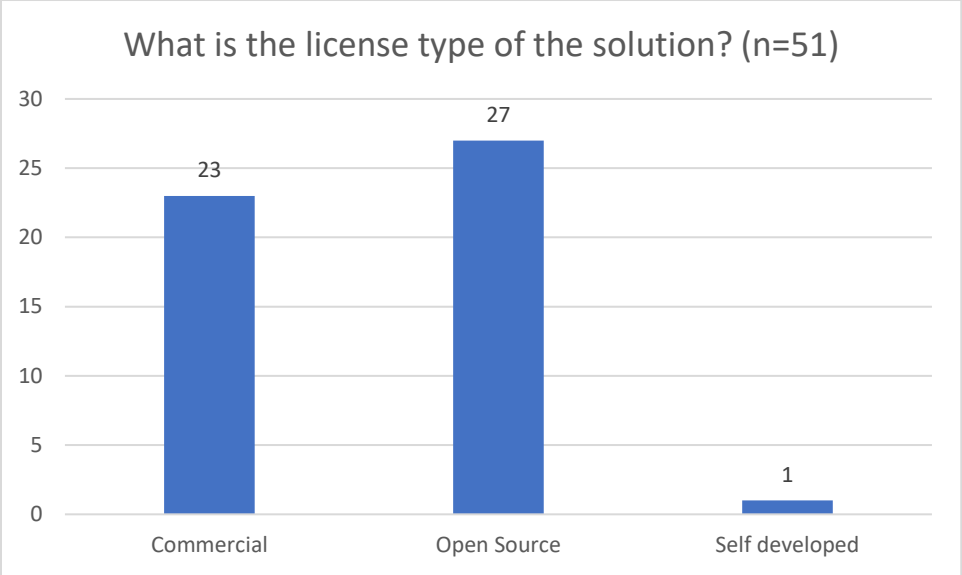


The satisfaction ratings are distributed as follows

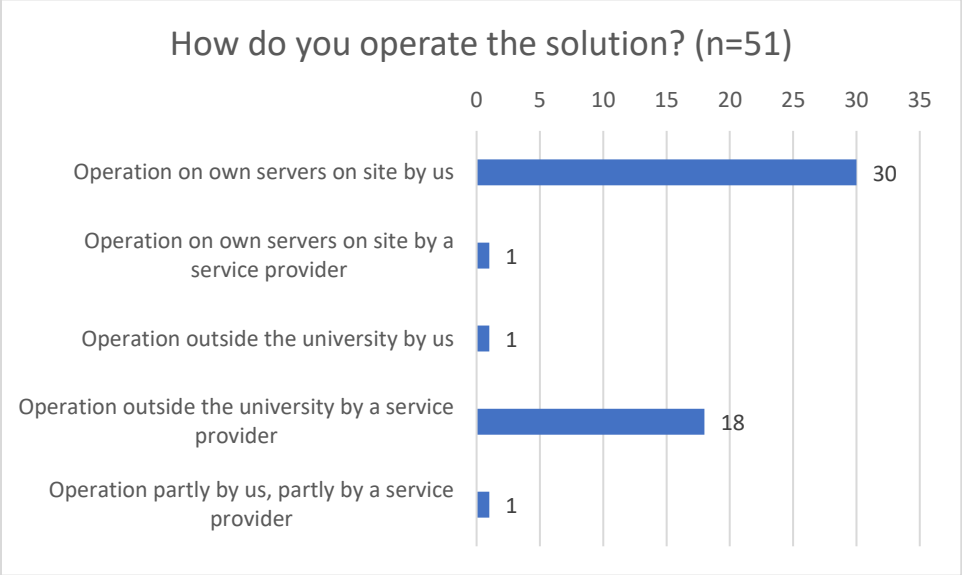


A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

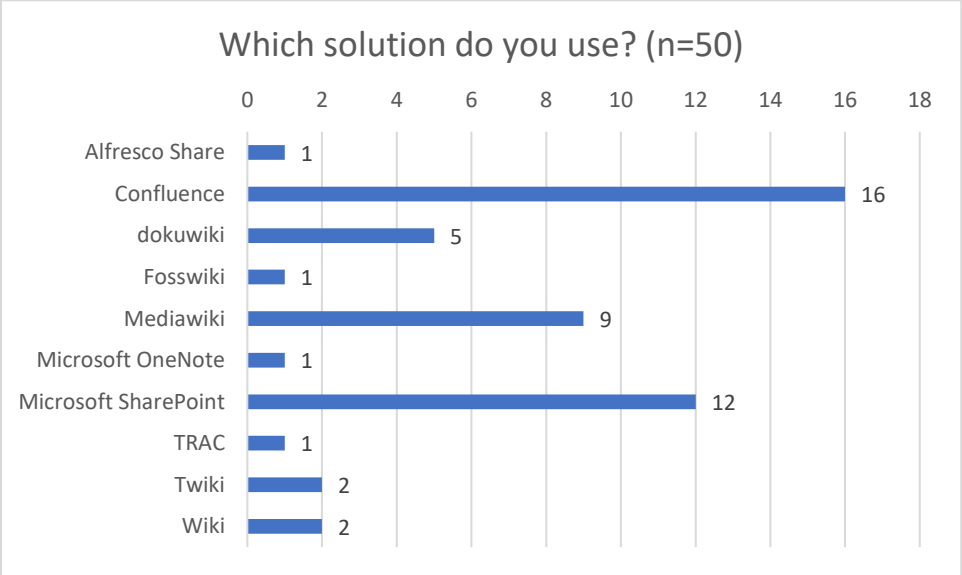
Anzahl Studierende	Nennungen
Bis zu 5.000	**17**
Mediasite	1
OpenCast	11
Panopto	2
Vimp	3
5.001 bis 15.000	**17**
Lecture2Go	1
movingimage24	1
OpenCast	6
Panopto	5
Ubicast Mediaserver	1
Vimp	3
15.001 bis 30.000	**9**
Medial	1
Mediasite	1
OpenCast	3
Panopto	3
Vimp	1
Mehr als 30.000	**8**
FlowCasts	1
Medial	1
OpenCast	5
Ubicast Mediaserver	1
Gesamtergebnis	**51**

The following chart groups the deployed solutions by university type:

Hochschultyp	Nennungen
Duale Hochschule	**1**
Ubicast Mediaserver	1
Hochschule für angewandte Wissenschaften	**26**
Lecture2Go	1
Mediasite	1
movingimage24	1
OpenCast	13
Panopto	6
Ubicast Mediaserver	1
Vimp	3
Universität	**24**
FlowCasts	1
Medial	2
Mediasite	1
OpenCast	12
Panopto	4
Vimp	4
Gesamtergebnis	**51**

Knowledge Management

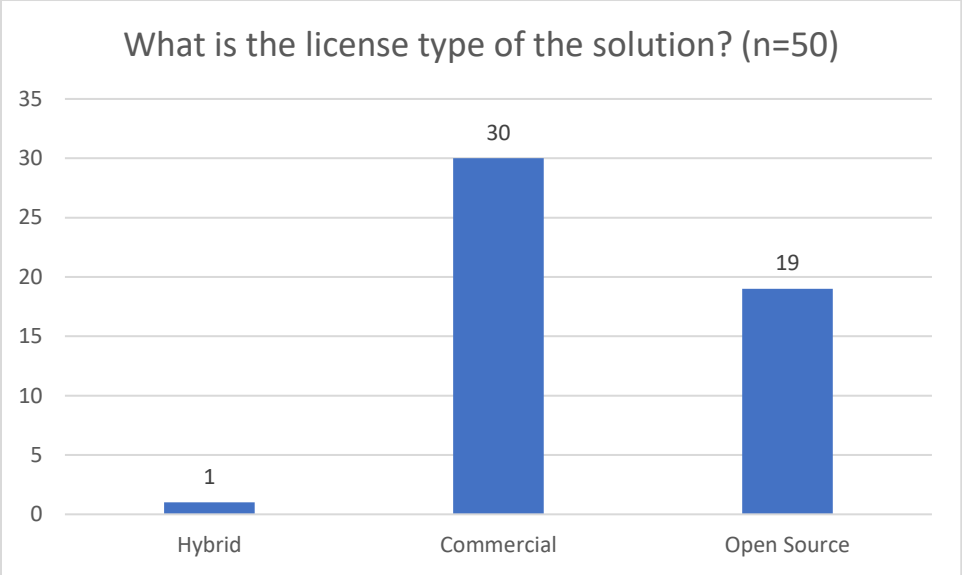
The mentions are:



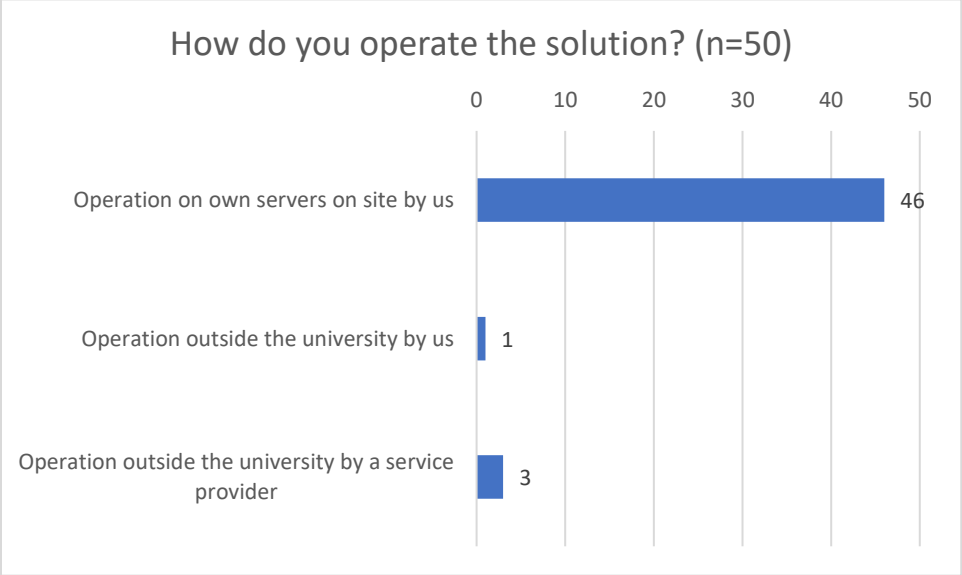
The satisfaction ratings are distributed as follows

A satisfaction score of 1 stands for "very dissatisfied" and 10 for "very satisfied".

The license types are distributed as follows:



The following types are mentioned as operating models:



The following table shows the solutions used grouped by facility size:

Anzahl Studierende	Nennungen
Bis zu 5.000	**12**
Confluence	2
dokuwiki	2
Mediawiki	2
Microsoft SharePoint	4
Wiki	2
5.001 bis 15.000	**20**
Alfresco Share	1
Confluence	7
dokuwiki	1
Fosswiki	1
Mediawiki	2
Microsoft SharePoint	6
TRAC	1
Twiki	1
15.001 bis 30.000	**9**
Confluence	5
dokuwiki	1
Mediawiki	2
Microsoft SharePoint	1
Mehr als 30.000	**8**
Confluence	2
dokuwiki	1
Mediawiki	3
Microsoft SharePoint	1
Twiki	1
Gesamtergebnis	**49**

The following chart groups the deployed solutions by university type:

Hochschultyp	Nennungen
Duale Hochschule	**1**
Microsoft SharePoint	1
Forschungseinrichtung	**1**
Mediawiki	1
Hochschule für angewandte Wissenschaften	**23**
Alfresco Share	1
Confluence	8
dokuwiki	2
Fosswiki	1
Mediawiki	2
Microsoft OneNote	1
Microsoft SharePoint	7
TRAC	1
Sonstiges	**1**
Confluence	1
Staatlich anerkannte private Hochschule	**1**
Microsoft SharePoint	1
Universität	**23**
Confluence	7
dokuwiki	3
Mediawiki	6
Microsoft SharePoint	3
Twiki	2
Wiki	2
Gesamtergebnis	**50**

List of questions

General Questions: Please provide us with some basic information. (All information is optional)

- From which type of university or research institution do you come? (University, University of Applied Sciences, University of Art / Music, Church university, Dual university, State-recognized private university, Research institution)
- In which state is your facility located? (List of federal states)
- How many students does your university have? (Up to 5,000, 5,001 to 15,000, 15,001 to 30,000, More than 30,000)

Questions for each software category:

- Which solution do you use? (Free text)
- Is the system commercial, open source, self-developed or hybrid? (Commercial, Open Source, Self-developed, Hybrid)
- How do you operate the system? Internally, externally or mixed? (Operation on own servers on site by us, operation on own servers on site by a service provider, operation outside the university by us, operation outside the university by a service provider, operation partly by us, partly by a service provider).
- How satisfied are you with the solution? (Please select on a scale of 1 - 10, where 1 indicates low satisfaction and 10 indicates very high satisfaction).
- What comments do you have? (Free text)

Groups of questions about the software categories:

- Campus Management: Examples are HIS GX, HISinOne, CampusNet, CampusOnline, SAP SLCM)
- Backup software: examples are Spectrum Protect, Bacula, NetBackup
- CMS (Content Management System): Examples are Typo 3 or Wordpress
- Chat / instant messenger solution: examples are Mattermost, Rocketchat, Slack or Matrix

- DMS (Document Management System): Examples are d.3, ELO, OpenText,
- FIS (Research Information System): Examples are Pure (Elsevier), Converis (Clarivate Analytics), Symplectic Elements (Symplectic/Digital Science), HIS or FactScience (QLEO).

- Calendar: Examples are Exchange, Open Xchange, SOGo
- LMS (Learning Management System): examples are Moodle, Ilias, Stud.IP, Canvas
- Mail: Examples include Exchange, Open Xchange, Dovecot
- Private cloud / VM management: Examples are VMWare, OpenStack, Proxmox
- Project management: Examples are OpenProject, Gitlab, JIRA
- RM (Resource Management): Examples are SAP, HIS, Mach
- Sync-n-Share: Examples are Dropbox, OwnCloud, NextCloud, Seafile
- Ticket / Incident Management System: Examples are OTRS, Zammad, JIRA
- Video management: Examples are Panopto, OpenCast, Mediasite
- Video conferencing: Examples are Zoom, BBB, WebEx, Jitsi
- Knowledge management: Examples are Confluence, Mediawiki, Sharepoint, Twiki