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Customer testimonials



ETH UNIVERSITY ZURICH HAS SUCCESSFULLY INTEGRATED DAYLIGHT.

ETH zürich

At a glance

ETH Zurich offers numerous non-academic further education courses. The course management software being used was no longer supported by the manufacturer. In an evaluation, the daylight school, course and event management solution by daylight AG came out on top as a successor solution.

The deciding factor was the logical and intuitive operation of the software, which was appreciated by the end users, and the open architecture, which enabled daylight to be well-integrated into the existing complex system environment.

Today, all ETH internal providers of non-academic courses work with daylight. The solution serves as a standardised central back-office application for the course administrators and is interfaced with peripheral systems such as SAP, SWITCHaai and AEM.

An all-round successful integration project - the responsible IT specialists at ETH Zurich describe the replacement of their outdated course software as such with daylight, the school, course and event management solution from daylight AG. The ETH uses daylight successfully for the organisation, publication and implementation of the ever-expanding range of courses in non-academic postgraduate study. daylight uses interfaces to work together with numerous peripheral systems without media disruptions.

ETH Zurich – one of the top ten universities in the world

ETH Zurich is Switzerland's leading technical-scientific university and ranks among the 10 best universities in the world. Founded in 1855 as the Federal Polytechnic, the university is divided into 16 departments and offers 23 Bachelor's and 42 Master's degree study programmes as well as postgraduate studies in technical, mathematical and natural sciences. Currently around 20,600 students from over 120 countries are enrolled at ETH Zurich, including 4,000 doctoral students. The university has produced 21 Nobel Prize winners and 382 spin-off companies (since 1996) and underlines its high innovative strength with 90 patent applications and 200 invention claims per year. The ETH has its own IT services, divided into 9 sections.

Wanted: ONE solution for all internal course providers

"At ETH Zurich, several organisational units offer courses in the field of non-academic further education," explains Dr. Urs Hassler from the Software Project Services section of the ETH IT Services.

"These include, for example, further education courses for employees of the ETH Human Resources and Finance departments, as well as special software and programming courses for students or postgraduate training for professionals." The course management software being used was no longer supported by the manufacturer. The IT team formulated a functional specification sheet in close cooperation with the end users, and then carried out a public tender according to the rules of the Federal Law on Public Procurement.

Primarily a demanding integration project

The most important requirement of the new course management software: nothing new! Project manager Dr. Urs Hassler: "It was not about the implementation of course management with all functions, but a sophisticated integration project. Non-academic education is a niche for us. We didn't want to change processes or start a major reorganisation exercise, but instead map the existing processes 1:1 in a new solution and integrate them optimally into our complex system landscape." Given this situation, three solutions remained in the race, including the daylight school, course and event management solution from daylight AG. Katharina Leith, responsible for IT support of the non-academic courses at ETH, explains the reasons why daylight won the race: "daylight clearly had the highest user acceptance. The staff appreciated the clear user guidance, the sare oriented to the office world. Together with the open architecture, which allows a good integration of peripheral systems and

"IN THE CONTEXT OF A REPLACEMENT PROJECT, WE HAVE SUCCESSFULLY INTEGRATED DAYLIGHT IN OUR HETEROGENEOUS SYSTEM LANDSCAPE."

Dr. Urs Hassler
Project Manager ID Software Project Services
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follow-up processes, this solution came closest to our ideals. " The focus of the integration was on SAP for billing and on the university-wide authentication and authorisation infrastructure SWITCHhai. They also wanted to keep the Adobe Experience Manager content management system, which was established at ETH Zurich, so that providers could continue to publish their courses in familiar surroundings.

Standardised processes and successful integration of the peripheral systems

"In retrospect, the project can be described as very successful," sums up Dr. Urs Hassler. In the opinion of the project manager, this is largely due to the fact that users could be convinced early on of the benefits of a new centralised solution. The tenants who had previously operated in the departments and repeatedly modified over the years were only seen through by long-standing staff. Thanks to daylight, all providers of non-academic courses at ETH Zurich are now working with a standardised and consistent solution. daylight serves as a central back office application for the course administrators and is connected via interfaces to peripheral systems such as SAP, SWITCHhai and AEM. Courses are opened, described and given an implementation date in administration. After the approval has been given, the course is set to the "published" status and thus automatically published on several ETH websites.

Registration takes place via SWITCHhai single sign-on or the opening of a new account. Any invoice data is then transmitted directly to SAP. There were also some problems to solve when changing systems. Dr. Urs Hassler: "Shortly after going live, problems arose suddenly due to the complex university authentication process. Those responsible for daylight responded within a very short time and set up a new release, with which the problems could be resolved." Today,

around 20 staff members at ETH regularly work with daylight. Based on good experiences with the solution the ETH Library, which is located outside the ETH core organization, has meanwhile decided to use daylight for its course management.

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