



B U S I N E S S C A S E

The success story of Karlsruher Institut für Technologie

www.xwiki.com

About KIT

Das Karlsruher Institut für Technologie



Industry sector

Research,
Academia



Requirements

Documentation with
granular access
controls



Solution type

Intranet, Documentation
management system,
Knowledge base

The Karlsruhe Institute of Technology (KIT) is one of the largest research centers in Europe, being the only German university that combines a long university tradition with large-scale national research. The institution has a strong focus on energy system transformation, climate and resource protection, mobility and transportation, as well as data and information.

KIT is renowned for its numerous inventors and entrepreneurs who studied or taught there: Karl Benz, the inventor of the first self-propelled automobile, Heinrich Hertz, who first conclusively proved the existence of the electromagnetic waves, Emil von Škoda, founder of Škoda Works, the predecessor of today's Škoda Auto and Škoda Transportation, and many more. Professors and alumni have received 6 Nobel Prizes and 10 Leibniz Prizes, the latter being Europe's most prestigious and well-funded award.

#1 The problem



The context

Over the past 15 years, KIT faced escalating costs and maintenance challenges with Confluence. The critical turning point came when Atlassian announced the mandatory migration to their cloud platform, which was incompatible with KIT's extensive on-premises integrations needs, including their local databases like Jira for IT system insights and GIT repositories. These integrations were crucial for maintaining a single source of truth, preventing documentation discrepancies that could arise from data being stored in multiple, potentially unsynchronized systems.

Furthermore, the price for maintaining their Confluence instance became financially unfeasible, leading KIT to explore alternative tools. After a thorough evaluation of options on the market, which included a detailed analysis of macros compatibility and integrations through APIs, XWiki was chosen as the optimal solution. XWiki's open-source nature, combined with its ready-to-use [Confluence Migrator \(Pro\)](#), and the technical consulting offered by XWiki's highly competent Client team, enabled KIT to migrate and transition to the new solution in a seamless and timely manner.



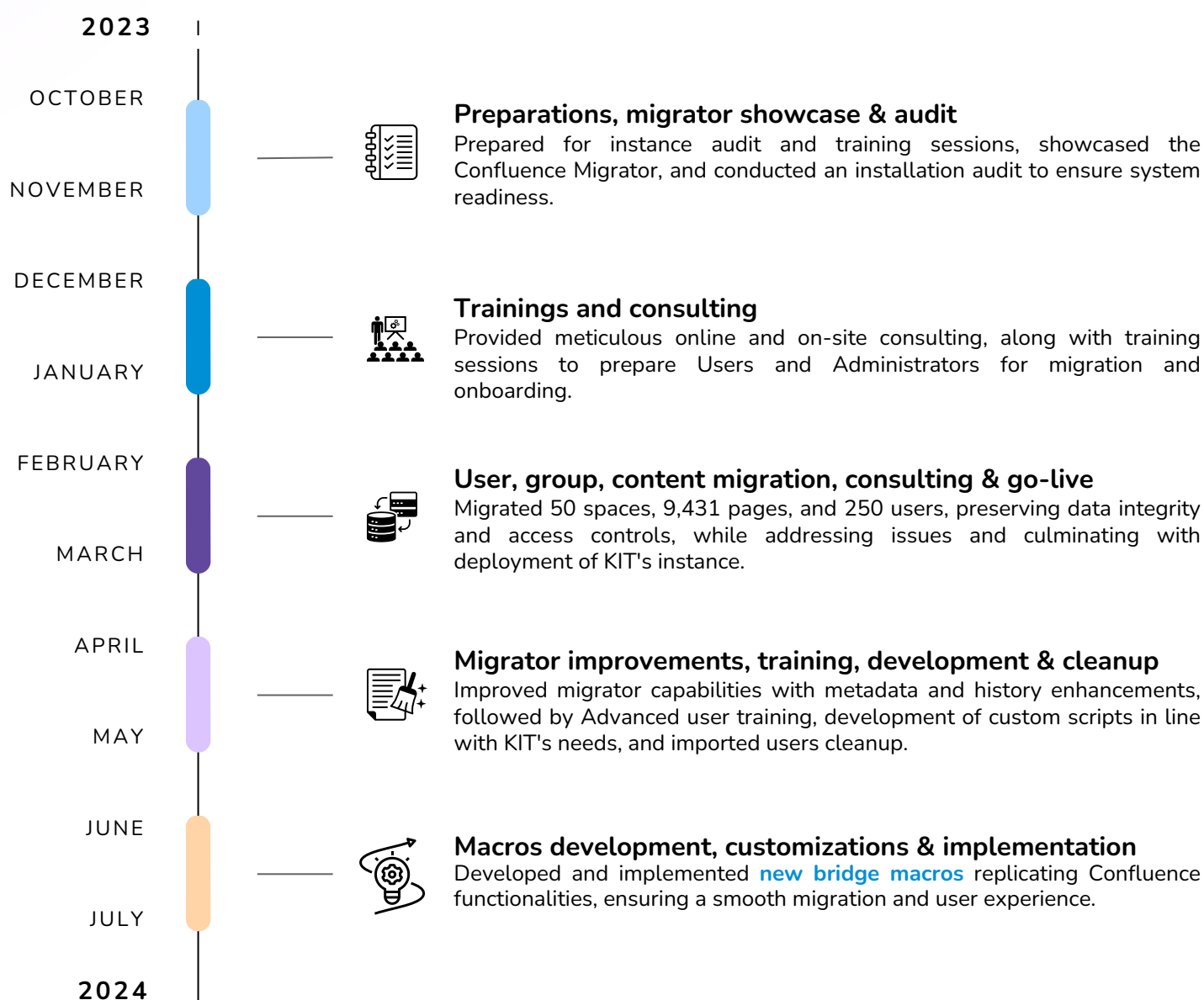
Needs

The KIT team required a solution that could provide a robust Data Management System (DMS) that integrates seamlessly with their existing infrastructure while offering granular access controls. The new solution had to be able to:

- Offer on-premises hosting for maximum security and data privacy;
- Be flexible and customizable, with extensive integration capabilities to maintain a unified documentation environment;
- Handle efficiently large volumes of data;
- Offer API support for ongoing integration with both existing and new on-premises systems.

#2 The solution

The entire consulting, planning, migration and customization process was completed within 10 months, resulting in a highly tailored intranet and documentation system that met all of KIT's stringent requirements. The migration was realized with the help of XWiki's **Confluence Migrator (Pro)**, which facilitated an efficient and accurate transition of data, including 50 spaces, 9431 pages, 250 users, and their permissions.



The collaboration between KIT and the XWiki Client team was very efficient, from communication to technical diagnosis, solutions, and implementation. During the project, the XWiki consultant (also a KIT graduate), with deep knowledge of XWiki and extensive programming experience, provided invaluable support throughout the consulting, development, and migration process.

#3 The results

KIT's migration from Confluence to XWiki represents a significant enhancement in their DMS capabilities. By selecting XWiki, KIT not only transitioned fast to a much more cost-efficient solution, but also benefits from unmatched flexibility, security, and control over their data and hosting. The tailored intranet and documentation system allows KIT to manage and develop their knowledge base on their terms, free from the constraints of a cloud-only vendor platform.



Seamless Migration

9,431 pages, 50 spaces, and 250 users were migrated with full retention of structure, content, attachments, history, and permissions.



Enhanced Security

On-premises hosting ensures that KIT maintains complete control over their data, aligning with their privacy requirements.



Customized Solutions

XWiki's flexibility allowed for the development of custom features and enhancements, such as multilingual search and improved navigation, tailored to KIT's needs.



*XWiki was the most open alternative with **the least amount of effort** to change from our side. These were our two essential criterias for choosing the new tool.*

- Wolfgang Mexner, Head of IT department



About XWiki SAS

XWiki SAS is the company that provides solutions and services on top of the **100% open-source XWiki project**.

With **20 years of experience** on the professional collaborative solutions market and more than 30000 downloads each month, XWiki SAS has developed **over 500 projects all over the world**.

A skilled team works with you on your project from start to finish, trains both your technical & business users and provides you with hosting & technical support services.

They trust us

"[...] We selected XWiki for its latest documentation features, its capacity to handle millions of pages, its capabilities to build custom modifications and its thriving developer community."

- Engineering manager, **Amazon**

"Thanks to XWiki, our clients benefit from an up-to-date documentation of our products, everywhere in the world."

- Philippe Franck - Product Director, **EasyVista**

"Said it before, XWiki is awesome & so is the support."

- Patrick Masson - General Manager, **Open Source Initiative**

"Thanks to XWiki we have moved from a complex and hard to follow process to manage the Guidelines documents to a controlled online environment allowing to reduce the time spent and increase the quality of the documents provided to each country."

- Marc Noujaim - Senior IT Project Manager, **SCOR**



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