Tech Stack Applications

This page lists all applications used internally to run Unicis. Every tool has a single DRI (Directly Responsible Individual) who owns access management and is the first point of contact for issues.

Any new tool introduced by a contractor or team member must follow the TPSRM approval process before use.

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Communication & Collaboration

Tool	Purpose	URL	DRI	Notes
Element / Matrix	Internal team chat and small calls	matrix.unicis.tech	Predrag	Primary async communication channel for all Unicians
Jitsi	Larger audience video calls (15+ participants)	meet.unicis.tech	Predrag	Use for All Hands, EU project consortium calls, and large external meetings
Discord	Community and partners	discord.gg/unicis	Alexander	Public-facing; community support, announcements, partner channel

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Document & Knowledge Management

Tool	Purpose	URL	DRI	Notes
Nextcloud	File storage and document management	cloud.unicis.tech	Predrag	Primary document store for contracts, EU project files, and financial records
OnlyOffice	Document editing (integrated with Nextcloud)	cloud.unicis.tech	Predrag	Collaborative editing of documents within Nextcloud
DokuWiki	Internal knowledge base and employee handbook	handbook.unicis.tech	Predrag	Public handbook; internal processes, SOPs, and EOS documentation
Moodle	Remote/external training services and EU project training deliverables (not used for internal team training)	learn.unicis.tech	Predrag	Internal security awareness training is delivered via the Unicis Platform Interactive Awareness Training Program module instead

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Project Management & Operations

Tool	Purpose	URL	DRI	Notes
OpenProject	EU project work packages, timesheets, deliverables	scrum.unicis.tech	Predrag	Tracks EU project deliverables, Rocks, sprints, and time logging
Dolibarr	CRM, ERP, billing, subscriptions, partner management, transactional emails	erp.unicis.tech	Predrag	Single source of truth for all customer, vendor, partner, and billing records
n8n	Automation and integration glue	Internal	Predrag	Connects Dolibarr, FreeScout, Matrix, Matomo, and other tools via automated workflows
Vaultwarden	Password and secrets management	Internal	Predrag	Self-hosted; stores all shared credentials and secrets for the team

Marketing & Website

Tool	Purpose	URL	DRI	Notes
Astro	Public website and marketing pages	unicis.tech	Predrag	Static site framework powering the public-facing website
Sveltia CMS	Content editing for the Astro website	unicis.tech	Ksenija	Git-based CMS used by non-technical team members to update website content
Listmonk	Newsletter and email campaigns	Internal	Ksenija	Self-hosted; handles all newsletter sends and email campaign management
Matomo	Website analytics and engagement scoring	Internal	Ksenija	Privacy-respecting analytics for unicis.tech
Fider	Customer feedback and product roadmap	feedback.unicis.tech	Predrag	Community-facing product roadmap; primary input for quarterly Rock planning

Customer Support

Tool	Purpose	URL	DRI	Notes
FreeScout	Support inbox	Internal	Predrag	All inbound support requests; shared inbox for support@unicis.tech
LimeSurvey	Surveys for EU projects and research	Internal	Predrag	EU project surveys, customer satisfaction, and event feedback

Platform Analytics

Tool	Purpose	URL	DRI	Notes
Metabase	Unicis platform subscription analytics	Internal	Predrag	Dashboards for subscription metrics, usage, and platform health

AI & Machine Learning

Tool	Purpose	URL	DRI	Notes
OVH AI Endpoints — Meta-Llama-3.3-70B-Instruct	Production LLM inference	oai.endpoints.kepler.ai.cloud.ovh.net	Predrag	EU-hosted (France) managed inference endpoint; see Subprocessors

Development & Infrastructure

Tool	Purpose	URL	DRI	Notes
GitHub	Source code, issues, PRs, and community contributions	github.com/unicis	Predrag	Primary repository for Unicis Platform CE (community/open-source only)

Tool	Purpose	URL	DRI	Notes
GitLab	Private repos, CI/CD pipelines, and status page MonitorBot	Internal	Predrag	Infrastructure automation and private project repos (proprietary only)
Grafana / Prometheus	Infrastructure monitoring and alerting	Internal	Predrag	Monitors all self-hosted services; alerts via Matrix
GlitchTip	Error tracking and application monitoring (EU-hosted)	Internal	Predrag	EU-hosted instance; self-hosted Sentry-compatible error tracking for application exceptions
CrowdSec	Security monitoring and threat detection	Internal	Predrag	Integrated with Grafana; alerts on suspicious activity
status.unicis.tech	Public platform status page	status.unicis.tech	Predrag	cState-based; updated automatically via MonitorBot

Tool Access

Access to internal tools is managed by the DRI listed above. To request access:

1. Message the DRI directly via Element/Matrix
2. For tools requiring accounts (OpenProject, Nextcloud, Dolibarr), the DRI will create your account
3. All access is revoked within 24 hours upon offboarding — see Departure communication
4. Any new tool introduced by a contractor must follow the TPSRM approval process before use

Security note: Never share credentials for any Unicis tool. Each person must have their own account. If you need access and do not have it, ask the DRI — do not use someone else's login. All shared secrets are managed via Vaultwarden.

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