

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.

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Communication & Collaboration

Tool	Purpose	URL	DRI	Notes
Element / Matrix	Internal team chat	matrix.unicis.tech	Predrag	Primary async communication channel for all Unicians
Nextcloud Talk	Internal video calls and voice (up to ~15 people)	cloud.unicis.tech	Predrag	Used for daily standups, 1:1s, and small team calls
Jitsi	Video calls with external parties or 15+ participants	meet.unicis.tech	Peter	Use for All Hands, EU project consortium calls, and large external meetings
Discord	External community chat and partner communications	discord.gg/unicis	Alexander	Public-facing; community support, announcements, partner channel
Nextcloud Calendar	Shared team calendars and appointment scheduling	cloud.unicis.tech	Predrag	Use for scheduling internal meetings and shared availability

Document & Knowledge Management

Tool	Purpose	URL	DRI	Notes
Nextcloud Files	Document storage, sharing, and collaboration	cloud.unicis.tech	Predrag	Primary document store for contracts, EU project files, financial records
DokuWiki (Handbook)	Company handbook and internal knowledge base	handbook.unicis.tech	Predrag	Public handbook; internal processes, SOPs, and EOS documentation
Moodle	Online training delivery	learn.unicis.tech	Predrag	Used for onboarding training and EU project training deliverables

Project Management & Operations

Tool	Purpose	URL	DRI	Notes
OpenProject	Project management, budget tracking, timesheets	scrum.unicis.tech	Peter	Tracks Rocks, EU project deliverables, sprints, and time logging
Dolibarr	CRM, vendor/partner management, subscriptions, invoicing	erp.unicis.tech	Predrag	Single source of truth for all customer, vendor, and partner records
Wise	Online payments and bank transfers	wise.com	Predrag	Used for invoicing payment links, partner commissions, and vendor payments
n8n	Workflow automation and integrations	Internal	Peter	Connects Mautic, Dolibarr, FreeScout, Matrix, and other tools via automated workflows

Marketing & Customer Engagement

Tool	Purpose	URL	DRI	Notes
Mautic	Newsletter, customer engagement, and audience segmentation	Internal	Ksenija	All email marketing, onboarding sequences, and newsletter sends
Matomo	Web analytics and visitor tracking	Internal	Ksenija	Privacy-respecting analytics for unicis.tech; replaces Google Analytics
Fider	Public feedback portal and roadmap planning	feedback.unicis.tech	Predrag	Community-facing product roadmap; primary input for quarterly Rock planning

Customer Support

Tool	Purpose	URL	DRI	Notes
FreeScout	Support inbox and team email management	Internal	Predrag	All inbound support requests; shared team inbox for support@unicis.tech
LimeSurvey	Surveys, polls, and structured feedback collection	Internal	Predrag	Used for EU project surveys, customer satisfaction, and event feedback

Development & Infrastructure

Tool	Purpose	URL	DRI	Notes
GitHub	Source code, issues, PRs, and community contributions	github.com/unicis	Peter	Primary repository for Unicis Platform CE
GitLab	Private repos, CI/CD pipelines, and status page MonitorBot	Internal	Peter	Infrastructure automation and private project repos
Grafana / Prometheus	Infrastructure monitoring and alerting	Internal	Peter	Monitors all self-hosted services; alerts via Matrix
CrowdSec	Security monitoring and threat detection	Internal	Peter	Integrated with Grafana; alerts on suspicious activity
status.unicis.tech	Public platform status page	status.unicis.tech	Peter	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 immediately upon offboarding — see [Departure communication](#)

❏ **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.

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