



# Case Study

## North-West University improves user storage mobility with Nextcloud and ONLYOFFICE

April 2, 2019

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October 2017 North-West University deployed Nextcloud and Collabora Online, providing students and employees a way to access, share and collaborate on their data on the go. A year later, the university migrated to ONLYOFFICE. Aiming for about 6000 users initially, the university has 3 physically distributed locations but maintains the main infrastructure from Potchefstroom. This case study presents the challenges NWU faces, why Nextcloud was chosen as most fitting solution and how it was implemented, why the migration to ONLYOFFICE took place and how that went.



## The challenge of providing a modern service

The North-West University is the result of several mergers over the last decades, with the last happening in 2004. The resulting three physical locations are not close – the furthest is over 200 kilometers away from Potchefstroom where the main infrastructure is kept. There are 2 data centers on the Potchefstroom campus, and one each on the Mafikeng and Vanderbijlpark campuses. Support comes in the form of a combination of local IT support offices on each campus and remote VNC sessions.

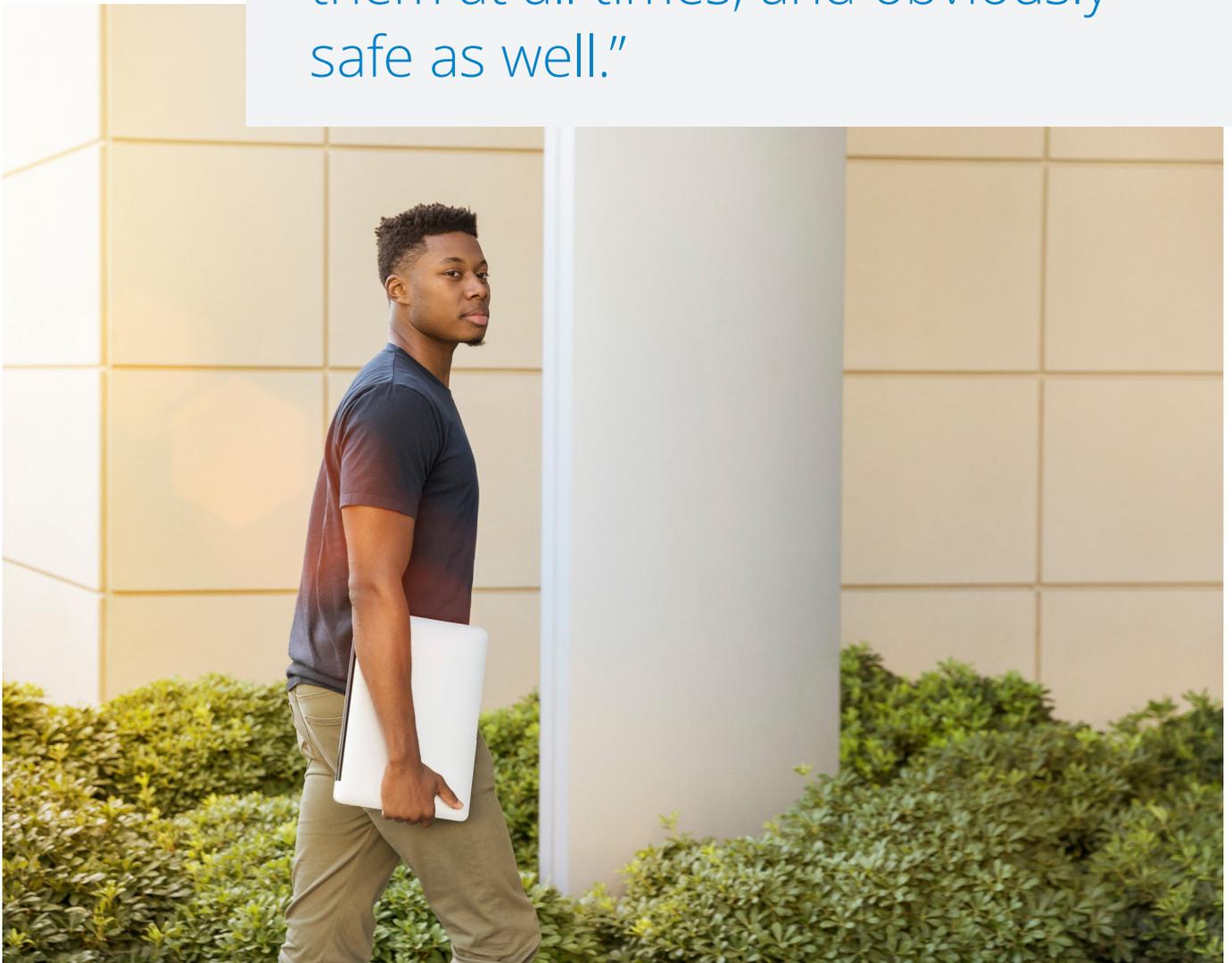
The university still uses Novell for identity management, offering a shared directory and of course managing the user home directories. A brilliant solution when introduced in the early nineties! Times have changed and the mapped network drive solutions from various vendors became a somewhat cumbersome and rather outdated concept that was “missing the futuristic bus in the last decades and failing to innovate”, according to Hans.

Students, lecturers and researchers are all used to the concept of “data on the go”. Google provided that with Google Drive and the method is so “indoctrinated” in people’s mind that forcing a 90’s style mapped-drive solution on users is not appreciated: “People laugh at you”.

The only way to access data from the network drive remotely was to use a VPN connection to the university. This was hugely limiting to, for example, researchers working overseas, in no small part because the VPN technology the university used had limited client support. It was time for another solution. Keeping up with the constant change in how different operating systems and especially mobile clients operate, it was time for a new approach, a new era so to speak. It was time for a new solution. Any file, anywhere, any time, any device.

Hans: "The IT world has changed in such a way that if the institution, albeit a university, a company or any other organization, does not cater for the needs of their employees, those employees will just go and find these solutions on their own. This can easily be a cause of chaos, as you will end up with 100's or even 1000's of different individual solutions to try and supply end-user support for. So the only logical, rational path to follow is to try and keep up with the technology without losing your sanity. We needed a sync client and all the pertaining features. People want to be mobile, and they want their data to be as well. Above everything else, it seems that end users want their data with them at all times, and obviously safe as well. Hence, a locally hosted cloud solution."

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## Searching solutions

The new technology should offer at least:

- A replacement for the Network Drive
- Be able to sync data for remote, offline work
- Feature good mobile clients
- Allow storage on SWIFT / OpenStack / Object storage
- Offer online, real-time document editing
- Be an easy fit in the existing infrastructure at the university

A few EFSS products were tried. A PoC was done with another open source solution but it was deemed too immature to fit the use case of the university. A proprietary solution from another vendor was also in limited use at the university. Desktop clients for all users and platforms as well as good mobile clients were very important to the team so the proprietary nature of the solution and its limited platform support meant it was dropped from the list of options.

The team settled at ownCloud and started a bigger PoC, test driving it within the IT department. Several problems cropped up. The university used SWIFT storage on OpenStack using v3 authentication. Using this as primary storage was initially not supported and when it came with ownCloud 9 it had big technical problems including inability to deal with files bigger than 5 gigabytes.

Hans: "The OpenStack software automatically chunks files larger than 5GB into smaller chunks, and upon successful upload, will present these chunks as a single object to the user again. The ownCloud interface couldn't handle these requests, and it was not clear what the limiting factor was."

This was a serious problem because OpenStack Swift object storage has proven to be the cheapest method of storing large quantities of data (Petabytes) as needed by the university.

The team then found out about Nextcloud, which supported chunking. There were widespread rumours about universities dropping ownCloud and moving to Nextcloud. After some deeper research into development strategies and business models it became clear to the team that Nextcloud was the future and the team moved over.



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## Implementing Nextcloud and online document editing

Hans noted that “the architecture for Nextcloud is laid out well”, making the technical side of implementing it easy. Some concepts were unfamiliar – the team had no prior experience deploying PHPbased solutions and the RHEL servers posed a bit of a challenge. Hans settled on the remi package for PHP<sup>1</sup> and “all was a breeze from there”.



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One of the first things users asked after the university implemented Nextcloud was: “Does this mean we can now edit files online? Or work on them simultaneously?”

Hans: “Unfortunately initially the answer was no. But as the service became more popular and more users started working on it, the need grew and it became apparent this is something we would need to implement.”

One of the issues any institution runs into when implementing any form of self-hosted open source solution is complexity. Another is scalability. The university did not want to add unnecessary complexity, so the logical choice was to stick to what is known. The seamless integration between Nextcloud and online document editing meant the choice was easy

to make. Part of the “available anywhere” approach is to be able to read, update and even delete files from anywhere, any time on any device. Hans notes that “people have become so used to Google docs, that anything similar was the only way of meeting this expectation.”

Control over the data was a primary concern and deciding factor in opting for Nextcloud integrated document editing: “Due to legislation and various other factors, some of our collaborative data are not meant to appear on “leaky” platforms. Our university deals in various research fields, some of which contain ethical data, which in turn have very strict rules to abide by. As is apparent throughout the times we live in, self-hosting is still the best solution to keeping your data safe. The biggest drive behind the Nextcloud and

<sup>1</sup> <https://rpms.remirepo.net/>

ONLYOFFICE integration was to supply a platform on which researchers could safely store, collaboratively work on and distribute data, all within their own control. The use cases for collaborative work has broadened immensely since we started, especially since the three campuses have aligned faculties. All administrative work was made possible by using a single collaborative platform. Any time, any place, anywhere."

Hans became aware of ONLYOFFICE when it announced its partnership with Nextcloud at the Nextcloud Conference late 2018.

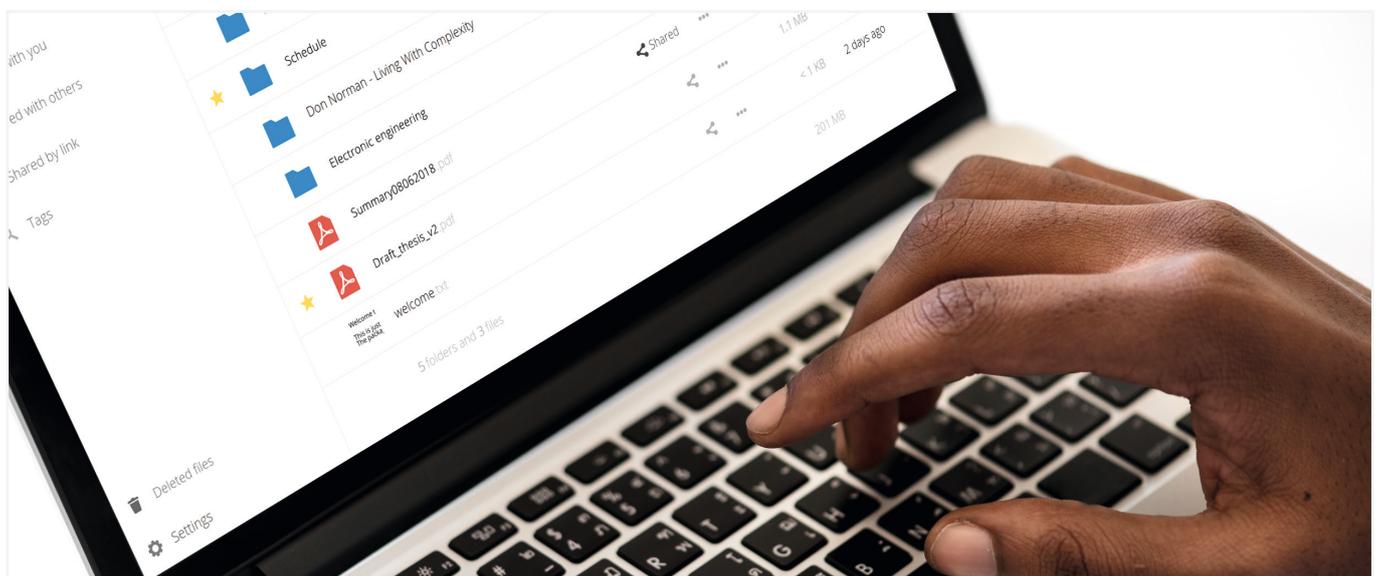
Hans: "We were blown away with how well this product was developed. The look and feel of the interface was a real glaring invitation to learn more. As the majority of our users are Microsoft Office based, the familiarity of an interface counts as much, if not more than the compatibility. In our experience users are willing to learn new functionality, as long as you can make it feel familiar. "

The initial collaborative office deployment "confirmed our fears [that users would be unhappy with an unfamiliar looking solution], so when we learned of ONLYOFFICE, it was a proverbial knight in shining armor."

About 6500 users have access to Nextcloud and ONLYOFFICE and they are very happy. Hans:

"Because they are familiar with products like Google Docs etc; the concept of having stuff in the "cloud" and accessing it through a web browser was not unfamiliar to them. Initially they had some questions about a few functional things, but we sorted those out quickly enough. The product itself is very intuitive (IMHO) so spending a little time on it is all that is necessary to understand how it works.

"The feedback we get is that Nextcloud helps a lot with sharing stuff effortlessly with other people in the organization."



Our users mostly ask question relating to the office integration, as this feature is used a lot.

The most used feature, Hans noted, is the “available anywhere” aspect: “Working on a document at work, going home, and keeping on going where you left off. The feedback we get is that Nextcloud helps a lot with sharing stuff effortlessly with other people in the organization.”

Reviews, editing, tracking changes and chat are all used extensively: “The sheer speed at which collaboration takes place within the documents is what I would regard as the most-used “unseen” feature. Collaboration is as close to instantaneous as you would find, with very very little overhead. Track changes, chat and comments will probably feature very high up on the list as well.”

With regards to using ONLYOFFICE desktop editors, Hans explained :

“At the moment it is not sold to users as the status quo, but some individuals have done this all on their own, and are very impressed with the func-

tionality. These are mainly Linux based users who do not have Microsoft Office installed by default, and it saves them the trouble of opening web pages to work on. Our philosophy is to try and supply our users with a set of tools to choose from. If they want to use a set of pliers to remove a nail from a piece of wood, they can, but if they want to use a hammer to drive the nail further inwards, that is also fine. We found the quickest way to antagonise users, is to impose a strict set of rules on how to do their daily work. We would rather give them excellent platforms like Nextcloud and ONLYOFFICE, and see them flourish.”

Asked about what could be improved, Hans shared that he’d like to see documentation improve further: “Things like how much additional disk space is needed for file versions, etc., was at one point a concern for us. Not knowing if we have catered enough storage space for versioning, trash, etc., to work properly.”



## Hardware setup

The setup used by the North-West University relies on 2 application servers running Apache, one database server with MySQL, one NFS provisioned with CEPH storage and one Collabora server. Authentication happens with Shibboleth connected to a LDAP. We use CAS as SSO provider. There is also a Redis server in the mix. The App servers are load balanced (least con method) with HA-Proxy load balancer. All users connect to the load balancer. This also helps with security, as the only server reachable from the outside is the load balancer.

All of the servers are virtual machines (Vmware) and run CentOS-7. The university has the following infrastructure assigned:

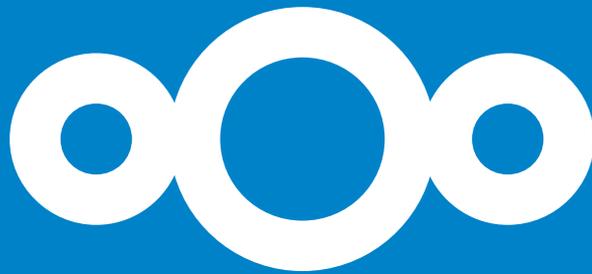
Load balancer	Application server 2	NFS server
CPU – 2x	CPU – 8x	CPU – 2x
RAM – 4Gb	RAM – 16Gb	RAM – 2Gb
Disk – 50 Gb	Disk – 50Gb + 200GB	Disk – 50Gb + 64TB
Application server 1	Database server	Collabora server
CPU – 8x	CPU – 8x	CPU – 8x
RAM – 16Gb	RAM – 16Gb	RAM – 32Gb
Disk – 50Gb + 200GB	Disk – 50Gb + 60GB	Disk – 50Gb + 500GB

In the future, the university will again investigate the possibility of migrating to using Object Storage directly on OpenStack - Nextcloud 14 is scheduled to provide the capabilities needed for this. There are still some technical requirements that have to be determined and “ironed out” before this implementation will be commissioned.

## Conclusion

North-West University moved to a Nextcloud solution backed by a Nextcloud Enterprise Subscription. Starting off with a self installed implementation, it was only natural progression that led to the purchase of the subscription. The system is now running well and is providing the university with a future-ready, always adapting and market leading technology to improve productivity for employees.





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