

Community Service Hub

Fact sheet for academic solution providers

Vision

The Community Service Hub is part of our vision for the collective design and open distribution of digital solutions to strengthen teaching and research in Switzerland.

In brief

Today, Swiss universities can access an unmanageable number of digital services to assist in their daily work. These services are organised independently of each other and the digital solutions are distributed across the entire Swiss higher education landscape. This is where the concept of the Community Service Hub as a neutral marketplace for the advertisement and exchange of digital solutions comes in. Through it, SWITCH enables the exploitation of the entire value creation chain that links end users, partners, and academic and commercial solution providers. This unique approach creates network effects between the individual participants and makes the academic solution landscape more transparent.

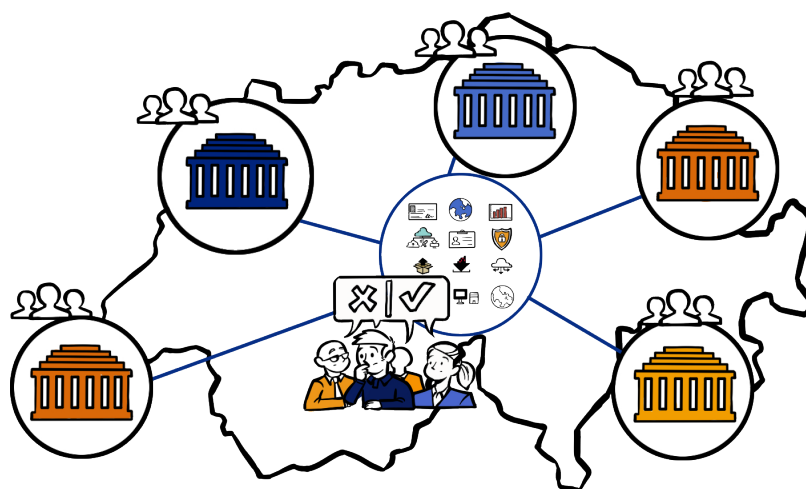
The foundation

The idea for the Community Service Hub arose from inputs and feedback from the university community. The Community Service Hub is therefore governed by the community, which defines its rules and regulations via the Guidelines Board. SWITCH's concept has successfully passed the evaluation process in collaboration with stakeholders.

Added value

- Central access to 300,000+ university members and connection to the SWITCH edu-ID
- Full marketing, legal and sales support from SWITCH, from legal fundamentals and onboarding digital solutions on the CSH platform to support for marketing digital solutions to partners and their end customers
- Transparent functionalities for usage statistics and billing
- Role in designing CSH governance, e.g. with reference to services, quality evaluations and regulations
- Collaboration and networking with colleagues from other institutions

Community Service Hub



The Community Service Hub simplifies the exchange of digital solutions for the entire Swiss university landscape. It is a solution by the community, for the community, and the community also makes up the central Guidelines Board.