KIX PRODUCT COMPARATOR
KIX SERVICE SOFTWARE

Basic features	Description	KIX START	KIX PRO (VERSION 18)
Incident Management	+ handling of security incidents and operational problems by the service desk and helpdesk + use of ticket templates for efficient recording of messages	without templates	✓
Change Management	+ integrated process management with flexible approval workflows for orders, releases, leave requests or even onboarding	without process management	✓
Services and Service contracts	+ manage services and SLAs (Service Level Agreement) + management of service contracts with customers, suppliers and service providers + provision of service catalogues	–	✓
Problem Management	+ identify and analyse problems, record known errors and provide workarounds	with restrictions	✓
Asset Management	+ management of software, hardware, licences, contracts as well as inventory and locations in the KIX Asset Database + comprehensive versioning of assets incl. version comparison + integrated linkage graph to map dependencies between multiple assets and perform impact analysis	without Link graph	✓
Knowledge database/FAQ	+ management and provision of knowledge entries in the agent portal and self-service portal + the link to tickets and assets enables a quick transfer of information such as maintenance instructions, troubleshooting or even instructions / regulations	✓	✓
Individualisation/ Extensibility	+ use of individual fields to record additional information, e.g. on tickets, contacts or organisations + integration of sidebars for more functionality	with restrictions	✓
Use of dashboards	+ use and manage dashboards to monitor tickets and assets + integration of new widgets based on own search templates and reports	with restrictions	✓
Integrated Reporting	+ comprehensive reporting module with customisable evaluations of KPIs, runtimes and SLA fulfilment	with restrictions, only CSV & JSON format	✓
Kanban Board	+ display of tickets in the Kanban Board for a structured overview of all pending tasks	personal board only	personal and team board
Ticket Calendar	+ display of tickets in the KIX calendar for optimised time management	personal calendar only	✓
Multilingualism	+ KIX is delivered with 2 languages (English, German) + other languages can be added individually	✓	✓
Revision safety	+ all changes to tickets and assets are historised and can be retrieved at any time	✓	✓
Ticket anonymisation	+ automated jobs allow data protection-compliant anonymisation of specific ticket fields	–	✓
API Integration	+ fully comprehensive open REST API for quick and easy data exchange of all processes and objects	✓	✓
Self Service Portal	+ the 24/7 portal for customers and employees + independent, uncomplicated reporting of tickets and tracking of the respective processing statuses + access to the knowledge base (FAQ) to find known solutions and answers to frequently asked questions + display of assets assigned to the user		✓
Integration in websites	+ integration of a configurable form for the quick entry of tickets in external web portals such as intranets	✓	✓
Automatic ticket creation	+ in addition to the manual entry of tickets, KIX allows the creation of tickets via email, jobs and via data import via the KIX REST-API	with restrictions	✓
Actions and Notifications	event-based automations with a wide range of configuration options for: + ticket notifications + ticket and article promotions + time and event-based jobs and actions	with restrictions	✓
Tickets: Conversation Guides	+ configuration of questionnaires for the structured recording of incident reports + enables the selective display of solution aids in the helpdesk	✓	✓
Tickets: Text modules and checklists	+ prefabricated text modules for quick use + use of structured checklists, e.g. to map task lists	✓	✓

CERTIFIED ITIL® 4 PRACTICES
WITH KIX PRO 18 [SERVIEW CERTIFIED TOOL]

✓ Incident Management
✓ Problem Management
✓ Service Request Management
✓ Monitoring & Event Management
✓ Change Enablement
✓ Relationship Management
✓ Service Configuration Management
✓ Knowledge Management

✓ Service Financial Management
✓ Information Security Management
✓ Measurement & Reporting Management
✓ Service Catalogue Management
✓ Service Level Management
✓ Service Continuity Management
✓ Supplier Management

SERVIEW CERTIFIED TOOL — SERVICE MANAGEMENT VERSION IV

Add-On modules & Enhancements	Description		
Connect Database	+ integration and import of data from external software systems into KIX via database access	–	chargeable add-on module
Connect Baramundi	+ integration and import of asset data from the baramundi Management Suite (baramundi software AG)	–	chargeable add-on module
Connect opsi	+ integration and import of asset data from the client management software opsi (uib GmbH)	–	chargeable add-on module
Connect Webservices	+ bidirectional data exchange between KIX and external software systems via web service (JSON)	–	chargeable add-on module
ITIL Practices	+ extensive ITIL® 4 status workflows directly from project practice, immediately applicable (e.g. Incident, Changes, Problem, Service Request) + in addition, the package includes numerous ITIL 4 reports as well as new asset classes for projects and contracts	–	chargeable add-on module
Field Agent App	+ create and edit service orders online and offline + further functions: Use of checklists, storage of photos and work reports, automatic time measurement		free of charge add-on module

Infrastructure & Login	Description		
Support distributed systems	+ separate installation of frontend and backend server is supported for efficient load distribution	✓	✓
LDAP/AD authentication	+ central user administration can be carried out in the user's own LDAP/AD server and is synchronised each time the user logs on	✓	✓
LDAP/AD synchronisation	+ the central user administration can take place in the own LDAP/AD server + automated periodic synchronisation of user and contact data from LDAP/AD (Active Directory) into KIX + when the user logs in, this data is accessed	–	✓
Single sign-on	+ use single sign-on authentication with Kerberos	–	✓

Maintenance & Services	Description		
Support	+ support hotline assistance (e-mail, telephone)	–	✓
Forum	+ forum support	✓	✓
KIX Pro Administrator-Training	+ discount for the KIX Pro Standard Administrator Training	–	(✓)