KIX

SUCCESS STORIES

HHO VERWALTUNGS GMBH

Report 03/2018

PROJECTOVERVIEW

User: *Heilpädagogische Hilfe Osnabrück (HHO) with 5 subholdings: HHO Verwaltungs*
GmbH, HHO Wohnen gGmbH, HHO Kindheit & Jugend gGmbH, Osnabrücker Werkstätten gGmbH,
Osna Integ gGmbH
Scale: *70 organizations for 3,500 people with disabilities, 1,700 employees, distributed regionally in*
the city of Osnabrück and the district of Osnabrück
Challenge: *Migration of ((OTRS)) Community Edition and KIX4OTRS to KIX Pro*
Special feature: *All processes and workflows set up independently*

KIX
SUCCESS STORIES

KIX helps those who help

At Heilpädagogische Hilfe Osnabrück, the remit for our employees in the project and in Support was to establish an IT system from a single source, as the saying goes. The migration to KIX Pro was carried out largely without any issues so HHO is now using KIX for classic IT service management, with the aim of structuring their processes. Initially our software was only used in IT, but HR management is now also connected, for example. We in the Support department also have contact with HHO via our forum every now and again, and are of course happy to help with any issues.

Fabian Seibt, Head of Service & Support department

© Denis Kuvaev/Shutterstock.com

Do It Yourself – An IT department opens up more and more application possibilities for KIX. Initially, a replacement for a proprietary help desk solution was needed. The decision was made for ((OTRS)) Community Edition, and soon after the search started for options to improve it. After half a year, the add-on KIX4OTRS from cape IT followed, and another six months later, at the start of 2017, KIX Pro from the same provider. The IT department of Heilpädagogische Hilfe Osnabrück Verwaltungs GmbH completed this quick obstacle course using a collaborative approach.

Initial situation

Heilpädagogische Hilfe Osnabrück is a charitable organization which supports people with disabilities in their participation in society. Its 70 organizations mainly work with thin clients and are linked to the IT main office in Osnabrück at HHO Verwaltungs GmbH. This office has seven IT employees and a trainee.

Marcel Auf der Masch, who is responsible for the internal service management system, and Stefan Osterfeld, Head of IT, remember: "KIX4OTRS already had many functions that aided us in our daily work." But it was also still an add-on installed on ((OTRS)) Community Edition, even if it had "a sensible user interface and was no longer so prone to errors." The aim behind the changeover to KIX Pro was to have a system from a single source. In addition to KIX Pro, today in version 17, HHO also uses their inventory module.

Project

The migration to KIX Pro ran smoothly. The application was installed on new servers in parallel to ongoing operations. The database including the history of all work orders and the dynamic fields that had already been created were then transferred over. A direct integration of other applications was not necessary. There are database links to be able to use customer data from ERP in KIX Pro as well, for example. The monitoring software PRTG is not directly integrated, but rather sends e-mails to the support account in the event of incidents. At HHO, KIX is used for classic IT service management. This includes more than the help desk function to report end users' difficulties at their workplace systems. It also concerns the ordering of hardware and software, installation orders, as well as internal IT processes. "Our aim was to have more efficiently structured processes to be able to process different types of order better," explains Auf der Masch. "We wanted to divide up the tasks in stronger alignment with the subject knowledge within the IT department. This was to ensure that users are provided with a qualified answer as quickly as possible." Here, the IT department is not organized rigidly. This means the responsibility for telephone calls to the help desk changes amongst the IT staff. The ticket opened up initially goes to the entire group. Auf der Masch: "This works well with our self-organization." Nevertheless, responsible people are still saved for the different queues so you do not always have to think about who might be responsible for which tasks. The users can contact the IT department via a so-called customer portal. Various ticket templates are provided here. Different forms are generated using dynamic fields, which request as much information as possible in order to complete work orders quickly. Once fault, inquiry, job etc., has been selected, users can also simply write a text. And they can then use the customer portal to see how far their jobs have got.

Conclusion

KIX's role is not just limited to IT-related tasks. At HHO word soon spread that the IT department had a powerful tool for end users. Now other departments also use the

cape IT software to better organize their work. HR management uses KIX for inquiries. Technical service uses it to track trade jobs including cost centers and project numbers. For facility management, workflows have been set up so that it is clear what has to be done in which organization. This is not the only reason they are happy with the solution from cape IT, as Auf der Masch explains: "These are users who are creating work orders and noticing that it is all working better than before." Auf der Masch set up the dynamic fields and workflows himself. "We are always looking to see how we can improve processes and whether we can incorporate more of them into KIX Pro," explains the IT employee. "Setting it up is not so complicated that you will have to ask for help. You have to become familiar with it. The system configuration is also relatively clear once you have got to grips with the structure. It's easy to find everything – even if there are a few details you have to look out for." Auf der Masch bestows particular praise on the KIX forum of cape IT: "You can always find information easily there and share ideas and solutions with other users. Before contacting cape IT's support, you can generally find most information there." He himself has also written help for other users in the forum. This means HHO has hardly had to make use of their support contract with cape IT. "Their support is excellent and helpful. You are quickly provided with the answers you need to make progress."

Heilpädagogische Hilfe Osnabrück Verwaltungs GmbH

"KIX's role is not just limited to IT-related tasks but soon impressed other departments."

Marcel Auf der Masch, who is responsible for the service management system

Industriestraße 17 · 49082 Osnabrück
www.os-hho.de

ABOUT CAPE IT

The c.a.p.e. IT GmbH is a manufacturer of the Open Source Software KIX and KIX Pro and a cross-industry specialist for business processes in IT and technical service. The company wich headquarters is located in Chemnitz currently employs about 50 experienced, ITIL-certified employees at two locations and can rely on many years of project experience and extensive expertise.

Numerous field-tested add-on modules for data and system integration as well as for maintenance and repair management, service accounting and reporting contribute to the sustainable optimization of service processes. As a leading service provider, c.a.p.e. IT GmbH assists with training and upgrades as well as comprehensive service and support. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

KIX