

# KIX

SUCCESS STORIES



**IMES-ICORE GMBH**

Report 06/2020

## PROJECTOVERVIEW

*User: imes-icore @ GmbH based in Eiterfeld*

*Remit: Automation of processes with customizable software*

*Employees: Approx. 200*

*Software version: KIX Pro 17.10.0.0*

*Database: Progress*

*Server: System is Ubuntu 17.04 LTS*

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### **KIX employed for the processing industry**

It is always a joy to introduce KIX in non-IT-based companies and thereby promote the exchange of knowledge and experience between industries. At Imes Icore we were able to incorporate our maintenance planner and field service, which are add-ons primarily intended for industry, just as effectively as agile working methods familiar from the world of IT using Kanban – we brought together the best of both worlds.



Torsten Thau, Authorized Officer/Product Owner

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## SUCCESS STORIES



### **Automation to break free**

Every successful company is sure to reach the following point sooner or later: From humble beginnings with a few employees, you have now grown to a certain size and market presence. It has been clear for a long time that the established structures no longer meet the more complex demands you face. More customers, more orders, international business relationships – all of this can ultimately no longer be managed using Excel tables and self-programmed administration software.

### **Initial situation**

This was also the case at imes-icore, a company from Eiterfeld in Hesse, which currently has around 200 employees. The company focuses on CNC machines, i.e. tools which are able to manufacture complex shapes and objects with high precision by using state-of-the-art control technology. Here imes-icore unifies all the expertise from development to production, and sales to service, all under one roof. "In 2002 we started out as a young and innovative company, and then just continued growing," reports Mike Schneider, Manager for Service Technology at imes-icore. "We found a

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niche here that also grew in line with our development. Supply and demand spurred each other on, and now we are one of the market leaders around the world for CNC technology and machining for trade and industry.” In order to have an overview of and manage all their processes, the company used self-programmed software with a free-ware database – but which had clearly reached its limits. Even with other standard programs such as Outlook and Excel the Hesse-based company had almost exploited all the potential. Automation with professional software was a matter of urgency. The managing director had become convinced of the advantages of a ticket system whilst witnessing one at another company. He then created a project group that was supposed to find a suitable program.

### Project

The future ticket system was supposed to above all support the Service department in processing the ever-increasing inquiries and support cases faster and in a more cost-efficient manner. It was also supposed to provide the framework for establishing an FAQ and knowledge database for the dealer network. A greater challenge, however, was posed by the mapping of the international dealer and customer network: The dealers were supposed to be able to view and process service jobs and service inquiries from end clients everywhere. Here KIX from cape IT impressed with the possibility to create any number of clients, and also due to its flexible web-based use. “We could of course also use KIX on-premises, but we could not ask our distributors and customers to install new software on all their devices, just to make our life easier,” says Schneider. “This way, anyone can log in with every device. This works really well for our employees when they want to work from home or on the move, for example.” Another crucial element was also that KIX is based on open-source software and can easily be adapted to the customer using it. “We were positively surprised by the scope of functionalities that KIX also provides for structuring the actual industrial operations,” adds Daniel Bender, Head of the Service Industry department. “The software is of course intended for IT service, but with features such as the maintenance planner, the field service and also Kanban view, it is customized perfectly for our industry. It would have been harder to see ourselves and our processes in the structures of the program of other providers.”

In October 2018, the decision was made to go with KIX. From January 2019, parallel to ongoing operations, Mike Schneider prepared the inventory data from their own service software to be able to import it into KIX. “For us, it was like a complete makeover – a thorough clean out and dusting, just like you would before you move,” says Schneider. The actual installation was then carried out in July 2019 within just a few hours, and following a short test phase, the system went online in August. Since then, Schneider has been continuing to customize the software and has been imple-

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menting new, special functions. The core of the system is the Support Desk with Lisa Göllmann – “the central port of call for everything.” She creates tickets for inquiries which are still placed by e-mail or telephone, and sorts them according to the two main branches of the company: Industry and dental services. “In dental services, we can accrue 100-150 tickets a day if you take into account all activities, questions, problems, training bookings, or sales inquiries,” explains Göllmann. “This is why we have other first-level support agents here who assign the tickets to the actual processing agents more precisely.”

### Conclusion

For Schneider, an important area currently is the internal training on the system. “Our department managers were also there during the initial instruction by cape IT. They were then meant to train their staff in turn. But it soon transpired that this was too short as the department managers were only familiar with the program to a superficial extent themselves. So I have now undertaken this myself with two to three training sessions a week. This was important to me to really get all departments on board. And we also quickly convinced our customers and dealers.” So far Schneider has been able to map all the required functions with KIX – internal and external ticket processing, customer and contact partner management. “Almost everything is possible,” says Schneider in summary. “With its outstanding flexibility, KIX has so far kept everything that cape IT promised. We have now set ourselves the aim to finally do away with Outlook. There are still just a few habits that we haven’t yet managed to overcome completely.” And he still has lots of plans with KIX. The next things on the agenda are the networking with the ERP system, the complete integration of the dealer and customer system, as well as the establishment of the FAQ database, says Schneider: “We are far from having exhausted all the possibilities.”



imes-core® GmbH

"Almost everything is possible. With its outstanding flexibility, KIX has so far kept everything that cape IT promised."

**Mike Schneider, Manager for Service Technology**

Im Leibolzgraben 16 • 36132 Eiterfeld  
[www.imes-core.de](http://www.imes-core.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 with 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.

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c.a.p.e. IT GmbH • Schönherrstraße 8 • 09113 Chemnitz  
Telefon: 0371 27095 620 • Fax: 0371 27095 625  
E-Mail: [info@cape-it.de](mailto:info@cape-it.de)

[www.kixdesk.com](http://www.kixdesk.com)