KIX
SERVICE SOFTWARE

ITIL® 4 & KIX

The power team for your IT

Combine the leading framework for implementation of successful IT services with one of the leading open source ITSM solutions.
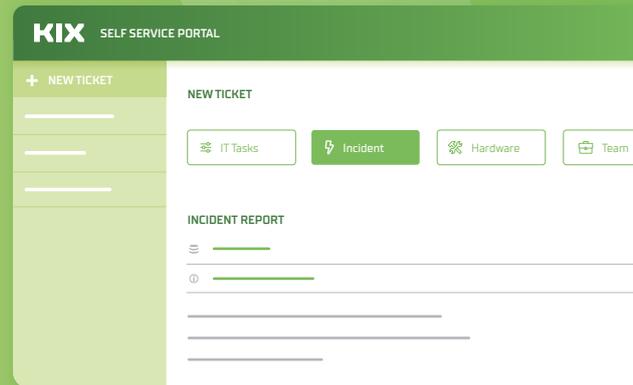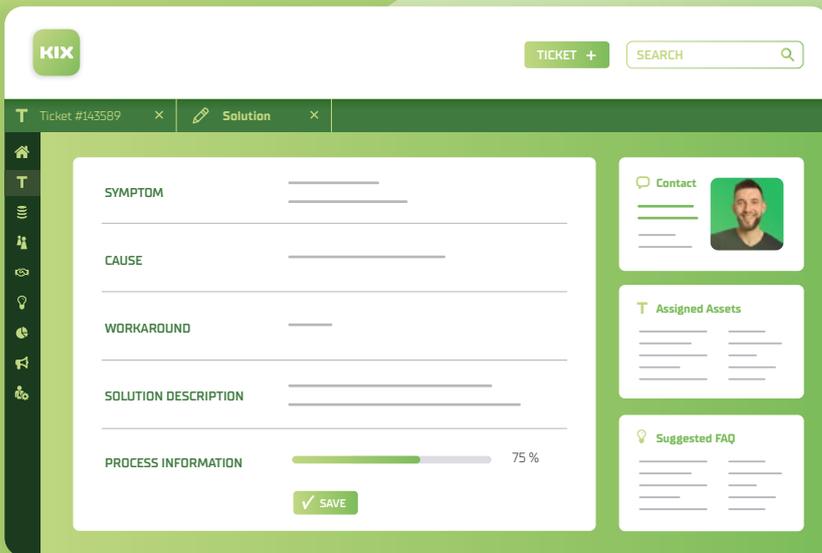
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Reasons why your company **should be ITIL® 4 compliant**

1 **Quickly using successfully tested working methods**
Do your IT processes sometimes run less than smoothly? With ITIL® 4 you can define the processes that best suit your organization based on successfully tested best practices, and then rapidly implement them.

2 **Establishing a standardized understanding of the role/ objectives of IT**
It's a phrase we often hear nowadays: "No idea why the IT is doing that again...". ITIL® 4 supports you in establishing a shared and standardized understanding of IT working methods and service processes in the IT team and throughout the company.

3 **Targeted management of IT finances**
Functioning IT is not an end in itself. Targeted economic planning, implementation and monitoring of IT is a crucial factor in the success of professional IT departments and companies. ITIL® 4 includes appropriate solutions for successful management of your IT finances.

4 **Easily manage ISO 27001 audits**
The number of ISO 27001 certified companies is constantly increasing. And for operators of critical infrastructure, certification is mandatory. ITIL-based working methods combined with standardized IT service management makes the complex audits demonstrably easier and results in cost and time savings.

5 **Increasing flexibility and future capabilities**
Thanks to its excellent flexibility, ITIL® 4 supports agile IT service management in companies and institutions. The framework therefore acts as an important precursor and guide for digital transformation and ensuring future capabilities of service-based organizations.

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KIX has taken on the challenge in the 'Service Management Version IV' category, and has succeeded in meeting the over 700 CERTIFIED TOOL criteria. CERTIFIED TOOL is enabling us to create transparency and comparability in the software market for best management practices. We offer our congratulations on achieving 15 practices.

Michael Kresse

Position
CEO SERVIEW GmbH

15 ITIL® 4 practices

✓ Included in the KIX ITIL add-on

⚙ Configurable

KIX & ITIL® 4

- Supplier Management
- Relationship Management
- Measurement & Reporting Management
- Monitoring & Event Management
- Service Financial Management
- Knowledge Management
- Service Configuration Management
- Service Continuity Management
- Information Security Management
- Service Catalogue Management
- Service Level Management
- Change Enablement
- Service Request Management
- Problem Management
- Incident Management

8 ITIL practices
in 8 minutes with KIX

KIX & ITIL® 4

Frequently asked questions

Can we start immediately after activating the ITIL add-on?

Yes, the basic ITIL settings are active and can be used immediately after activation of the add-on.

Can KIX map our IT infrastructure in the asset database to be ITIL compliant?

KIX provides standard categories for IT equipment, which can be extended in the configuration. Your asset data can be transferred directly using a database or REST interface.

Is there any special user training for the ITIL add-on?

The add-on has been developed to be very user-friendly and largely self-explanatory. If you do require training, we can support you.

Can I process my service jobs with ITIL compliance without KIX?

Yes, you can, but: The ITIL-based working method in KIX provides standardized reports as well as process standardization. KIX also allows consistent linking of all relevant information within your service processes. This means that your IT can be audited without a lot of extra work.

My company has not worked to ITIL standards to date but is planning to do so in the future. Can you advise us?

We are not ITIL consultants, we are a software manufacturer. But we work closely with several well-known ITIL consultants and certification bodies, which we will be happy to recommend.

What additional costs do we have to pay?

In the KIX cloud, you can work in compliance with ITIL for just a few euros per month per service employee. For the on-prem version, there are annual costs per instance, which is particularly attractive for large companies. For detailed pricing information, please contact our sales team.

DO YOU WANT MORE INFO OR TO TEST KIX WITH ITIL® 4?

Our team will be happy to help.

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