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SKH RODEWISCH

Report 05/2019

PROJECTOVERVIEW

Client: Specialist hospital Sächsisches Krankenhaus Rodewisch (SKHRO) – Zentrum für Psychiatrie, Psychotherapie, Psychosomatik und Neurologie

Challenge: Changeover from KIX4OTRS to KIX Pro including its use in the areas of medical devices and building services

IT environment: Parallel changeover from Oracle Enterprises Linux 6.x to 7.5 plus VMware with the migration. CMDB change from MySQL to MariaDB

Application scope: Decentrally, 3 sites with approx. 60 buildings, 3,000 locations (rooms), and 4,000 end devices (of which 550 mobile and stationary computers, as well as 600 medical devices)

Project duration: 1st – 3rd quarters in 2018, further updates in 2019

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KIX Pro breaks new ground

With the contract award from SKH Rodewisch, we have entered partially new territory with KIX Pro. The integration of the medical device technology in particular was an application case which taught us a lot for future projects. Already in the implementation stage, we recognized that our product is the perfect tool in the healthcare sector to comply with the safety and documentation standards which apply there. Many KIX integration projects are very similar. But here, together with our customers, we created something which further hospitals, medical supply centers, and other healthcare sector organizations can benefit from in the future if they choose KIX.



Torsten Thau, Authorized Officer/Innovation Management

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The Sächsisches Krankenhaus Rodewisch (SKHRO) hospital completed their upgrade from KIX4OTRS to KIX Pro in 2018. This ran smoothly for all of the basic help desk functions and for the functional add-ons, but one hospital-specific add-on needed several corrections. The following is an impartial user report.

Initial situation

When it comes to IT, SKHRO is one of the most state-of-the-art hospitals in Germany. It was a pioneer when back in 2005 it started to introduce an electronic patient record. Ever since then, doctors have been able to complete their rounds on the go. Here, you will only still find paper where a patient's signature is required or where there are copyright issues.

Problem

In order to optimize the internal IT processes, it became necessary to merge together the partly stand-alone solutions, and bring them up to a new level. This is why SKHRO introduced KIX4OTRS in 2012. In this solution, all IT-related information from three sites with 60 buildings, thousands of rooms, end devices, cost centers, accounts payable, as well as the "Krankenhaus-Informationssystem" (KIS, "Hospital Information System") including all personal data, was merged together. In the process, data from the different third-party systems was gradually integrated, and the data transfer set up. Several change requests in the course of the large-scale project brought about various specific adjustments, right up to a customized user interface.

Solution

"For us it was important that KIX4OTRS was extremely flexible, had open interfaces, and that cape IT would quickly deal with additional tasks through freely available modules or proprietary development," explained Frank Dressel, Head of IT at SKHRO since 1991, at the time. And he felt his expectations were met: "Things were structured quite freely. There was greater flexibility than we would have expected from large suppliers. The collaboration was really good." Back then, the help desk system was already very advanced as it went beyond the scope of problem management. A knowledge base highlighted comparable error messages and enabled the help desk to find a solution quickly. Incidents which necessitated the intervention of external service providers or suppliers were automatically forwarded to them and their rectification monitored. And not least, the IT department had an overview of the status of their projects, and therefore the possibility to calculate their HR resources and

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plan their proposals. And very soon after, KIX4OTRS had an add-on that was unique at the time: “Medical device management”, which is extremely important in hospitals, was integrated.

Integration of medical device management

This meant that the functional capability of medical devices was monitored and the responsible service providers were kept informed. Furthermore, the different maintenance cycles were also incorporated so that the manufacturers or service providers were commissioned applicably beforehand. Instruction and requisite training sessions were also documented by assigning the staff to the device types. Since then, all information has been automatically merged in the electronic medical device log. The success was also an impetus to change the approach in other areas. As part of a succession arrangement for the role of Technical Manager, this person was confronted with a relatively unstructured organization which was characterized by piles of paper. At the turn of 2016/17 further areas were integrated into KIX4OTRS: the heating, ventilation and control technology, the maintenance area (painters, bricklayers, carpenters, fitters), the electrical department, and internal transport services. Internally, this was all well prepared and SKHRO’s IT department and the Technical Manager implemented this part of the system without the aid of cape IT. “There were no technical problems. The difficulty was above all in getting employees to now also report the messages from the trades using the IT system rather than pieces of paper,” remembers Head of IT Dressel. But Dressel says the training sessions fulfilled their purpose: “The employees are now happy with this because they have a better overview of what has to be done – and it is ultimately quicker and easier. And, in one tool, the ‘clients’ have an overview of the pending inquiries for all areas.” A major advantage is also that the management know the exact status of everything. Dressel: “This was definitely most advantageous, even if some people were a little skeptical at first. Now, the ticketing is a part of the standard process for the technical areas.” During this time, cape IT announced that it was taking a different turn and was launching its own open-source product on the market in the form of KIX. “We considered carefully whether we should move across to KIX,” explains Dressel. “A fork always gives you reservations. But on the other hand OTRS AG is on a proprietary path and we hoped that they would finally fix their outstanding issues.” At the start of 2018, SKHRO-IT began the tests to convert from ((OTRS)) Community Edition 5 with KIX4OTRS to KIX Pro 17.3. At the same time, the previous operating system basis was replaced by a newer version of Oracle Enterprise Linux, on the basis of which KIX Pro runs in virtual machines (VMware). Furthermore MariaDB replaced MySQL as the database system. As the occasion arose, certain new functions were introduced which are now part of the standard KIX Pro package. Now the appointment calendar and maintenance planner of KIX Pro are being used, opening up further possibilities for integrating external service providers.

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Ticketing is now part of the standard process

The SKHRO-specific frontend was converted to the KIX standard, and also underwent improvements. It was possible to complete all of this without problem with just a little reworking – when it came to the “normal” functions of KIX Pro. But the integration of medical device technology proved to be problematic. “We needed support from cape IT here and, despite this, several attempts were required; we even needed to reinstall the test environment a few times,” reports Head of IT Dressel. It proved to be difficult to port the CMDB data from the medical device log and create correct assignments for the different maintenance cycles. This delayed the migration project to KIX Pro to beyond the intended time frame. A critical situation was also looming as quality management recertification that is essential for hospitals was pending. KIX functioning in the area of medical device technology was crucial in this respect. Once the project was escalated by cape IT, the migration was successfully completed in the fall of 2018. Since then – there have also been a few minor reworks – KIX Pro has been operating in a stable manner at SKHRO. Even in the area of medical device technology, which is not exactly typical for KIX. Dressel, who has become a real expert in KIX technology due to his involvement in the critical migration phase, is noticeably relieved when he says: “Since the start of 2019 everything has been running as normal again.” The new functions of KIX Pro are in use and are proving popular. And, he adds that the management board of the SKHRO is happy with the ticket system.

Outlook

Back in 2019, KIX Pro was expanded further and the areas of gardening and HR were added. Furthermore, all of the IT contracts are now also controlled using the maintenance planner, and the information required in line with the GDPR and the German federal government’s program on critical infrastructure (KRITIS) maintained and updated in the CMDB. According to Head of IT Dressel, the continued alignment to cape IT’s solution is also due to the fact that “cape IT adheres to the concept of an open-source solution, in contrast to OTRS AG.” In future, he would like cape IT to develop a migration concept that results in less outlay for the customer. And he would like a version that can be used on different mobile devices as soon as possible.



Sächsisches Krankenhaus Rodewisch (SKHRO)
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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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