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KIX
SUCCESS STORIES

SURTECO GROUP

Report 07/2019

PROJECT OVERVIEW

KIX

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Using KIX as a managed solution

The project at the SURTECO GROUP not only included implementing a help desk on the basis of KIX, but also its operation as part of managed hosting. The customer attached great importance to introducing a license-free product with a high level of functionality. Now, all company sites are successfully working with the help desk, and new work processes have been established. Whether it is an issue with the workstations or with the machinery that is also integrated in the system – KIX is already providing problem-free support in these areas. And we are of course still in contact with the customer so we can meet any other requirements they may have for KIX in the future.

Thomas Maier, Management Board/Head of Infrastructure Department

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It is not always the case that a company has the free capacity to set up and maintain software in their own data center. Provider cape IT operates and manages the KIX help-desk solution for the SURTECO GROUP with managed hosting.

Initial situation

The SURTECO GROUP has 23 manufacturing sites and 17 sales offices on five continents. It manufactures surface materials, edgebandings, foils and decorative printings on a paper and plastic basis, as well as skirtings, and technical profiles. The company, which is headquartered in Buttenwiesen (Dillingen district in Germany), came into existence through founding and acquisition of companies in the industry in Germany and abroad. The rapid expansion and re-organization of the company highlighted the problems with the previous help-desk solution, whilst also posing a major challenge for the company's IT. So those responsible for IT started looking for an alternative. "For us, it was clear from the beginning that a partner should implement the solution as we simply didn't have the capacity for it here with us," explains Peter Garron, who has worked in SURTECO's IT

service for many years. And this partner was to provide the software externally via managed hosting.

Project

In the summer of 2017, the decision was made for KIX from Chemnitz-based c.a.p.e. IT GmbH. "Their size fits our requirements of being able to provide services without interruption, and they have the structures necessary for this," says Garron. "The solution provides a good level of functionality and is license free. And running it via managed hosting reduces our fixed costs." Once the SURTECOcompany management had agreed to operation as a cloud application, the Chemnitz-based provider set to work on the solution. Due to the internal re-structuring of the company, KIX Pro could only be launched in March 2018, however. Since then five employees, spread out across three locations in Germany, have been working with KIX Pro at the SURTECO help desk, which is responsible for all locations around the globe. The help desk is open from 7 a.m. to 5 p.m. and there is an on-call service for extreme emergencies. On average, 50 tickets come in a day. This does not include cases where a ticket is not opened in the first case as the problem can be solved immediately on the telephone. The majority of messages from users arrive via e-mail, and around 15 percent by telephone. A browser web portal is also available. The messages are converted into tickets in the first level, classified, and the majority of them solved at this level. There is second-level support for incidents in which a specialist has to become involved. Third level at SURTECO means external service partners, who are assigned from KIX via e-mail if necessary, and so who therefore do not have access to the ticket system. Garron: "For us, it was important to be able to forward tickets, with each IT employee having to document what they have done in the process." "As a matter of course, everything IT related has to go via the help desk," states Christian Kreuzer, service desk team leader. This applies not only to users' problems with their workstation systems, but also to ordering hardware and software. A special part is played by production machines – printing and painting machines in particular: If these fail because of a faulty switch, for example, the machine operators, control stations, or department heads generally alert the service desk. This is then assigned the highest priority, and triggers the applicable measures from specialists.

Conclusion

Everything is still far from being set up as SURTECO IT envisions it. "The re-structuring of our company also has to be represented in KIX," explains Kreuzer: "We are therefore constantly making changes, adjusting things, and integrating new functions." This means PC administration via "Barramundi" is not yet integrated into KIX; the integration

of "Zabbix", an open-source system for the management of the entire IT environment, is also planned. The expansion of a knowledge database based on the wiki system "Confluence" is also making progress. This could be integrated into KIX, but it is not necessary for the moment. During the restructuring of SURTECO, the core functions of KIX Pro are being given priority. "We process tickets in compliance with ITIL practices, and all measures are now documented electronically," says Kreuzer. He also sees advantages in the "better overview of new and current tickets, and the possibility to inform the management board about volumes." Further details, such as the processing time or frequency of particular messages are not recorded. The assessment of KIX Pro as a solution which is operated and supported at cape IT is also positive. Garron: "Above all initially, there were occasionally connection problems to the cape IT data center, but it was all to an acceptable level, and the staff there always responded extremely quickly. There was never any reason for us to complain or report a need for improvement." Nevertheless, there are still some suggestions for improvements for cape IT. The increasing demands of a growing company, which were already the reason to change over to KIX Pro in the first place, mean that team leader Kreuzer has a request: "Responsive design would be something to think about for the future. KIX should also work on smaller mobile devices for the service desk."

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Christian Kreuzer, service desk team leader

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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 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.

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