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GLOBITS GMBH

Report 03/2019

PROJECT OVERVIEW

User: globits is a systems house that is active across Germany. It offers consulting for companies in the strategic use of data/voice solutions and physical security technology, and also offers individual ready-for-use complete solutions

Remit: Introduction of a service system for the demanding area of data/voice which pools and structures communication, as well as manages resources and makes services billable

Project time frame: January to March 2018

Solution: KIX Pro, version 17.3 (as of June 2019)

Operating environment: CentOS Linux, virtualized, KIX database: PostgreSQL, MS ActiveDirectory

Application scope: German and English ITIL-compliant IT support for globits and its key clients

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Making service fun – KIX in use at globits

globits is a customer who told us clearly from day one what they expected of us and our product: The product should be simple and intuitive to use, and implementing it should also not blow the budget financially. We were able to achieve this, and are told today that employees at globits are getting on exceptionally well with their new ticket system. We in the Support team can see that our customer has really engaged with KIX, meaning that the project really is alive and growing – something which is, of course, advantageous and ultimately makes both parties happy.



Fabian Seibt, Head of Service & Support department

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Added value. This is the magic word for Philipp Raschdorff, Service Coordinator at globits in Berlin: "The added value of our new service management system had to be noticeable from the very first day. It was the only way we could convince our staff of the new tool. And ultimately, it's a lot of fun if it all goes quickly."

globits is a systems house that is active across Germany. It offers consulting for companies in the strategic use of information and communication technologies, and also offers ready-for-operation, tailored complete IT solutions. With 45 employees in Berlin and a network of sister companies across Germany, the Fernao Group, globits has established itself in two lines of business since 1990: IT infrastructure for data/voice solutions and physical security technology with break-in alarm systems, video monitoring, drone defense etc. The company provides consulting to ministries and administrations, hospitals, banks, and large corporations.

Initial situation

globits needed support above all in the area of data/voice in order to be able to cover the more demanding IT service with the available resources. "The requirements themselves are of course becoming increasingly complicated," explains Raschdorff. "For some of our customers, we undertake to be available around the clock, and to

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react increasingly quickly to fault notifications or inquiries from them. Nowadays, IT service is not only a question of the right specialists, but above all the efficient collaboration between these specialists – from your own team, customers, right up to external service providers and manufacturers. There are now too many dependencies to keep track of.” Raschdorff was looking for a tool which pools and structures internal and external communication, which manages company resources to be able to deploy staff in an optimal manner, and which enables the transparent billing of the services performed. In his role as service coordinator, he persuaded the management to test KIX from cape IT. “For our bosses, it was of course mainly a question of the budget, but in this respect cape IT stands out thanks to low investment costs and completely fair license models. Our customers completely supported the changeover to KIX from the very beginning. It ultimately helps us to optimize the service and make it quantifiable through clear KPIs such as reaction time and work involved.” KIX Pro, which is used at globits, offered numerous advantages: It can be used flexibly on premises or in the cloud; it is based on the well-known open-source ticket system ((OTRS)) Community Edition; it has multi-client capability, multiple languages, a customizable Configuration Management Database (CMDB), and also support from a German team.

Project

The staff at globits had already had bad experiences with other ticket systems, and the introduction of the previous model had cost a lot of time, without creating any added value. This meant it was all the more important for Raschdorff to make the advantages of KIX clear to everyone from day one. Following a pilot test, globits first of all used KIX Pro from February 2018 for internal incident processing before using the system in collaboration with customers. The technical implementation proved to be simple; there were only a few challenges with the connection to the accounting system. globits and cape IT were able to solve these with an upstream workflow, however. “Over time, we were also able to allay the doubts of the employees,” says Dr. Andreas Barsch, one of two managing directors at globits. “KIX is not supposed to monitor, but rather ensure that we can divide up the time of our staff usefully. Our colleagues realized that the tool can help everyone.” globits uses KIX on premises, in order to ensure the necessary level of data protection and also so they can make individual adjustments. In parallel to ongoing operations, they are developing the CMDBs together with the customers, and are continually optimizing the system in line with feedback from customers and colleagues. In the process, cape IT was able to implement all of their requirements without incorporating third-party solutions. “An 80% fit for our processes is definitely enough for us; fine-tuning to 100% would be too time-consuming and also wouldn’t provide the necessary added value,” says Raschdorff. “Furthermore, the system cannot be-

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come too complex otherwise you lose the intuitive use. The aim currently is to be able to replace every employee in an emergency, even me." KIX is now the point of contact for all inquiries from the service customers, irrespective of whether these involve service, sales, or projects. The most important task is keeping an eye on promises made to the client regarding service, reaction, and recovery times – and sounding the alarm if anything is taking too long. globits also organizes internal service with KIX, above all incident and change management, as well as the hand-over of projects to other areas so as to avoid a loss of information. The tickets are classified manually as all of the technicians have broad qualifications and can cover numerous task areas. Programmed automation would have to be too fine and complex. "And that means there is no added value again," says Raschdorff. "And I already have certain favorite modules. With the generic agent, for example, I can create new functions myself like with a Lego kit. But the most fun is provided by Kanban view, our replacement for a service desk with extra employees. This is an intuitive table view which we can use to get an overview of the status of all of the tickets and the responsible agents. We can also easily move and link the tasks. It is perfect for the organization of our processes."

Conclusion

By using KIX Pro, globits has achieved greater transparency, both internally – "What is the Service department currently dealing with?" – as well as externally to the customer. "It's really simple," says Raschdorff. "KIX saves us time and stress." globits also provides the more extensive functions such as the CMDB and IT service reporting to customers who do not have their own ITSM solution. "This was one of our motivations for choosing KIX," says Raschdorff. "It can be implemented quickly – a few days are realistic – a small budget is enough, and the support is excellent – I can't emphasize that enough. Inquiries are replied to quickly, simply, and honestly. The focus is always on finding a good solution quickly. Generally, there are only a few hours between a colleague or customer making a good suggestion for improvement and the implementation of it."



globits GmbH

"KIX saves us time and stress"

Philipp Raschdorff, Service Coordinator

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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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