SERVICE
SOFTWARE **KIX**

KIX VISION

LOOKING TO THE FUTURE WITH KIX

SERVICE
SOFTWARE **KIX**

READY FOR THE FUTURE

The modern world is being shaped by networking, globalization, and digitalization. As a result, markets are changing and businesses are growing on a global scale. For a business to be positioned to meet these challenges, it is vital to have a robust IT system that works well.

KIX SERVICE SOFTWARE

With our service management system, KIX, we support many organizations in optimizing and standardizing their IT and technical service processes. The software can be seamlessly integrated into existing IT landscapes, perfectly supplements internal workflows, and provides employees with the best possible support in their day-to-day work. Furthermore, KIX is open source software with a source code that the public can access, and offers its users a high degree of flexibility, individual adaptations, and functional enhancements. KIX was developed from a passion for combining professional IT service with open source software.

"When we say 'we', we mean our users, our partners, and cape IT."

This statement underpins everything we are as cape IT, what we do, and what drives us. This means that we do not see ourselves only as a manufacturer, we also offer a variety of professional support and service solutions for our products. We will continue to develop these further and build on them.

THE KIX MODULAR KIT

Many of our customers have established service processes and workflows at their disposal, or have service management systems of varying degrees of complexity, that they would like to optimize using KIX. KIX responds flexibly to the different requirements and is highly adaptable, suitable for bespoke add-ons, and easy to connect to other systems.

KIX is like a modular kit. cape IT's mission is to choose the right building blocks from the extensive kit and provide "ready to play" configurations. With this flexibility and strategy, our commitment is to establish KIX in Europe as THE service management system based on open source software, and to offer the best peace of mind and prospects for a sustainable, successful cooperation.

KIX Product Strategy

PRODUCTS

KIX START

KIX PRO

**KIX** CLOUD

MODULES

THERE FOR YOU

As cape IT, we are also a service partner for the use of our KIX software. To ensure we can offer the best possible support, we work closely with a first-rate partner network. They support us in looking after regional customers, providing first-level support, and implementing start-up projects. This is how we create a basis for stable growth and can tap into additional markets for KIX.

THE NEW KIX WORLD
OUR FOCUS FOR 2021 TO 2023

Our customers have been successfully using KIX versions 16 and 17 for many years now. However, the requirements keep growing. To continue meeting them, in 2017 we decided to implement a new generation and started developing version 18 of KIX.

Alongside state-of-the-art software architecture, this new version has a completely new interface and usability. Furthermore, a lot of new functions and possibilities have been created to integrate the software into the respective customer organizations more easily. In version 18, KIX Pro stands out because, for example, it has an integrated, personal Kanban Board, as well as the possibility of anonymizing ticket data. Both of these functions are provided without requiring an add-on module.

KIX Product Strategy
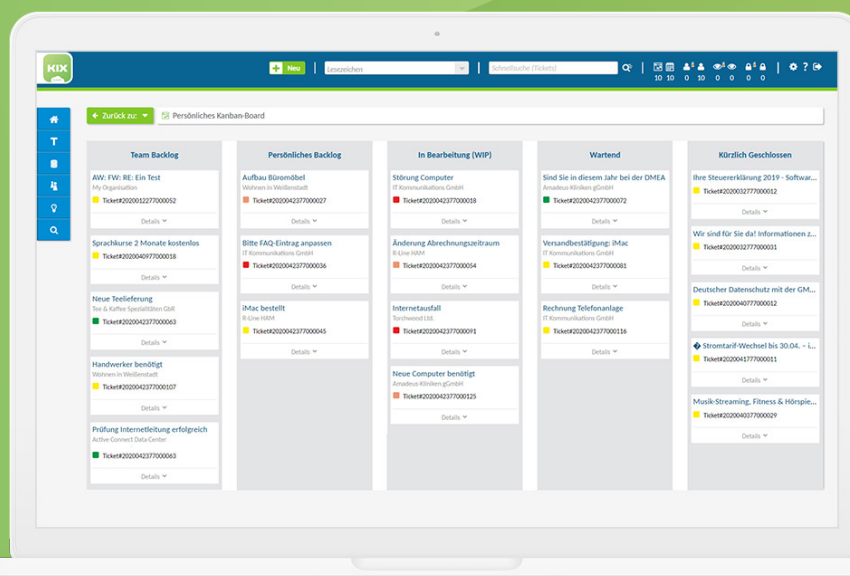
KIX Pro 18
KANBAN BOARD

ROADMAP

Customers have successfully been using the new version since spring 2020. The next step is now a step-by-step migration of all the existing KIX 17 installations to version 18. Our aim is to successfully roll out version 18 of KIX to all managed customer installations by the end of 2022.

Until then, we are guaranteeing mainstream support for KIX 17. Included in this are updates for rectifying bugs, i.e. software errors, and smaller functional enhancements, to provide our customers with continued professional support until the changeover to KIX Pro 18. What's more, advanced support (LTS – Long-Term Support) can be purchased for KIX Pro 17. This provides updates for serious security loopholes and includes minor maintenance for KIX Pro versions where the mainstream support has been discontinued.

KIX Product Strategy

LIFECYCLE
MAINTENANCE & SUPPORT

2020 ›››   2021 ›››   2022 ›››   2023 ›››   2024 ›››
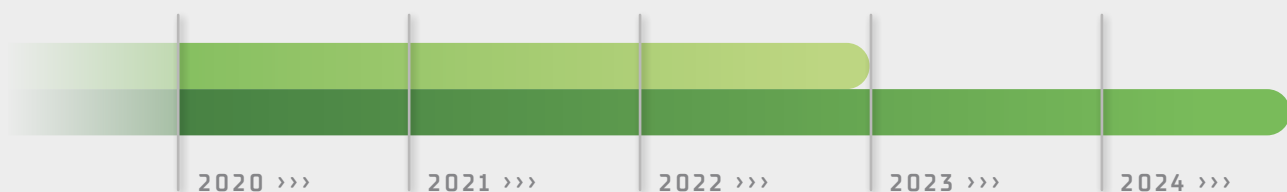
● **KIX** 17
● **KIX** 18

Our roadmap for maintenance & support for KIX 17 and 18. Guaranteed mainstream support for version 17 as well as step-by-step migration to version 18 by the end of 2022.

WHAT'S NEXT?

Overview of Selected Developments – KIX 18

As well as providing the basic functions for IT service management and the upcoming migrations, we will address a number of other areas in the coming months. A brief selection is provided below::

SHORT-TERM

› Mobile-capable web interface (GUI)
› Enhancement of reporting functions
› Provision of KIX 18 add-on modules:
  • ITSM Standard Workflows
  • KIX maintenance planner
› Upgrades to the self-service portal

MEDIUM-TERM – OUTLOOK

› Integration of features for technical service
› ITIL V4 certification for KIX 18
› Finalization of the add-on modules that were already used with KIX 17
› Multi-factor authentication

LONG-TERM – FEATURE IDEAS

› Development of new add-on modules (e.g. resource planner)
› Connection of alternative communication channels
› Development of a comprehensive full-text search function

KIX Product Strategy

KIX

CLASSROOM SEMINARS	ONLINE SEMINARS	TRAINING CENTER
› Ideal for new customers › Covers basic administration of KIX Pro *(only available as an online session in 2021)*	› Recommended for all existing customers › Carried out 2-3 times each year › Covers tech updates – presentation of software modifications from recent months	› Application-specific tutorial videos, which can be used flexibly from anywhere › Recommended for all new and existing customers › Covers administration of KIX Pro, how to use KIX Pro *(currently being set up)*

KIX TRAINING

3 Options for Your Further Training

The KIX training program is an important part of our services. On-site training sessions have not always been possible due to the pandemic. Therefore, we are offering our customers three possibilities to complete their training. Through this change to the KIX training program, we would like to give all customers the opportunity to undertake further training at any time, individually and on specific subjects, and to access the documents regardless of where they are.

THE KIX COMMUNITY

For us, open source means more than just making our source code available. Behind everything is our desire to come into closer contact with users, customers, and partners, to work on solutions, to collaborate on development work, and to improve KIX, so that people remain part of the KIX community for the long term.

To achieve this, we will fundamentally expand our community strategy. In doing so, we will focus on the following community groups over the coming years.

Our hope is that these measures will offer all customers the best possible peace of mind and flexibility, not to mention the greatest possible benefit when using our KIX software. Therefore, everyone is invited to support us in our work, and to become part of our KIX community.

KIX Product Strategy

CONSUMER / USER

› Mutual exchange of knowledge and experience
› Mutual support

CHAMPIONS

› Cooperation on documentation and smaller developments

COLLABORATORS / SPONSORS

› Implementation of larger developments which will be integrated into the product for everyone

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 full service provider, c.a.p.e. IT supports its customers in the process evaluation, software implementation and individual enhancements. The range of services also includes comprehensive support services and high-quality training courses. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

KIX

KIX is a
product of: **CAPE IT**