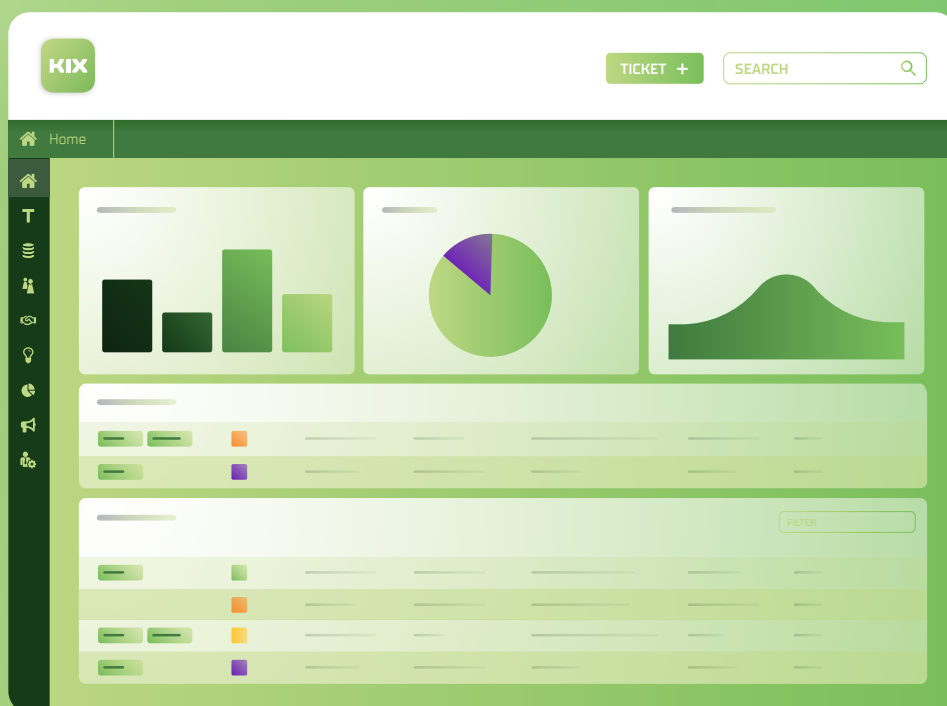


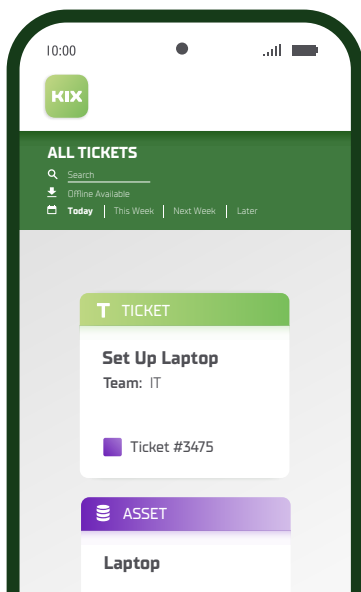
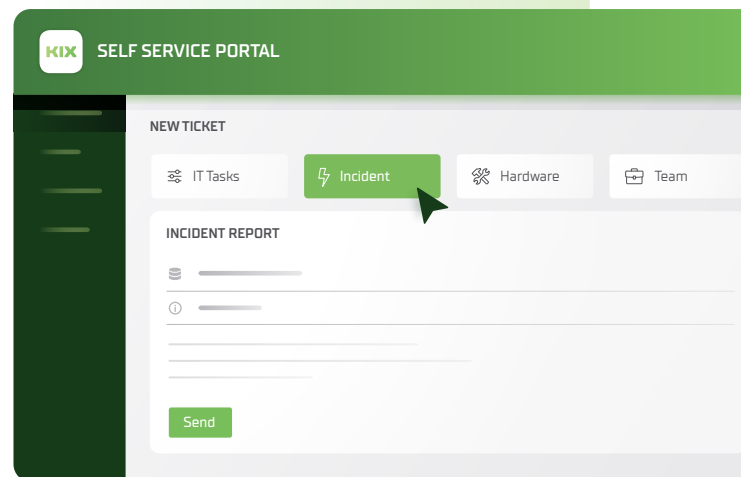
The best Service Management for the best Service Teams

KIX is the ideal open source service management software for your IT help desk, technical customer service, and general customer support.



From ITSM to ESM: Enjoy a lot of features as standard

Whether it's lean help desk solutions, traditional ITSM, or enterprise service management spanning different departments, KIX is your professional software solution for all kinds of service scenarios, no matter how complex they are.



Standard features:

- ✓ Ticket System
- ✓ Asset Management
- ✓ Self Service Portal
- ✓ Knowledge Management
- ✓ FAQ
- ✓ Reporting
- ✓ Dashboards

Advanced features:

- ✓ Maintenance Planning
- ✓ Mobile Field Service Management
- ✓ ITIL Practices

“

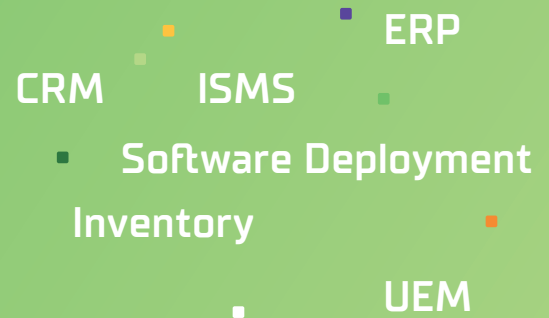
We can assist 80% of callers with minimal effort. Our core team handles the remaining 10%. **The daily resolution rate is 90% and our tickets are almost always up to date.**

Chaimaa Boughardain
Team Leader in Service Management

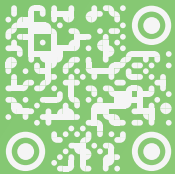


The best possible connectivity for your IT landscape

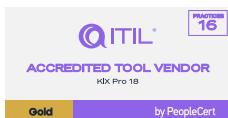
The KIX admin area enables you to configure everything you need and tailor it to your specific circumstances (in line with the no-code/low-code philosophy). Our Connect add-ons and extensively documented REST API also provide the best possible connectivity for your IT system landscape.



Find out everything about KIX



Richard from our support team knows KIX inside out. In this YouTube video he explains how KIX can be used and the benefits to you. Simply scan the QR code to watch it!



ITIL[®] compliant service management at the touch of a button

If you comply with ITIL[®] or are planning to do so in the future, then simply combine the leading framework for implementing successful IT services with the leading open source ITSM solution.

KIX supports over 16 ITIL[®] Practices, including:

- ✓ Monitoring & Event
- ✓ Incident / Service Request
- ✓ Problem / Service Catalogue
- ✓ Service Level
- ✓ Service Continuity

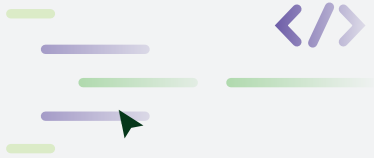


Our headquarters staff saves four hours a day. They work more efficiently and cost-effectively, ultimately leading to higher customer satisfaction.

Falk Scholtz
Help Desk Team Leader



Open source as a basic principle



We have been using open source technology for KIX from the very beginning, with outstanding results. The KIX source code is freely available at all times. Our customers benefit from excellent customizing options and simpler auditing than with a closed source solution. KIX customers also have the freedom to select the suppliers and service providers of their choice, enjoy lower operating costs, and receive top-quality software.

On-prem or cloud? Why not both!

Regardless of whether you rely on on-prem or cloud in your IT strategy – with KIX, you are completely free to choose the right usage model. KIX Cloud scores with the highest performance and security standards on selected DE servers. KIX On-Prem is interesting for many customers who want to keep their data on their own servers and at the same time value flexibility and customizability.

The best on-site support

We know IT support like the back of our hands. With our experienced software development, consulting, product management, testing, and support teams by your side, you know you're getting the very best. We also asked more than 300 customers for their opinion and over 97 % rated our support as "good" or "very good."

97 %



WANT TO FIND OUT MORE AND TEST KIX?

Our team will be happy to help.



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sales@kixdesk.com

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KIX
SERVICE SOFTWARE