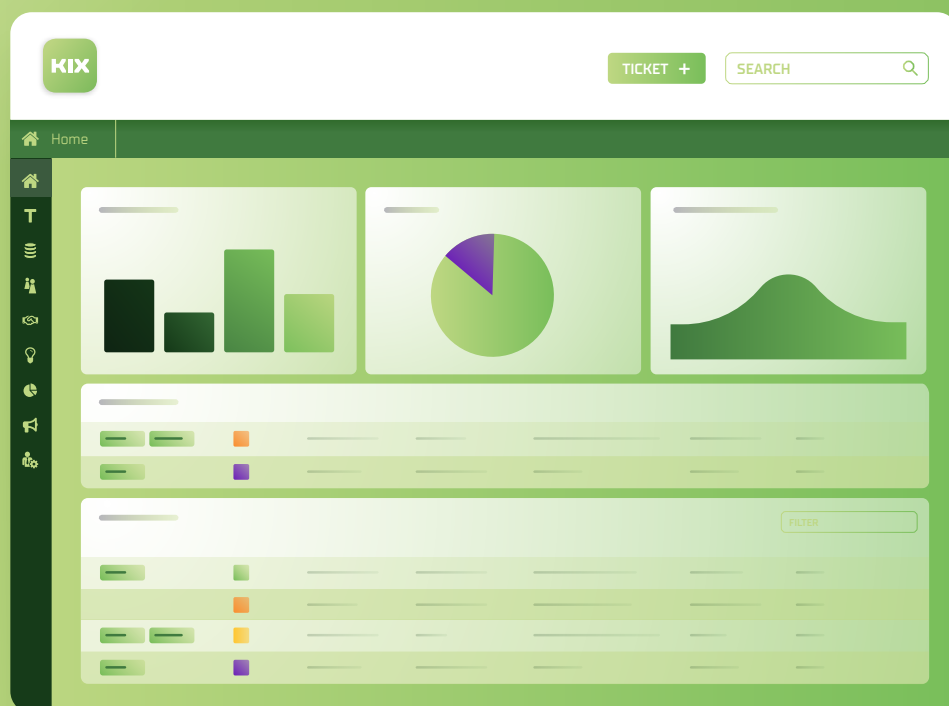


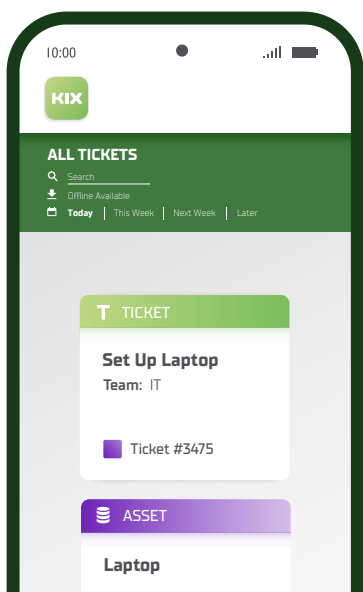
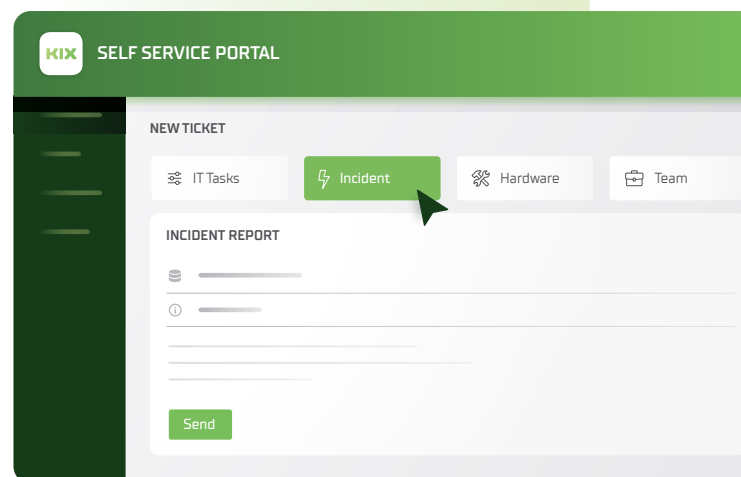
The best Service Management for the best Service Teams

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



KIX provides an excellent overall package including smart functions, useful optional add-ons, an intuitive design, and open source – **everything you would expect from a state-of-the-art IT service management system.**

Olaf Ruddigkeit
Head of User Services

HZDR
HELMHOLTZ ZENTRUM
DRESDEN ROSENDOERF

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® 4-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 15 ITIL® 4 Practices, including:

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

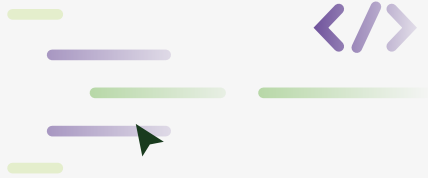


We're currently changing over from KIX 17 to KIX 18 and look forward to setting up new processes and providing an even higher level of service when dealing with our customers' requests.

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!

No matter whether you use on-prem or cloud for your IT strategy – KIX enables you to choose whichever model suits you best. KIX Cloud impresses with its outstanding performance and security standards on selected German servers. KIX on-prem is ideal for customers who prefer a price model that is not based on the number of users.

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."

A decorative graphic consisting of several small squares in orange, green, and purple, scattered around the central callout box.

97 %



WANT TO FIND OUT MORE OR TEST KIX WITH ITIL[®] 4?

Our team will be happy to help.



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KIX
SERVICE SOFTWARE