



PRODUCT COMPARATOR

KIX SERVICE SOFTWARE

KIX START	KIX PRO	KIX START	KIX PRO	KIX CLOUD
VERSION 17		VERSION 18		

	KIX START	KIX PRO	KIX START	KIX PRO	KIX CLOUD
Basic features					
Processing faults, complaints, inquiries	✓	✓	✓	✓	✓
Management of devices/assets in the KIX device database	✓	✓	✓	✓	✓
Use of individual fields for additional information – for example for use in ticket dialogs, e.g. tickets	✓	✓	✓	✓	✓
Integration of sidebars for enhanced functionality	✓	✓	✓	✓	✓
Knowledge database/FAQs	✓	✓	✓	✓	✓
Integrated reporting	✓	✓	–	–	–
Provision of dashboards	✓	✓	✓	✓	✓
Multi-language functionality	✓	✓	✓	✓	✓
Configurable reporting form for website integration	–	–	✓	✓	✓
Self Service Portal for customers and employees	✓	✓	–	✓	✓
Tickets					
Mapping of job management – for internal users as well as external service providers and suppliers	✓	✓	✓	✓	✓
Use of conversation guides – for creating tickets in the agent portal and Self Service Portal	–	✓	✓ (simplified)	✓ (simplified)	✓ (simplified)
Flexible notification functions – depending on the ticket status	–	✓	✓	✓	✓
Processing of widespread incidents	–	✓	–	–	–
Searching through file attachments	–	✓	–	–	–
Provision of computation functions within and with individual fields	–	✓	–	–	–
System can be configured to clear individual fields automatically	–	✓	✓	✓	✓
Mapping of approval processes – such as vacations, orders, releases, etc. incl. use of templates	✓ (simplified)	✓	–	✓	✓
Extensive process management – e.g. when onboarding new employees	–	✓	–	–	–
Use of text modules – inline	–	–	✓	✓	✓
Use of text modules – sidebar	✓	✓	–	–	–
Use of simple checklists	✓	✓	✓	✓	✓
Configuration of structured checklists – multiple checklists can be saved per ticket	–	–	✓	✓	✓
Display of tickets in the KIX calendar	–	✓	✓	✓	✓
ITIL Support					
Incident management	✓	✓	✓	✓	✓
Problem management	✓	✓	✓	✓	✓
Request fulfillment	✓	✓	✓	✓	✓
Event management	✓	✓	✓	✓	✓
Change management	✓	✓	–	✓	✓
Access management	✓	✓	✓	✓	✓
Service asset and configuration management	✓	✓	✓	✓	✓
Knowledge management	✓	✓	✓	✓	✓
Financial management for IT service	–	✓	–	–	–
Information security management	–	✓	–	–	–
Service reporting	–	✓	–	–	–
Service catalog management	✓	✓	–	✓	✓
Service level management	✓	✓	–	–	–
Pre-configured ITIL processes	–	(✓)*	–	–	–
Device Database (CMDB) / Asset Management					
Suitable for medium-sized and large IT environments	–	✓	–	✓	✓
Optimized device database – Performance	–	✓	✓	✓	✓
Explorer view for devices / assets	–	✓	✓	✓	✓
Integration of remote management tools, scripting	–	✓	–	–	–
Ability to configure any number of device classes	✓	✓	✓	✓	✓
Link graph function – to map dependencies between multiple devices/assets	✓	✓	–	–	–
Change report on unplanned changes to devices / assets	–	✓	–	–	–
Self Service Portal					
Creation of tickets, status tracking	✓	✓	–	✓	✓
Display of FAQs and device information	✓	✓	–	✓	✓
Integration of a form for creating tickets in external customer web portals	–	✓	✓	✓	✓
Add-On modules and enhancements					
Ticket management using the Kanban Board	–	(✓)*	Personal	Personal	Personal
Provision of KPI Dashboards	–	(✓)*	–	–	–
Planning and implementation of maintenance work	–	(✓)*	–	–	–
Documentation of maintenance work	–	(✓)*	–	–	–
Anonymization of archive data	–	(✓)*	–	✓	✓
Inventory (automated device inventory)	–	(✓)*	–	–	–
Pre-configured ITSM standard workflows	–	(✓)*	–	–	–
Telephone integration (CTI)	–	(✓)*	–	–	–
Recording of working time for tickets (simple)	✓	(✓)*	–	✓	✓
Security management by connecting the ISMS tool verinice.PRO provided by SerNet	–	(✓)*	–	–	–
Can be extended in many ways using customer-specific enhancements	✓	✓	–	–	–
Connection of third-party systems – Standard configuration for web services	–	(✓)*	–	–	–
Ticket processing app that can be used offline (Field Agent App)	–	–	(✓)*	(✓)*	(✓)*
Comprehensive configuration options					
Amendment of menu designations	✓	✓	✓	✓	✓
Fully functional REST interface	–	–	✓	✓	✓
Detailed authorization concept – Mandantenfähigkeit	–	–	✓	✓	✓
Ability to configure all dialogs and screens	–	–	✓	✓	✓
Separate tenants	–	✓	✓	✓	✓
Macros that can be configured as desired – Generic Agents	For tickets only	For tickets only	✓ (simplified)	✓	✓
Comprehensive import and export options	✓	✓	✓	✓	✓
Infrastructure and login					
Frontend and backend server can be installed separately	–	–	✓	✓	✓
Authentication of AD and LDAP connection	✓	✓	✓	✓	✓
Synchronization of users and contact details from AD and LDAP	–	✓	–	✓	✓
Single sign-on available	✓	✓	–	–	–
Maintenance and services					
Support-Hotline – E-mail and telephone	–	✓	–	✓	✓
Admin standard training 1x/year incl.	–	✓	–	✓	✓
Support from the KIX forum	✓	✓	✓	✓	✓

✓ ... certified by Serview

* Paid add-on feature