

PRICE LIST

KIX

SERVICE SOFTWARE



PRICE LIST
KIX
SERVICE SOFTWARE

KIX is a
product of:



CONTENTS

KIX PRO

KIX Pro maintenance & support	2
KIX Pro & Start prepaid service packages	3
KIX Pro Add-on modules	4
KIX Pro industry bundle MRO	5
KIX full managed service	6

KIX CLOUD

KIX Cloud & Support	7
KIX Cloud prepaid consulting packages	8

TRAINING

KIX training	9
--------------------	---



KIX PRO MAINTENANCE & SUPPORT

	BASIC	STANDARD	EXTENDED	EXCLUSIVE
KIX Pro Maintenance				
Provision of KIX Pro	✓	✓	✓	✓
Maximum number of users	unlimited	unlimited	unlimited	unlimited
Maximum number of server cores	unlimited	unlimited	unlimited	unlimited
Software maintenance / further development	✓	✓	✓	✓
Updates provision	✓	✓	✓	✓
KIX training - Discount advantages *	✓	✓	✓	✓
Support				
Service hours (MET)	Mon – Fri: 9 am – 4 pm ¹	Mon – Fri: 8 am – 8 pm ¹	Mon – Sun: 8 am – 8 pm	Mon – Sun: 24 hours
Reaction time				
› Critical fault	–	4 h	1 h	1 h
› Normal fault	8 h	8 h	4 h	4 h
› Service enquiry / functional request	24 h	24 h	12 h	12 h
Fault resolution time				
	–	24 h	24 h	24 h
Included calls per year (per month) ²	24 (2)	48 (4)	72 (6)	72 (6)
Includes test system ³	✓	✓	✓	✓
Communication / service channel				
› Email	✓	✓	✓	✓
› Web	–	✓	✓	✓
› Telephone	✓	✓	✓	✓
Service reports	on request	✓	✓	✓
On-site emergency support	optional booking	optional booking	optional booking	optional booking
Pricing				
Price / year (12 months)	5,490.00 €	7,490.00 €	15,480.00 €	30,480.00 €
Price / year (24 months) › Save 5%	5,216.00 €	7,116.00 €	14,706.00 €	28,956.00 €
Price / year (36+ months) › Save 10%	4,941.00 €	6,741.00 €	13,932.00 €	27,432.00 €

ADD-ONS

Update PLUS ^{4,5}		
Contents: Patch Level Updates, Minor Release Updates and Security Patch Updates	Available for all plans	Price / year (12 months) 2,990.00 € Price / year (24 months) 2,841.00 € › Save 5% Price / year (36+ months) 2,691.00 € › Save 10%
Operational support ⁵		
Contents: Proactive monitoring of operating environment and Implementation of operating system updates	Available for all plans	Price / year (12 months) 1,990.00 € Price / year (24 months) 1,891.00 € › Save 5% Price / year (36+ months) 1,791.00 € › Save 10%
12 additional support calls		
Contents: A Unit of additional support calls	Available for all plans	Price / year (12 months) 990.00 € Price / year (24 months) 941.00 € › Save 5% Price / year (36+ months) 891.00 € › Save 10%

« KIX Pro 17 has been certified in 15 ITSM processes with the „SERVIEW CERTIFIEDTOOL“ quality seal.

* Free KIX tech update included, KIX Pro administrator training 25% discount ¹ Public holidays in Saxony and Germany excluded ² Unused calls will be automatically used for the purpose of further developing the KIX product line ³ Test instance must be a functional copy of production; a site-to-site VPN (ipsec or SSL) is preferred for remote access purposes; SSH or terminal sever connection also possible ⁴ For individual modifications (project services), additional costs for update may apply. ⁵ The following system environments are supported: Debian 9, 10; Ubuntu 18.04, 20.04; CentOS 7, 8.x – NOTE: Minimum duration 12 months. When ordering multiple packages, 25% discount of the listed price is granted for the 2nd package onwards. Subject to changes, errors excepted. All previous versions of this document are no longer valid.





KIX PRO & START PREPAID SERVICE PACKAGES

	PACKAGE S	PACKAGE M	PACKAGE L	PACKAGE XL
Package contents				
Quota (in time blocks of 15 minutes)	16 h	40 h	80 h	160 h
Validity (after purchase)	2 years	2 years	2 years	2 years
Available for KIX Pro and KIX Start	✓	✓	✓	✓
Project support ¹				
KIX configuration and customization	✓*	✓*	✓*	✓*
Advice on use	✓*	✓*	✓*	✓*
Updates and migrations	✓*	✓*	✓*	✓*
Support with performance optimization	✓*	✓*	✓*	✓*
Support for KIX Start	✓*	✓*	✓*	✓*
Communication / service channel ²				
› Email	✓	✓	✓	✓
› Telephone	✓	✓	✓	✓
Pricing				
Package price	2,400.00 €	6,000.00 €	12,000.00 €	24,000.00 €
		› Save 5%	› Save 10%	› Save 15%
		5,700.00 €	10,800.00 €	20,400.00 €

¹ Individual service on request (configurations as well as setting- and development-specific customer modifications)








² No guaranteed response and resolution time.

* If allocation is available.

NOTE: Maximum duration 24 months. – Subject to changes, errors excepted. All previous versions of this document are no longer valid.



KIX PRO ADD-ON MODULES

Module*	Description	Price
 Anonymization	Automated anonymisation of ticket parameters to meet data security demands. Additional restriction to the integrated customer data back end possible.	590.00 € per year & module
 Field Agent App	Field Agent App: Quick and easy online and offline management of service orders. Further features: use of checklists, photo and work report storage, automatic time accounting. Please note: KIX Pro Version 18 is required.	Once per device: 17.99 € App Store 9.49 € Google Play
 InventorySync	Generic import interface for data exchange (manual + automated) of inventory and stock data to equip your KIX CMDB – Supported back ends ¹ : opsi, baramundi, DB-Backend (e.g. for OCS Inventory)	590.00 € per year & back end
 ITSM Workflows	Fully preconfigured status workflows immediately ready for use (incidents/disasters, problems, service requests, information requests, standard RFCs)	590.00 € per year & module
 Kanban Board	Comprehensive dashboards for optimal management of tickets and workflows Transparent visualisation of team tasks.	590.00 € per year & module
 KIX Connect	Preconfigured Interfaces (Backends) for effective data exchange with external systems. – Integrated back ends ¹ : KIX2KIX, KIX2Jira, KIX2i-doit, KIX2VMware AirWatch, KIX2baramundi	1,990.00 € per year & module
 KPI Dashboard	Interactive KPI dashboard for manageable reports incl. webinar (2 hrs) for module introduction	990.00 € per year & module
 Security Management	Process-based interface to incorporate an information security management system (ISMS) for planning, implementation and documentation of your IT security measures. – Supported back ends ¹ : verinice.PRO (SerNet)	1,990.00 € per year & back end
 Computer Telephony Integration (CTI)	Comprehensive CTI management for the service desk Integration by Action URL e.g. SNOM Phone	590.00 € per year & module
 Maintenance Planner	Maintenance planning and documentation for cyclical and threshold-based maintenance Keep an eye on regular inspection dates and legal regulations	990.00 € per year & module
 Time Accounting	Ticket-based working hour and budget management with reference to project and cost centre	590.00 € per year & module

* All modules are only available in combination with valid KIX Pro maintenance

¹ Additional back ends on request

NOTE: Minimum duration 12 months. – Subject to changes, errors excepted. All previous versions of this document are no longer valid.



KIX PRO INDUSTRY BUNDLE MRO

	BASIC	STANDARD	EXTENDED	EXCLUSIVE
KIX Pro Maintenance				
Provision of KIX Pro	✓	✓	✓	✓
Maximum number of users and server cores	unlimited	unlimited	unlimited	unlimited
Software maintenance / further development	✓	✓	✓	✓
Updates provision	✓	✓	✓	✓
KIX training - Discount advantages *	✓	✓	✓	✓
Add-on Modules				
Field Service, Kanban Board, Mainten. Planner	✓	✓	✓	✓
MRO-specific object database (CMDB)	✓	✓	✓	✓
Support				
Service hours	Mon – Fri: 9 am – 4 pm ¹	Mon – Fri: 8 am – 8 pm ¹	Mon – Sun: 8 am – 8 pm	Mon – Sun: 24 hours
Reaction time				
› Critical fault (Normal fault)	– (8 h)	4 h (8 h)	1 h (4 h)	1 h (4 h)
› Service enquiry / functional request	24 h	24 h	12 h	12 h
Fault resolution time				
	–	24 h	24 h	24 h
Included calls per year (per month) ²	24 (2)	48 (4)	72 (6)	72 (6)
Includes test system ³	✓	✓	✓	✓
Communication / service channel				
› Email, Telephone, Web	Email & tel. only	✓	✓	✓
Service reports				
	on request	✓	✓	✓
On-site emergency support				
	optional booking	optional booking	optional booking	optional booking
Pricing				
Price / year (12 months)	8,490.00 €	10,480.00 €	18,480.00 €	33,480.00 €
Price / year (24 months) › Save 5%	8,066.00 €	9,956.00 €	17,556.00 €	31,806.00 €
Price / year (36+ months) › Save 10%	7,641.00 €	9,423.00 €	16,632.00 €	30,132.00 €

ADD-ONS

Update PLUS^{4,5}		
Contents: Patch Level Updates, Minor Release Updates and Security Patch Updates	Available for all plans	Price / year (12 months) 2,990.00 € Price / year (24 months) 2,841.00 € › Save 5% Price / year (36+ months) 2,691.00 € › Save 10%
Operational support⁵		
Contents: Proactive monitoring of operating environment and Implementation of operating system updates	Available for all plans	Price / year (12 months) 1,990.00 € Price / year (24 months) 1,891.00 € › Save 5% Price / year (36+ months) 1,791.00 € › Save 10%
12 additional support calls		
Contents: A Unit of additional support calls. Can only be booked in combination with KIX Pro MRO.	Available for all plans	Price / year (12 months) 990.00 € Price / year (24 months) 941.00 € › Save 5% Price / year (36+ months) 891.00 € › Save 10%

« KIX Pro 17 MRO has received the „Innovation Prize IT 2017“ from the Initiative for Small and Medium-Sized Companies.

* Free KIX tech update included, KIX Pro administrator training 25% discount ¹ Public holidays in Saxony and Germany excluded ² Unused calls will be automatically used for the purpose of further developing the KIX product line ³ Test instance must be a functional copy of production; a site-to-site VPN (ipsec or SSL) is preferred for remote access purposes; SSH or terminal server connection also possible ⁴ For individual modifications (project services), additional costs for update may apply. ⁵ The following system environments are supported: Debian 9, 10; Ubuntu 18.04, 20.04; CentOS 7, 8.x – NOTE: Minimum duration 12 months. When ordering multiple packages, 25% discount of the listed price is granted for the 2nd package onwards. Subject to changes, errors excepted. All previous versions of this document are no longer valid.



KIX FULL MANAGED SERVICE

	BASIC S	ENTERPRISE S	ENTERPRISE M	ENTERPRISE L
Managed Hosting				
Recommended number of users	15	15	50	100 ¹
Memory attachments	≤ 25 GB	≤ 25 GB	≤ 100 GB	≤ 250 GB ¹
Recom. number of devices in the inventory DB	≤ 10,000	≤ 10,000	≤ 25,000	> 25,000
Recommended tickets/month	≤ 5,000	≤ 5,000	≤ 15,000	≤ 50,000 ¹
Server instance SLA (availability in %)	99.9%	99.9%	99.9%	99.9%
VPN connection	optional booking	optional booking	✓	✓
Secure access via SSL	✓	✓	✓	✓
KIX Start Maintenance				
Provision of KIX Start	✓	–	–	–
Software maintenance / further development	✓	–	–	–
Updates provision	✓	–	–	–
KIX Pro Maintenance				
Provision of KIX Pro	–	✓	✓	✓
Software maintenance / further development	–	✓	✓	✓
Updates provision	–	✓	✓	✓
Use of KIX Pro add-on module possible ²	–	✓	✓	✓
KIX training - Discount advantages [*]	–	✓	✓	✓
Support				
Integrated service package	Basic	Basic	Standard	Standard
Service hours (MET) ³	Mon – Fri: 9 am – 4 pm ³	Mon – Fri: 9 am – 4 pm ³	Mon – Fri: 8 am – 8 pm ³	Mon – Fri: 8 am – 8 pm ³
Reaction time				
> Critical fault	–	–	4 h	4 h
> Normal fault	8 h	8 h	8 h	8 h
> Service enquiry / functional request	24 h	24 h	24 h	24 h
Fault resolution time				
	–	–	24 h	24 h
Included calls per year (per month) ⁴	24 (2)	24 (2)	48 (4)	48 (4)
Communication / service channel				
> Email, Telephone	✓	✓	✓	✓
> Web	–	–	✓	✓
Service reports	on request	on request	✓	✓
Pricing				
Price / year (12 months)	5,990.00 €	8,490.00 €	12,350.00 €	14,750.00 €
Price / year (24 months) > Save 5%	5,690.00 €	8,056.00 €	11,733.00 €	14,013.00 €
Price / year (36+ months) > Save 10%	5,391.00 €	7,641.00 €	11,115.00 €	13,275.00 €
ADD-ON – INCLUSIVE				
Update PLUS⁵				
Patch Level Updates,	✓	✓	✓	✓
Minor Release Updates,	✓	✓	✓	✓
Security Patch Updates	✓	✓	✓	✓

^{*} Free KIX tech update included, KIX Pro administrator training 25% discount ¹ Recommended quantity, increase is possible after review of required performance (individual offer)

² KIX Pro add-on modules must be purchased separately ³ Public holidays in Saxony and Germany excluded ⁴ Unused calls will be automatically used for the purpose of further developing the KIX product line

⁵ Update PLUS only supports the system environments outlined in the service description. For individual modifications (project services), additional costs for updates may apply

– Subject to changes, errors excepted. All previous versions of this document are no longer valid.



KIX CLOUD
KIX CLOUD & SUPPORT

	BASIC
KIX Cloud	
Maximum number of parallel users	unlimited
Datacenter & Managed Services certified according to ISO/IEC 27001:2005	✓
Secure operation according to German standard (data center in Germany) 99%	✓
Uptime of the cloud service (based on one year)	✓
Secure access via SSL	✓
KIX Pro Maintenance	
Software maintenance / further development	✓
Provision and installation of updates	
› Patch Level Updates	✓
› Minor Release Updates	✓
› Security Patch Updates	✓
Support	
Integrated service package	Basic
Service hours (MET) ¹	Mon – Fri: 9 am – 5 pm
Reaction time	
› Critical fault	4 h
› Normal fault	8 h
› Service enquiry / functional request	24 h
Fault resolution time	48 h
Inclusive support incidents per year (per month) ²	48 (4)
Communication / service channel	
› Email	✓
› Telephone	✓
Pricing	
1–20 agents ^{3,4}	33.00 € / agent per month
21–50 agents ^{3,4}	30.00 € / agent per month
From 51 agents ^{3,4}	19.00 € / agent per month

¹ Public holidays in Saxony and Germany excluded

² Unused support incidents will be automatically used for the purpose of further developing the KIX product line

³ Can be terminated on a monthly basis, minimum duration 1 month

⁴ The invoice is issued monthly based on the maximum number of authorised service agents (valid agents in the system) in the relevant billing month
Subject to changes, errors excepted. All previous versions of this document are no longer valid.



KIX CLOUD

PREPAID CONSULTING PACKAGES

	PACKAGE S	PACKAGE M	PACKAGE L
Package contents			
Quota (in time blocks of 15 minutes)	16 h	40 h	80 h
Validity (after purchase)	2 years	2 years	2 years
Available for KIX Cloud	✓	✓	✓
Project support ¹			
KIX Cloud configuration	✓*	✓*	✓*
Advice on use	✓*	✓*	✓*
Updates and migrations	✓*	✓*	✓*
Support with performance optimization	✓*	✓*	✓*
Communication / service channel ²			
> Email	✓	✓	✓
> Telephone	✓	✓	✓
Pricing			
Package price	2,400.00 €	6,000.00 €	12,000.00 €
		> Save 5%	> Save 10%
		5,700.00 €	10,800.00 €

¹ Individual service on request (configurations as well as setting- and development-specific customer modifications)

² No guaranteed response and resolution time.

* If allocation is available.

NOTE: Maximum duration 24 months. Subject to changes, errors excepted. All previous versions of this document are no longer valid.



Training package	Type	Description	Price
KIX Pro administrator training	<ul style="list-style-type: none"> › Classroom-seminar › Online seminar 	<p>Training on KIX Pro system configuration and administration.</p> <p><i>Special customer benefit: The "KIX Pro Maintenance and Support" package includes a 25% discount for participation in the KIX Pro administrator training.</i></p>	<p>590.00 € / event per participant</p>
KIX tech update	<ul style="list-style-type: none"> › Online seminar 	<p>Introduction to the latest functions and updates in KIX / KIX Pro based on practical usage scenarios (administration and use).</p> <p><i>Special customer benefit: The "KIX Pro Maintenance & Support" package includes free participation in the KIX tech update.</i></p>	<p>190.00 € / event per participant</p>
Individual KIX administration seminar	<ul style="list-style-type: none"> › Classroom-seminar (in your training facilities) › online seminar 	<p><i>Seminar tailored to your customer-specific requirements, maximum 7 participants.</i></p> <p><i>Topic: KIX or KIX Pro system configuration and administration, enabling participants to be key users/multipliers</i></p>	<p>From 1,250.00 €¹ / event</p>
Individual KIX usage seminar	<ul style="list-style-type: none"> › Classroom-seminar (in your training facilities) › online seminar 	<p><i>Seminar tailored to your customer-specific requirements, maximum 7 participants.</i></p> <p><i>Topic: KIX Start or KIX Pro system configuration and administration, enabling participants to be key users/multipliers</i></p>	<p>From 1,100.00 €¹ / event</p>

ABOUT CAPE IT

The c.a.p.e. IT GmbH is the 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 full service provider, c.a.p.e. IT GmbH 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

c.a.p.e. IT GmbH · Schönherrstraße 8 · 09113 Chemnitz
Telephone: 0371 270956-20 · Fax: 0371 270956-25
Email: info@cape-it.de

KIXDESK.COM

Status as of: March 17, 2021

All previous versions of this document are no longer valid. The listed prices are net prices and are exclusive of sales tax at the statutory rate. Errors and amendments excepted.