

KIX

SUCCESS STORIES



AUCOTEC AG

Report 02/2019

PROJECT OVERVIEW

User: Aucotec AG, producer of several CAD software programs (in total 45,000 licenses) with the core product Engineering Base. Headquarters in Hanover with 8 branches in Germany and 9 subsidiaries and holdings around the world

Remit: Replacement of Microsoft Dynamics CRM in customer support Project time frame: July to November 2017

Solution: KIX Pro, current version 17.3 (as of August 2018) Associated software: Linux on VMware, KIX database: MariaDB, ERP with MS SQL Server

Application scope: Customer support at the headquarters and in all foreign branches

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KIX in customer support at software producer Aucotec

We were able to integrate KIX at Aucotec AG easily in terms of time, as requested by the customer. Following contact at the HMI trade fair at the time and a workshop at Aucotec, the starting points and requirements were soon clear for our project team. The customer's branches abroad were also integrated smoothly, so we really can talk of an all-round success with this project.



René Böhm, Authorized Office /
Head of Department for Software Development

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Anyone who wants to offer customers more than the standard when it comes to support – and quickly – is better off with a special solution. And software producer Aucotec found such a solution in KIX.

Initial situation

Customer relationship management – and this of course includes support – fosters relationships to customers. But the IT department at software company Aucotec AG was not really satisfied with the “standard solution” Microsoft Dynamics CRM, remembers Sascha Plumhoff, Head of Internal IT at Aucotec and its subsidiaries: “It focuses on classic CRM and rather neglects the support side of things. It wasn’t enough of what we wanted.”

Project

Now, to support its client base of around 6,700 customers with approximately 50,000 licenses, Aucotec is using a solution tailored to this task: KIX Pro from Chemnitz-based provider cape IT. Those responsible at Aucotec had aligned themselves with the market and had a demonstration of cape IT’s solution at the “Hannover Messe Indus-

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trie 2017” trade fair. Falk Scholtz from Team Customer Service reports: “It became clear relatively quickly that KIX would meet our requirements.” In June that year there was a workshop in which cape IT presented KIX Pro and the departments which were going to work with the solution outlined their requirements. cape IT passed this test, and so Aucotec compiled a list of requirements, and a contract for 23 work days for services from the installation to the, in part very complex, tasks for integration into the existing IT system was concluded. This included the synchronization of contacts, customer data, and their licenses from the CRM and ERP environment. The IT team at Aucotec was able to solve the majority of the work for installing KIX Pro and setting up processes themselves. The whole thing was made easier by the fact that ((OTRS)) Community Edition, from which KIX was formerly developed as a fork, was familiar to the central IT department. The time budget booked with cape IT was sufficient to set up the synchronization of the data with ERP and CRM, to adapt the KIX user interface to their corporate identity, and to also meet two special requests: Firstly, there is the possibility to provide Aucotec customers with software downloads directly from KIX. And secondly, in the customer portal, there is an immediate overview of customer licenses for the agents.

The project began in July 2017 and was completed the following November in Germany as well as one month later in all subsidiaries around the world. Plumhoff: “Here, KIX demonstrated its excellent integration capability so we are able to get the best out of all the tools used.” Now 15 employees in the Aucotec parent company and a further 25 at the nine international subsidiaries are working with the ticketing system. “Here, KIX displayed its simple operation and clarity,” notes Plumhoff. “After just a few hours of training, everyone had understood the system – much faster than with Microsoft Dynamics CRM.”

The KIX user interface is available in German and English. The assignment of tickets is organized in a flat hierarchy: At the first level there are queues for the responsible countries, and below this further queues for the different products, as well as for the variants of Engineering Base (EB), if this is the main product. In parallel, there is a separate automotive area to which the EB major customer Volkswagen Group belongs. The messages from users are received either by phone or by e-mail by a central desk, where an employee uses a screen to create tickets and assign them to the queues. Through this channel, they reach the responsible support team. Here, as soon as an employee accepts a ticket, they are responsible for it. However, it is possible to forward it to other members of staff. Sub-division into sub-tickets and then being merged again was proven to be unnecessary.

Aucotec customers receive a reference e-mail stating that a ticket has been opened in their own language. In KIX, the support agent can view certain customer data from the ERP system, and immediately see, for example, what form of license the user has

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chosen. “We place value on the customer receiving personal support, from reporting to the solution,” explains Aucotec service agent Scholtz.

Depending on the form of license, the reaction times specified are very short – in the best case, four hours. Sometimes, it is actually much quicker says key user Scholtz: “Generally, within 60 to 90 minutes, the situation has not only been figured out, but the solution frequently found. KIX provides added value in the fast availability of all relevant information and the best process support.”

When the customer’s problem is solved, the ticket is only closed conditionally – something which is a special feature at Aucotec. This is because a KIX process is initiated by “generic agents”, whereby the customer automatically receives two more e-mails asking whether the suggested solution was successful. “This has reduced the load considerably, and contributed to improving quality,” says Plumhoff, assessing the process. “We now have various automatic processes which were not possible to set up before we had KIX.”

Conclusion

In the support team, which was present in the initial workshops, such upgrades quickly found acceptance, also thanks to a specifically customized user interface. Two hours of training are sufficient for new staff, whereas two days were needed before. Scholtz reports: “Acceptance is much better compared to the previous solution. The staff are now very pleased with the ticketing system. They feel like the system provides them with the best support to do their work.”

Outlook

Aucotec, now free from disruptions from legacy systems, is working on gradually expanding KIX Pro for the support team. The company department has expanded the core IT solution with a statistics module in the form of the KPI dashboard so they can improve customer support in a targeted manner. In conjunction with the ERP system, the Kanban module serves the targeted offer of further services. “KIX performs well in all areas,” says IT manager Plumhoff in summary. “We like working with it a lot.”



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“We are now really fast. The staff are very pleased with the ticketing system and feel like it provides them with the best support to do their work.”

Sascha Plumhoff, Head of IT

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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 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 leading service provider, c.a.p.e. IT GmbH assists with training and upgrades as well as comprehensive service and support. In addition, it is involved in key industry associations such as the Open Source Business Alliance, BITKOM and itSMF.

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