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BAVARIA CLEANING GMBH

Report 02/2018

PROJECTOVERVIEW

Client: Bavaria Cleaning Gebäudereinigungs GmbH Munich
Requirement: Introduction of an IT service system, and building on this, introduction of a tool
for simplifying customer communication and order management
Scenario: Approx. 5–10 application users coordinate over 200 service staff
Special feature: Use not only as a service desk but also for order management
of the cleaning team
Integrated IT environment: Debian Linux, Maria DB
Time frame: Project start in November 2016, go-live January 2017; ongoing support

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KIX digitalizes cleaning service

The project at Bavaria Cleaning was an example of a classic KIX implementation project for typical customer problems: The streamlining of internal and external communication, and more efficient processes in the organization. Our KIX is perfectly suited as a ticket system for this, and implementation of it at Bavaria Cleaning ran smoothly. The result: It was possible to automate the processes, and the documentation of the processes was improved. Quality assurance is now also in place as with KIX nothing can get lost or forgotten. For our customer, using KIX provides a clear benefit in all areas.

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Stefan Mehlig, Head of Department for Projects & Consulting

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KIX can be used for much more than the control and automation of IT processes. One of the most unusual customers of cape IT is Bavaria Cleaning. Here KIX helps to manage and track business processes.

Countless small to medium enterprises will recognize the following scenario: Telephone calls from customers and prospective clients are noted down on pieces of paper. Each employee has their own tray for these, and they can easily get lost. With e-mails, it is a question of if and what a colleague has done with it. Repeatedly, situations arise that are not traceable or transparent. The processes "have developed over time" or "everything works" somehow, but the limits are clear.

Initial situation

Alexander Rebs junior, Managing Director at Bavaria Cleaning Gebäudereinigungs GmbH in Munich, felt that this could not continue and went in search of a solution for managing business processes. The solution had to be open source, says Rebs: "Everything that runs on Linux, belongs on Linux." Alongside his training to be an office administrator, Rebs had also started a degree in business information systems. He soon had to take over his parents' company, however. Now with another four members of staff in the office, he manages a company with more than 200 cleaning staff. Rebs, who tends to also keep Bavaria Cleaning's IT running on the side, came up with the idea of using tickets to report IT incidents for communication with customers, too. Following a test, from the start of 2014 he introduced such a system. "We did all kinds of things with it," remembers Rebs. "But I above all got an idea of everything we could do." Back then KIX-4OTRS from cape IT in the CommunityVersion was a relatively good fit in this respect, and it was then introduced a year later.

Project

When cape IT introduced KIX Pro, Rebs initially invited a sales advisor from the Chemnitz-based software company to visit, and then booked another, more detailed technical consulting session. "The initial consulting session alone was qualified and realistic," says Rebs. "During the technical consulting session, we then drew up the project properly and methodically. I also got to know a few possibilities that I wouldn't have discovered myself. It was very intensive and was definitely worthwhile." KIX Pro has been used since the start of 2016 with the smallest support package – and use has never been made of this because of problems with the solution.

Using KIX Pro has completely digitalized the office work at Bavaria Cleaning. Now, if an e-mail comes in, or a call from a customer or employee via the digital telephone

system, the cape IT solution links it immediately with existing tickets. Further information from Microsoft Dynamics NAV can also be called up directly via ODBC connector. Employees enter new information on existing tickets immediately.

If there is a call from a previously unknown prospective client, standardized workflows can be launched. The contact is created in Navision and linked to a ticket in KIX. An initial, written offer including company brochures and terms and conditions is created from templates. A setting can be configured as to when the ticket is to remind you of this initial contact so there can be a follow-up with the prospective customer again. "The whole thing takes just seconds," explains Rebs.

The processing of a new order can also be carried out as an automated workflow: Order confirmation, sending of the contract, scheduling and instruction of cleaning staff, initial equipping with materials and machines. There are lots of tasks which are sometimes dependent on each other and must be managed by different employees. "I can map this out with KIX, really well," says Rebs. "This was one of the main reasons why we chose KIX."

A further reason is that for customers with several properties, a ticket can also be precisely assigned to a property via the page element. This has exactly the impact that the Bavaria boss wanted for his company: "I have the whole process at a glance. Every item, every solved and unsolved question, all agreements, and so on. Everything is contained in one process without having to dig around in e-mails or bits of paper. You are reminded of things and you can meet deadlines. Without the ticketing, we would no longer have an overview."

Rebs had cape IT set up the initial system and program an additional function. A "Print as letter" button formats a letter from a note as a PDF including address (from Dynamics NAV) with subject, date, and personal salutation. The text of the letter comes from the note, expanded by other text modules that are saved in KIX if necessary. Things have not stayed with the first KIX system, however. "We are constantly making add-ons and modifications," explains Rebs. Not only he, but also his sister Melanie, are constantly creating new workflows, new text templates, new employees, new queues and so on on a test system. Rebs: "I probably don't know a lot of the tricks in KIX, but we can do everything we need for our work and to make constant improvements ourselves. No problem."

Conclusion

The range of possibilities is far from exhausted. There are still a few more things that Rebs would like to improve at Bavaria Cleaning with the help of KIX Pro. A "conversation

guide" is already in progress, which is to work on the desktop in the office as well as on tablets. During a telephone meeting with a prospective client and a visit to the property, basic questions to draw up an offer can be clarified systematically: Surfaces, types of floor, toilets, kitchens, required cleaning frequency, place of refuse disposal, dealing with alarm systems etc. An offer and a contract can then be created on the basis of this. Rebs: "With KIX we can make the agreed tasks transparent and verifiable." Quality assurance is also to be ensured by the planned expansion of the KIX maintenance planner on the basis of a Configuration Management Database (CMDB), in which all properties, contracts etc. are entered. One aspect of the maintenance planner will be to remind staff that a personal meeting with a customer is necessary again. Here Rebs would like a school grade from the customer for the performance of his company. This grade would be entered in a dynamic field. Through this, Rebs would like to automatically know where he has to travel to and check more frequently; where he should keep "a sharp eye on the work" of the cleaning staff. Another aspect of the maintenance planner will have to wait a while: Rebs would like to create each vehicle along with certain cleaning machines in the CMDB as a config item with certain rules: When are the cars due a tire change and vehicle inspection? When do washing machines and certain cleaning machines have to be descaled? When is the next audit in line with the accident prevention regulations?

Outlook

"Everything is possible; I just need more time," says Rebs. "KIX offers amazing possibilities. The system is incredibly flexible once you have understood exactly what is possible. At Bavaria Cleaning it is the basis for keeping an eye on communication with customers and for automating business processes. The company can grow without coming up against its limits due to outdated processes.

BAVARIA CLEANING Gebäudereinigungs GmbH

"Previously we had piles of paper. With KIX we can make tasks transparent and verifiable."

Alexander Rebs junior, Managing Director

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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 wich 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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