

# KIX

## SUCCESS STORIES



**BIGPOINT GMBH**

## PROJECT OVERVIEW

*User: Bigpoint GmbH, Hamburg, Part of the Chinese software company  
Youzu Interactive Co. Ltd. based in Shanghai*

*Business: One of the largest portals for online browser games in Europe*

*Offices: Hamburg, Berlin, Malta*

*Employees: Approx. 230*

*IT employees: 20, ten of which on the service helpdesk*

*Solution: KIX Pro with the KPI Dashboard add-module in the cape IT cloud*

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### Reach your goals with KIX

Bigpoint needed a solution that would not only provide them with a functioning HelpDesk, but would also help them comply with the many security standards and supply a robust system. KIX Pro meets the full scope of these requirements, which makes it an excellent, forward-thinking tool for Bigpoint.



Rico Barth, Management Board

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### **Upgrade to KIX Pro version 17.9: Why Bigpoint repeatedly puts its trust in cape IT.**

Bigpoint is a genuine heavyweight in the international entertainment and gaming market. The Hamburg-based company develops high quality games for browsers and mobile platforms. Around 360 million gamers from over 200 countries play Farme-rama, DarkOrbitReloaded and Seafight: these are the company's best known games. Many of their titles have won international awards voted for by industry insiders and the public. Bigpoint was founded in 2002 and since 2015 has been putting its trust in Chemnitz company cape IT.

#### **Initial situation**

Since 2009, Bigpoint has been using an Open Ticket Request System (OTRS Community Edition). In 2015, cape IT completely reconfigured the system with KIX4OTRS 8 and the add-on KPI dashboard module for enhanced reporting. New

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features included statistics, automated customer satisfaction surveys, setting up special functions using dynamic fields etc. But there came a time when even this system reached its limits. In early 2019 Bigpoint made the decision to implement a totally new management system in KIX Pro, including all the familiar features but with scope for modular expansion. Because of the trust build up over a relationship lasting many years, it was logical to choose cape IT again.

Bigpoint depends on having a reliable system for support and to develop online games. “We want our team to be able to focus on the things that create value”, explains Dominique Zechel, Senior International Community Manager at Bigpoint. The service system has to handle a huge workload and is crucial in the day-to-day business. Used by 140-150 agents on 13 different main projects and in 12 language versions, it contains 344 queues. Around 40,000 tickets per month show how important the solution is. Zechel says: “We want to offer our customers the most comprehensive and reliable support possible.”

### The project

Initial meetings and tests for the upgrade to KIX Pro version 17.9 took place in March 2019. “cape IT offers stable software that is scalable upwards and downwards, as well as excellent customer support. Therefore it was an easy decision for us to make”, says Dominique Zechel.

The first system migration in 2015 was completed in just four months. By contrast, for the 2019 upgrade, those responsible at Bigpoint scheduled a bigger time window. “We had an enormous data volume to migrate. We wanted to take the time to thoroughly prepare everything”, Zechel recalls.

The transition was carried out in three phases. After the initial meetings at the beginning of 2019, the next nine months were dedicated to preparations. The data was first copied to the KIX cloud. The final step was the complete migration in February 2020.

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### Summary

As well as ticket processing, the support helpdesk also has some important impacts on the business as a whole: “Thanks to the more detailed statistics, we are able to present up-to-date KPI reports to senior management on an ongoing basis”, says Zechel. “And because the system can be scaled without additional costs, we always have control of our expenditure. This enables us to make more accurate calculations and means it is not necessary to employ and train additional staff. Everything just runs smoothly. The people from cape IT are totally professional in their work. We have felt the benefit of this during the Corona crisis too. On the one hand, we had to deal with the challenges of working from home, but on the other hand our customers had more time for games, which meant there was actually more work for our support team. But the management system worked perfectly and was one issue we didn’t have to worry about at all.”



**Bigpoint GmbH**

*„Thanks to the detailed statistics, we have been able to submit up-to-date KPI reports to the Management Board on a regular basis. The system can also be scaled without additional costs, meaning that we have greater control over our expenses.“*

– Dominique Zechel, Senior International Community Manager

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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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