

KIX

SUCCESS STORIES



HTP GMBH

Report 09/2020

PROJECT OVERVIEW

User: *htp GmbH, Hanover.*

Business: *One of Germany's largest regional telecommunications providers*

Coverage area: *Hanover, Hildesheim, Braunschweig, Peine, Wolfenbüttel and Hameln-Pyrmont*

Employees: *Over 230.*

Solution: *KIX Pro. Upgrade to version 17.11.0-0 being planned*

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htp has been a regular customer of ours for a number of years now, and very soon we'll be implementing KIX Pro 17.11 for them. At first, htp used KIX just for processing customer support requests. But more recently, the company has also successfully been using the software for internal processes. This goes to show that a project never really has an endpoint. We are always able to help our customers optimize their working processes even further.



Rico Barth, CEO of c.a.p.e. IT GmbH

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htp GmbH has a modern, welcoming brand image. As one of the largest regional telecommunications providers in Germany, it connects vast numbers of people in Hanover, Hildesheim, Brunswick, Peine, Wolfenbüttel and Hameln-Pyrmont.

Initial Situation

With a turnover of 70.3 million Euro and more than 230 employees, htp is one of Germany's largest regional telecommunications providers. The company has around 110,000 private and business customers, and operates mainly in Hanover, Hildesheim, Braunschweig, Peine, Wolfenbüttel and Hameln-Pyrmont. Its shareholders are the Hanover energy supplier energcity AG and Oldenburg-based EWE AG. Known as a specialist in extending Internet access in rural areas, htp is now increasingly concentrating on fiber optic infrastructure in conurbations and commercial areas.

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implementation

“KIX is the contact interface between us and our customers. KIX is like the door through which our customers come to us, which is why it is so important for us”, says Bärbel Reichelt, Head of IT Infrastructure and Services at htp. She emphasizes how important uncomplicated, convenient access to information of all kinds is - both for customers and for staff.

To ensure smooth interaction with customers, over ten years ago htp decided to use the OTRS Community Edition ticket system, implemented by Chemnitz-based cape IT GmbH. “As well as reliability and rapid response times, what I think is really important in a service provider is expertise, honesty and transparency”, Bärbel Reichelt explains. “That’s why our cooperation with cape IT works so well”, she says. She continues: “Cape IT is constantly thinking about us and coming up with ideas about what is good or bad for us and what the consequences of our needs could be. We have never had a feeling of being just another client.”

In 2017, Cape IT introduced htp to the KIX service management system. Compared to the OTRS Community Edition used up to that point, it enables working processes and tasks to be designed and visualized even more efficiently. “That sounded just perfect to our ears”, says Bärbel Reichelt. Thanks to their years of positive experience with cape IT, htp didn’t delay for too long and quickly completed the migration of two instances of the OTRS Communication to a central KIX instance as a first stage. This decision definitely paid off: “We were so impressed with KIX thanks to the range of functions, flexibility and customization options. The easy and intuitive operation made the transition very easy for us.”

In 2018, htp’s incident management was moved over to KIX, including the interface to htp’s customer relationship management (CRM). Using KIX, htp can now generate service tickets in its own system environment. This means that htp staff can feed inquiries and problems from their customers systematically into the appropriate workflows and deal with them more quickly. The optional KIX modules also enable the telecommunications provider to integrate its different IT interfaces more easily. For customers this means shorter waiting times and faster resolution of problems.

While htp initially used the service management system mainly for customer-related service processes, some departments now also use it for internal processes and service requests. For example, the Purchasing and Administration departments use KIX to process internal procurement requests. Facility management is also managed and controlled centrally. By contrast, in the technical departments the KIX software is used for on-call and maintenance deployments,

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as well as for documentation of CERT reports. Users were quick to recognize the benefits of the system when compared to shared mailboxes, for example: All staff have a constant overview of who is working on what and when a process has been completed.

Outlook

At present, an upgrade to KIX Pro version 17.11.0-0 is being planned. Among other things, this will further optimize the workflows in the service center, as well as fault and requirement notifications to the technical operation. "Transparently and comprehensibly documenting processes is the key to our day-to-day work. It makes life easier not only for us but also for our customers", says Bärbel Reichelt in conclusion. She is confident that the planned update will be far from the end of the story: "We will continue to develop with cape IT in the future. On a totally individual basis."



The organized, straightforward support structure at htp GmbH goes hand in hand with the seamless running of their internal business processes, which provides customers with an excellent user experience.



htp GmbH

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– Bärbel Reichelt, Head of IT Infrastructure and Services

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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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