

KIX

SUCCESS STORIES



STOLLFUß MEDIEN

TASK AND SOLUTION

User: *Stollfuß Medien GmbH & Co. KG*

Business: *Software for tax advisers, accountants, auditors, and the respective departments in corporations*

Business location: *Nationwide*

Employees: *125*

Task: *Introducing a management system to provide support due to increasing numbers of customers, improvement of the service quality and efficiency*

Solution: *KIX Pro, Version 17*

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If the demand at a company increases significantly, the service provided using existing systems will often become unable to meet the demands made on it. We have already had the task of finding a solution to this for many companies – and this was also the case for Stollfuß Medien GmbH & Co. KG. KIX provides support employees with the ideal means in order to assist their discerning customers as soon as needed. Of course, this applies to employees working from home, too. Our communication, which is always open and based on mutual trust, enabled us to successfully complete the project.



Rico Barth, Managing Director Cape IT GmbH

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Increasing Customer Numbers KIX Provides Support



Stollfuß Medien GmbH & Co. KG is, as its motto says, „Ready for the Future.“ With a wide range of integrated legal software solutions, online specialist databases, and specialist books, the family business located in Bonn offers complete solutions in the areas of tax, finance, and law.

Founded by Wilhelm Stollfuß in 1913 in Bonn as a publisher of local travel guidebooks and cartographical material, the company soon became a specialist publisher for tax and financial law, and then the modern media company that it is now.

With a current staff of 125, Stollfuß Medien is further increasing its position in the market in this sector, and promoting digital business models.

Initial Situation

„Our customer numbers are increasing significantly at the moment,“ says Dieter Baur. Stollfuß Medien’s customers are mostly financial advisors, auditors, and the tax departments of corporations and accounting offices. „These are very discerning customer groups, who have the highest expectations when it comes to technical and professional support,“ adds the head of QM/IT. Ultimately, Stollfuß’s customers are required to provide the same high level of quality to their own clients.

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For its growing customer base, Stollfuß Medien is consistently pursuing a „one-stop strategy.“ The company will continue to provide all of its tools from a single source – from complete software solutions from the cloud and specialist information concerning tax law, employment law, accounting law, and related areas of law in online portals to specialist information in a printed format. Stollfuß Medien has its own software development department, and offers its own technical and specialist STOTAX user support.

The company had reached the limits of its capacity with the service systems it had previously used. Once Stollfuß Medien had initially developed its own solutions based on Microsoft SQL Server, it then used a paid-for support database and then later the OTRS Community Edition ticket system.

The Project

„To respond to current developments in a high-quality and efficient manner, we chose KIX 17 from cape IT.“ OMQ (an AI-based, dynamic help page with questions and answers that resemble an FAQ) was integrated into the STOTAX user page to assist with technical and specialist support in 2015. It produces appropriate answers automatically, therefore reducing the strain on the support employees.

With its open architecture, the many functions can be integrated into the existing infrastructure in a stable and reliable manner. „Our employees got used to the KIX service system without any problems,“ reports Dieter Baur. Alongside its intuitive operation, he sees the price as a major advantage: „In comparison with other systems, KIX is extremely inexpensive.“ However, a particular bonus in his eyes – especially in time of coronavirus – is the ability to work flexibly: „The open-source software proves just as successful when working from home,“ says the head of QM/IT at Stollfuß Medien. „As KIX is a complete web application, we were able to quickly switch support employees over to working from home and integrate external service providers seamlessly.“

Since 2019, the CMDB (Configuration Management Database) has also been used for internal IT. The database enables access to and management of configuration elements such as servers, computers, IT services, telephones, and network components.

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Conclusion

Dieter Baur would like to keep working with cape IT. „Working together with cape IT was a real partnership,“ he says. „We also always felt that we received good advice and support after the introduction and conclusion of the maintenance contract.“

Next, the interaction with central merchandise management is to be expanded. The company is also considering whether or not to offer the customers an online frontend. With the online application, users can access STOTAX services on their own computer, using a web browser and without having to install anything.

A satisfied Dieter Baur reflects on the huge improvements to the quality and efficiency of the support that the company has been able to achieve due to KIX. It's not only the customers who are satisfied. Now, as before, the family company is in the best possible position – as the motto says: Ready for the Future.



Stollfuß Medien

„Our employees got used to the KIX service system without any problems,“...

„In comparison with other systems, KIX is extremely inexpensive.“

– Mark-Rüdiger Roth, Head of Service Management / Data Processing / IT

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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.

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