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SCHLOZ WÖLLENSTEIN

Report 07/2020

PROJECT OVERVIEW

User: Schloz Wöllenstein GmbH & Co. KG based in Chemnitz and partner companies

Remit: A solution was required for IT service management in order to channel fault messages and support requests.

Employees: 1,300

IT employees: 8 in Chemnitz, 3 in Bavaria, plus external service provider

IT environment: 230 servers, 85% virtualized with VMware

Solution: KIX Pro

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Going up a gear with KIX

Schloz Wöllenstein is a corporate group that is above all known as a partner of Mercedes-Benz. The group has its roots in Saxony and is based in Chemnitz, just like cape IT. Schloz Wöllenstein was also one of the first KIX Pro clients. When making their decision, those responsible were impressed by the support provided by the cape IT team, along with manufacturer independence, and cost transparency. Since the start of the collaboration, the client has not only made the user-friendly system its own, but also discovered that the new software can be used to solve IT problems quickly and easily. For both cape IT and those responsible at Schloz Wöllenstein, this confirms the decision for KIX Pro. We are already looking forward to continued collaboration in 2020 with KIX 18.



Rico Barth, Management Board

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Sometimes, a decision made at the last minute is actually the right one. All the preparations had actually been made to introduce KIX4OTRS in the entire company. But when, a few weeks before the date, the IT managers at Schloz Wöllenstein got to know KIX Pro, the decision was made at the last minute for this product line from cape IT. To date, Alexander Scholz, IT administrator at Schloz Wöllenstein, has not regretted this decision. In 2020 he is again banking on KIX and the upgrade for the next version is in planning.

Schloz Wöllenstein is a large trade and service partner to Mercedes-Benz. From their base in Chemnitz, the IT department supports the sites in Freiberg, Frankenberg, and Annaberg, along with other Mercedes-Benz partners and companies from the automotive industry that belong to the group.

Initial situation

Alexander Scholz and his colleagues in the IT department were looking for an IT management system to record the fault notifications and support requests from staff. For many years, this was managed with a ticket system developed in-house. But the system became outdated and soon came up against its limits: It no longer met the advancing development and demands of the administrators. During his research for

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an alternative, Scholz constantly had an eye on costs and soon came across cape IT. In February 2016 the IT department started their first internal tests with KIX4OTRS from cape IT. The application impressed the team and, just two months later, the company-wide roll-out was supposed to follow. But following a visit to cape IT's stand at CeBIT in March 2016, these plans were spontaneously thrown to the wind. There Alexander Scholz tried out KIX Pro with its numerous functions – which previously were additional modules subject to a charge. “The advantages immediately won me over,” remembers Scholz. “We were already impressed with KIX4OTRS, but KIX Pro was able to beat it.” The manufacturer-independent, cost-efficient system on an open-source basis, along with the clear roadmap for further development, also convinced his colleagues to implement KIX as quickly as possible.

Project

In May 2016, staff at cape IT set up KIX Pro in version 17 at Schloz Wöllenstein so that all the IT employees and users could use the system in their everyday work. During this, they focused on a user-friendly process design in particular. Instead of reporting problems by telephone or in passing as before, the staff at Schloz Wöllenstein were pleased with the system from the very beginning. It proved successful in the shortest space of time because of the possibility to classify faults, to add free messages and attachments, and ultimately also because of the intuitive web interface. An important step in the process was also the introduction of the Kanban module. The KanbanSystem, which means ‘signboard’ or ‘billboard’ in Japanese, was developed back in the 1940s at Toyota. To put it in simple terms, it is the digital development of the classic wall covered in sticky notes. Tasks and processes are visualized in the form of individual tickets, and moved into different categories via drag-and-drop depending on the status. These categories are customizable, and frequently consist of the rows “new”, “in progress”, “pending”, or “completed”. This saves time and enables the workflows to be clearly outlined. Alexander Scholz had even hired an employee who initially was solely responsible for user support and the last remaining messages that came via phone. Today, these calls are a rare exception and the employee can be deployed elsewhere. “The users accepted the new system quickly; everything is running via KIX now,” reports Scholz. “Even the management board quickly noticed that it was easier to reach the IT department and that we were able to solve problems faster.”

Conclusion

Since its introduction, the system has grown and been supplemented by two more areas. Two FAQ areas have been added, for example. One of them is accessible to all employees and serves as the first point of contact in the event of problems. Generally,

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they can find the solution there already. If not, the problem is forwarded to the IT department. An FAQ area solely for the IT department was created containing particular solutions. A further add-on was the integration of building services. If there is a fault or materials have to be re-ordered, this is recorded in the system. In the event of a fault notification, employees receive a confirmation e-mail which in some cases also contains instructions for them to rectify it themselves. Thanks to the service processes, the IT employees can concentrate more on their tasks. At Schloz Wöllenstein all IT employees can always see all the tickets, and can independently pick out those which fall within the scope of their responsibility. The IT management takes care of the controlling when it comes to the service times. Absence due to illness and vacations is covered in the team through overlapping responsibilities. Following the introduction of KIX in October 2016 at partner company Schreiner Wöllenstein, too, numerous associated companies followed up to 2020. This means there are now around 1,300 employees at 22 sites who can access the system and the services from the IT department.

Outlook

“KIX Pro is a flexible solution which can be expanded without incurring additional costs each time,” says IT administrator Scholz in summary. “Overall the expenditure is clear and controllable. Costs are only incurred for what you really need. And the collaboration with cape IT is fantastic.” So fantastic that Scholz and his team are planning the next upgrade. KIX version 18 was launched in March 2020 and will soon be used at Schloz Wöllenstein. The new system offers numerous add-ons and streamlining. For example, the interface was optimized in collaboration with occupational psychologists from the TU Chemnitz. “After our experience in recent years, we were excited to see what cape IT had planned for the next version – and we weren’t disappointed. We have been examining the new KIX Pro in detail. The new functions simplify things once again, and this means our work processes will be eased even further. And we are also looking forward to working together personally with the staff at cape IT again; they are like our friendly support partners from down the road.



Schloz Wöllenstein GmbH & Co. KG

“Even the management board has noticed that it is easier to reach the IT department, and the time taken to solve problems has been visibly reduced.”

Alexander Scholz, IT administrator, Schloz Wöllenstein

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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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