

KIX

SUCCESS STORIES



SPARKASSE MÜNSTERLAND OST

PROJECT OVERVIEW

User: Sparkasse Münsterland Ost

Business: public bank

Business location: city of Münster and district of Warendorf

Employees: around 1,200 in 79 branches

Task: introduce an incident management system due to stricter supervisory provisions

Solution: KIX Pro Version 17.11

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A Win-Win Result

This project was a collaboration between Finanz-IT, Sparkasse Münsterland-Ost (SPK MSO) and cape IT, in which all sides worked together in a pragmatic and focused manner from start to finish. Thanks to the flexibility and configurability of KIX, it was quickly possible to create an interface between KIX and the proprietary tool SR Plus from Finanz-IT. At present, the SR Plus-based classifications are directly available in KIX. This means that the IT department at SPK MSO can submit tasks quickly and easily to SR Plus. And Finanz-IT receives all of the relevant information in an automated fashion. It's a win-win result.



Torsten Thau, Authorized Officer/Product Owner

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Sparkasse Münsterland Ost Chooses KIX: It's Easy to Configure and Has Loads of Interfaces

Of all the sectors of the economy, the finance sector is facing one of the biggest increases in regulations and supervisory stipulations. Frank Niehus, a system engineer for Sparkasse Münsterland Ost, says that this has immense consequences for the work conducted by financial institutions, and thereby, how their IT processes are structured. „Due to the stricter regulations, we had to introduce an incident management system a few years ago. This has enabled us to identify, process, and resolve unforeseen IT service-related incidents as quickly as possible.“

Frank Niehus knows what he is talking about, as he organizes IT systems and is one of the designated IT project managers for Sparkasse Münsterland Ost. Data security, cyber security, data governance, third party providers and data protection at financial institutions are being constantly monitored by the supervisory authorities. Many of the stipulations are designed to streamline legislation within the European Union, above all the directives relating to reporting and financial accounting.

As part of these banking regulation measures, there is a particular focus on digitalization processes. The German Federal Financial Supervisory Authority (BaFin) has prescribed a framework that governs technical and organizational considerations and the institutions' processes, in particular for risk management and resources management. All banks must implement this framework, including the public bank Sparkasse Münsterland Ost, which in 2019, with its some 1,200 employees across 79 branches in the city of Münster and the district of Warendorf, had a balance sheet total amounting to 9.8 billion euros.

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Initial Situation

Until 2015, the Sparkasse had been using a different software for managing and automating service processes. The OTRS Community Edition, a ticket system, was used in combination with the log management tool ProLog for just one task: creating logs.

The bank also used the web-based IT service management software Service Request Plus (SR+) from Finanz Informatik, the IT service provider for the Sparkasse Finanzgruppe (German Savings Banks Finance Group). The main function of SR+ is service and problem management in communications with the group's data center.

„Over time, the OTRS Community Edition was no longer able to meet the stricter requirements – not by a long way“, says Niehus. „What we need is an application with a very high level of configuration flexibility and a lot of interfaces that can be used as a single point of documentation“. Another condition is a high level of automation, to be able to meet the workflow and process requirements.

The Project

When searching for a solution that was both powerful and sustainable enough for the task, we finally opted for KIX Pro from cape IT, which is currently being operated at the Sparkasse in Version 17.11. KIX Pro is a service management system for the professional IT services and technical services sector. It comes with a broad range of functions, including management of service contracts and Service Level Agreements, and a great number of services for efficient support during service delivery. Accessing the system is fast, flexible and straightforward, as employees and service providers can log into the system via their web browser from anywhere.

Initial discussions between Sparkasse Münsterland Ost and cape IT took place in spring 2017. After a bespoke concept had been devised, KIX was launched for use in the IT Support department by November – initially for internal use. In November 2018, the system was released for the customer frontend, and a month later it was rolled out for general business operations.

Subsequently, KIX was integrated step by step into other systems. In 2019, an interface to SR+ was established, a requirement that was of particular importance to Niehus. From this year, the Internal Services department have been processing your incidents and service questions relating to building management via KIX – in addition to various other services.

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As well as KIX Pro 17.11, the bank has purchased some additional functions. For example, Kanban4KIX enables users to visualize and efficiently manage their workflow on a digital post-it wall: note down the task, categorize it, done. Niehus says that the post-it wall ensures optimum operational and task planning. „Employee availability and workload can be viewed at a glance at all times“.

Another additional function is KIX Connect, which transmits data to and receives data from other systems, thus ensuring a seamless exchange of information. KIX Connect comes with KIX2JIRA, KIX2KIX and KIX2i-doit, which are pre-configured web services (backends), thus enabling data to be exchanged between different systems.

Conclusion

The collaboration project between Sparkasse Münsterland Ost and cape IT has been a huge success, and is set to continue. KIX has become an integral system for the bank, which is currently seeing around 1,300 tickets being created per month, a trend that is steadily increasing. The lockdown period in particular gave KIX the chance to prove its capabilities, which significantly boosted acceptance of the system among employees. Since then, there have been requests from two other departments to use KIX as a management tool.



Sparkasse Münsterland Ost

„Employee availability and workload can be viewed at a glance at all times“
– Frank Niehus, System Engineer for Sparkasse Münsterland Ost

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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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