

# KIX

## SUCCESS STORIES



**UNIVERSITY OF BAYREUTH**

Report 06/2019

## PROJECT OVERVIEW

*User:* Administration department of the University of Bayreuth

*Students:* Approx. 13,500

*Number of employees in the Administration department:* Approx. 200

*Challenge:* Replacement of ((OTRS)) Community Edition without the need for large-scale user training

*Purpose:* Not an IT help desk, but rather processing of inquiries sent to the Administration department

*Solution:* KIX Pro 17.3

*Order volume:* 10 person days for core IT for adaptation/set-up plus support

*Start-up:* End of March 2018 (10 weeks after the start of the project)

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### **KIX revolutionizes work at the University of Bayreuth**

The project at the University of Bayreuth had the clear objective of changing over to KIX Pro in as smooth and unnoticeable a manner as possible. Here it was not a question of structuring a classic help desk using our software, but being able to streamline the enormous amount of administration tasks that go hand in hand with such a complex construct as a university. The project was made easier in that all of those with access to KIX were really eager from the start and used this new tool immediately. This is, of course, the best and fastest way to change over to new software.



Stefan Mehlig, Head of Department for Projects & Consulting

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*Following problems with ((OTRS)) Community Edition, one department at the University of Bayreuth wanted an alternative that is similar for the user, and also with support. Now they are using KIX – not for a classic user help desk, but rather to complete administration tasks for university operations.*

### **Initial situation**

The IT Service Center of the University of Bayreuth uses their own self-developed software for the reporting of users' everyday problems. In contrast to this, for years several departments of the central administration of the university had been using ((OTRS)) Community Edition in order to systematically process incoming e-mails from students and the resulting organizational tasks. But the upgrade from ((OTRS)) Community Edition version 4 to version 5 was not working, even though the ticketing system was not buckling from add-ons. Dr. Thomas Schoberth, who is in charge of the department responsible for the university administration in the IT Service Center of the University of Bayreuth, was not really surprised by this, however: "Development at OTRS AG and problems with support were already an issue for other universities

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in the ZKI, too." ZKI is an association that stands for "Zentren für Kommunikation und Informationsverarbeitung in Forschung und Lehre" (Centres for communication and information processing). This is where Schoberth was also told about KIX. After evaluating other products, they quickly decided on KIX. "It was very important that KIX was extremely similar to the old solution so that our users found the transition easy," explains Schoberth. "We didn't really consider something completely different. But we were sure we wanted help during the installation and possible add-ons, as well as long-term, reliable support."

### Project

On January 10, 2018, the KIX project was launched at the University of Bayreuth. The first step was the upgrade to ((OTRS)) Community Edition Version 5.0 as a prerequisite for migration to KIX Pro. KIX Pro was installed on a test system and the user groups gradually integrated into this environment, and the migration tested. Once everything was working on the test system, the final migration took place. In the process a previously independent environment of the university's Language Center was also integrated. Ten work days were booked with cape IT, without a concrete schedule.

*"It could hardly have been quicker."*

"In a weekly rhythm, each side worked through task after task ready for the next deadline. It could hardly have been quicker." From March 28, 2018, the solution went live. "For me, it was important to have a smooth transition so that we didn't need large-scale training," reports Schoberth. "And it worked fantastically. There was no resistance at all." On the contrary: Users were pleased that the user interface is adapted to the corporate identity of the university, that small improvements facilitate operation, and that there is a sidebar which provides information to the requesting user from the Informix database. Now, in addition to the previous users, the Examinations Offices, the Student Administration Office and Room Management, the system is also used by the Language Center, the "International Students" sub-section of the International Office, as well as the "KuK" careers service and company contact job portal, which aims to bring students and companies together for work experience, for example. These may each be manageable user groups of up to ten people, but they do have a high number of inquiries (tickets) per month. For example, two employees working in Room Management will process around 500 inquiries a month regarding the booking of lecture theaters. At the start of the semester, there can be up to 2,000 tickets in the Student Administration Office. All of the tickets are sent by e-mail to the departments, not by telephone or portal. In the larger groups, the heads of department or assistants distribute the tickets to queues (one level deep at a maximum) which are assigned to employees or topics.

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### **Conclusion**

“I am very happy with cape IT and KIX,” summarizes Schoberth. “When we have any new ideas or requirements, we will implement them with cape IT again.” One add-on is already planned: The export of completed tickets into the document management system D3 from d.velop is to be developed. The Examinations Office is to be able to place relevant tickets from students in their electronic files, without having to first spend the time and effort converting them into PDFs.



University of Bayreuth

“I am very happy with cape IT and KIX. When we have any new ideas or requirements, we will implement them with cape IT again.”

Dr. Thomas Schoberth, Head of IT

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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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