



## THE SIMPLE AND RELIABLE WAY TO PROTECT DATA

When the European General Data Protection Regulation (GDPR) entered into force, it standardized the regulations governing data protection in the EU. These data protection rules apply primarily to personal data. This data includes information that can refer to a natural person, such as names and addresses. However, IP addresses can also be used to establish an indirect reference.

One way to avoid this is to anonymize the data. However, if companies choose this option they will need to ensure that

the information cannot be restored, i.e. it must not be possible to re-identify anyone. When it comes to service management, this affects aspects such as the anonymization of ticket data, set against the need to still be able to use the description of the reported cases for internal analyses or knowledge management purposes, for example.

You can use the add-on feature to reliably anonymize data in KIX Pro using an automated process. Various settings are available so that you can choose the exact timing and the scope to suit your needs.

TICKETID	ALTER	TITEL	BEARBEITER	VERANTWORTLICHER	KUNDENNAME	STATUS	SERVICE ZEIT	REAKTIONZEIT	AKTUALISIERUNGSZEIT
202002255000121	7 d 18 h	Drucker ohne Funktion	nicht zugeordnet	nicht zugeordnet	Frank Helm	neu	0 m	0 m	0 m
202002255000112	7 d 18 h	Zugangskarte aushändigen	Max Müller	Max Müller	Matthew Belamy	neu	0 m	0 m	0 m
202002255000103	7 d 18 h	Arbeitsplatz einrichten	Simone Meier	Max Müller	Matthew Belamy	offen	0 m	0 m	0 m
202002255000078	7 d 18 h	Einweisung in KIX Professio...	Nina Heinrich	Max Müller	Matthew Belamy	in Bearbeitung	0 m	0 m	0 m
202002255000069	7 d 18 h	AD-Berechtigungen ändern	Nina Heinrich	Max Müller	Matthew Belamy	offen	0 m	0 m	0 m
202002255000051	7 d 18 h	Hardware aushändigen	Max Müller	Max Müller	Matthew Belamy	offen	0 m	0 m	0 m
202002255000041	7 d 18 h	Einstellung: [MA-Kürzel] ...	Max Müller	Max Müller	Matthew Belamy	in Bearbeitung	-104 h 44 m	-104 h 44 m	0 m
202002255000032	7 d 18 h	Drucker defekt	Hans Oldorf	Max Müller	Alexander Müller	in Bearbeitung	0 m	0 m	0 m
202002255000023	7 d 18 h	Drucker	Max Müller	Max Müller	Claire Egan	offen	0 m	0 m	0 m
202002255000014	7 d 19 h	Drucker	Max Müller	Max Müller	Claire Egan	in Bearbeitung	-105 h 4 m	-105 h 4 m	0 m
202002195000081	13 d 23 h	Arbeitsplatz einrichten	Nina Heinrich	Alexander Müller	Alexander Müller	offen	0 m	0 m	0 m
202002195000053	13 d 23 h	Einweisung in KIX Professio...	Nina Heinrich	Alexander Müller	Alexander Müller	in Bearbeitung	0 m	0 m	0 m
202002195000044	13 d 23 h	AD-Berechtigungen ändern	Max Müller	Max Müller	Alexander Müller	offen	0 m	0 m	0 m
202002195000035	13 d 23 h	Hardware aushändigen	Hans Oldorf	Hans Oldorf	Alexander Müller	offen	0 m	0 m	0 m
202002195000026	13 d 23 h	Allgemeine Anfrage	Hans Oldorf	Hans Oldorf	Alexander Müller	warten auf Erinnerung	0 m	0 m	0 m

Service orders before anonymization.

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202002255000103	7 d 18 h	Arbeitsplatz einrichten	Simone Meier	Max Müller	Matthew Belamy	offen	0 m	0 m	0 m
202002255000078	7 d 18 h	Einweisung in KIX Professio...	** Anonymus **	Max Müller	Matthew Belamy	in Bearbeitung	0 m	0 m	0 m
202002255000069	7 d 18 h	AD-Berechtigungen ändern	** Anonymus **	Max Müller	Matthew Belamy	offen	0 m	0 m	0 m
202002255000051	7 d 18 h	Hardware aushändigen	Max Müller	Max Müller	Matthew Belamy	offen	0 m	0 m	0 m
202002255000041	7 d 18 h	Einstellung: [MA-Kürzel] ...	Max Müller	Max Müller	Matthew Belamy	in Bearbeitung	-104 h 44 m	-104 h 44 m	0 m
202002255000032	7 d 18 h	Drucker defekt	Hans Oldorf	Max Müller	Alexander Müller	in Bearbeitung	0 m	0 m	0 m
202002255000023	7 d 18 h	Drucker	Max Müller	Max Müller	Claire Egan	offen	0 m	0 m	0 m
202002255000014	7 d 19 h	Drucker	Max Müller	Max Müller	Claire Egan	in Bearbeitung	-105 h 4 m	-105 h 4 m	0 m
202002195000081	13 d 23 h	Arbeitsplatz einrichten	** Anonymus **	Alexander Müller	Alexander Müller	offen	0 m	0 m	0 m
202002195000053	13 d 23 h	Einweisung in KIX Professio...	** Anonymus **	Alexander Müller	Alexander Müller	in Bearbeitung	0 m	0 m	0 m
202002195000044	13 d 23 h	AD-Berechtigungen ändern	Max Müller	Max Müller	Alexander Müller	offen	0 m	0 m	0 m
202002195000035	13 d 23 h	Hardware aushändigen	Hans Oldorf	Hans Oldorf	Alexander Müller	offen	0 m	0 m	0 m
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Service orders after anonymization.





## THE BENEFITS TO YOU

- › The GDPR regulations are complied with using a simple, automated process.
- › Extensive configuration parameters are provided to tailor the anonymization to your specific circumstances.
- › The anonymization runs in the background – you can conveniently set when and how to run the process.

*In a nutshell: It's the perfect solution to help you comply with the regulatory framework.*

## FEATURES

- › You can anonymize the data of both your Service employees and your customers. This also includes anonymizing defined data from the history.
- › The add-on feature makes it simple to manage the settings (for example, the settings for tickets that are older than 6 months and have been set to „closed“).
- › Extensive configuration options are provided, meaning the anonymization can also be used for compliance with additional, internal data protection rules.
- › Once the automated mechanism has anonymized the contact person, these tickets are no longer shown in the Self Service Portal.
- › It is not possible to re-identify individuals.