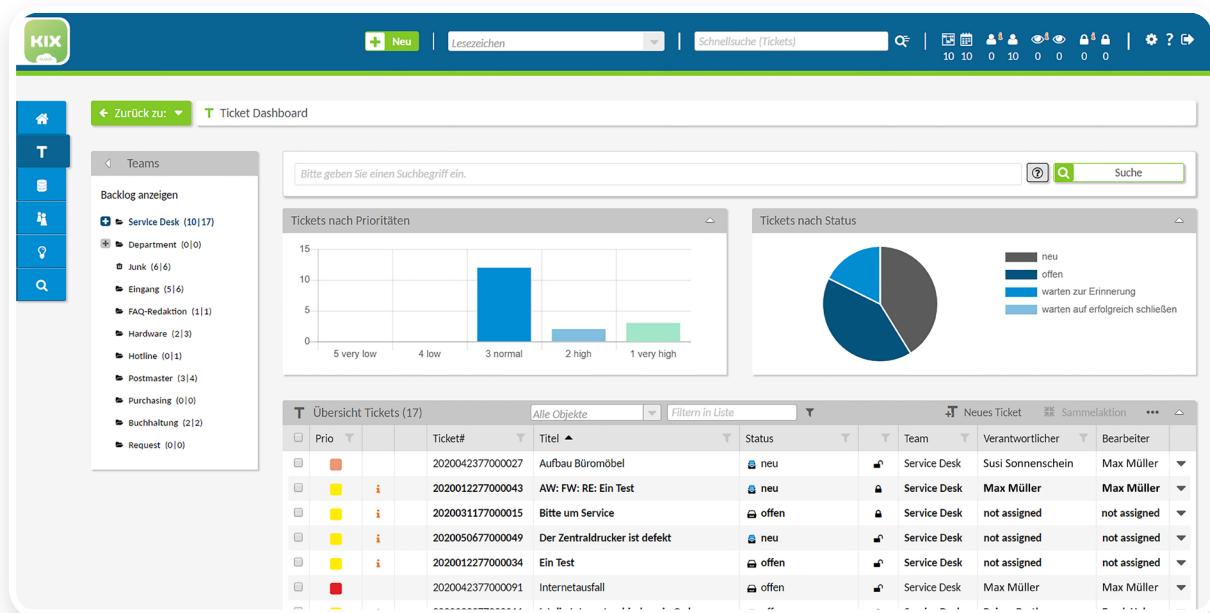


## SERVICE MANAGEMENT FOR GROWING ORGANIZATIONS FULL PERFORMANCE FOR YOUR BUSINESS

KIX Cloud is an intuitive and adaptable solution for your technical service business. It makes it simple to manage and document your service jobs and workflows, enabling you to work efficiently without the need for any hard copies. The state-of-the-art, browser-based interface makes the software very easy to use. You can access your data quickly, regardless of where you are,

as the solution is provided flexibly in the cloud and already includes the support. This means you do not need to wait for tedious installation processes or perform any maintenance work or updates. You always have a clear overview of costs as the solution is charged by Service employee (agent) and month.

KIX Cloud contains all important basic functions required for typical applications in technical service, straight out of the box. This means your daily service business is perfectly supported.



View of Dashboard KIX Cloud.



## THE BENEFITS TO YOU

- › KIX Cloud optimizes your workflows, and its user-centric operating concept means your employees can easily familiarize themselves with the system.
- › The greater efficiency and transparency save you time and effort.
- › All cases are fully documented, providing the ideal basis for recurring certifications (ISO, TÜV).
- › KIX Cloud enables you to access your data from anywhere.
- › KIX Cloud ensures fast access, and can be used immediately without the need for installation or maintenance work.
- › Our Support team looks after the necessary infrastructure and ensures the solution runs smoothly. We take care of any patches, security updates, and/or backups for you.
- › You always use the most up-to-date and most stable version of the KIX Pro service software.
- › The storage space in KIX Cloud can be flexibly expanded, which means you are not restricted by fixed capacity limits.
- › The cloud is operated in a data center certified to ISO 27001. Your data remains solely within Germany.

## FEATURES

KIX Cloud enables you to make your workflows more efficient, improve service quality, and optimize your resource planning.

### Fault management

- › Quickly record and simply process fault notifications.

### Asset management

- › Record and manage technical equipment, the network, and the software including the licenses.
- › Obtain a clear overview in a structured tree-based view.

### Reports & dashboards

- › Obtain an overview of all workflows.
- › Create personalized overviews.
- › Visualize data to obtain targeted information for the management team.

### Knowledge database/FAQs

- › Save information as well as tips and solutions from practice for your employees and customers.

### Full managed service

- › KIX Cloud includes the update service and support.
- › Your data is protected and secure as it is hosted in certified data centers within Germany. An encrypted SSL connection is ensured, and your data is guaranteed to be readily available to you.