

STAY UP TO DATE AT ALL TIMES WITH THE UPDATE SERVICE AND OPERATIONAL SUPPORT

IT departments in companies are often unable to focus on their core work as they have to deal with too many tasks. Each additional system and each new application that they are tasked with supporting, places an additional burden on the team.

However, this doesn't need to be the case. Our IT experts can offer you extensive services when it comes to providing support and running the KIX software on your servers or in the cloud. This not only saves you time, it also enables you to deploy your staff to best effect in the areas where they generate the most added value for your company.



THE BENEFITS TO YOU

- › Installation of the KIX service software in your infrastructure, incl. operational support.
- › Proactive monitoring of your operating environment.
- › The update service provides expert support when using the software.

The following operating environments are supported:

- › Debian / Ubuntu
- › RHEL / CentOS
- › SLES

To find out which versions of the individual operating systems are currently supported, please see:
<https://www.kixdesk.com/support/kompatibilitaeten/>



THE SIMPLE WAY TO USE SERVICE MANAGEMENT BENEFIT FROM UTMOST SECURITY AND FLEXIBILITY

As a software-as-a-service solution, KIX is ideally placed to meet the needs of your growing Service organization. The software can be accessed in a web browser, meaning it is simple to integrate your staff and customers and provide fast access regardless of where they are. There is no need to spend time installing the software – instead, simply start it up to take immediate advantage of your service management. Working together with our longstanding partner managedhosting.de, we have built upon the support and service we provide to offer you an end-to-end solution for running your service management system. With the KIX Full Managed Service, you place your KIX operations in the hands of our specialists, who will ensure that the application remains readily available and works reliably. Simply rent your desired system and use it securely in a web browser via the encrypted connection.

Following performance classes are available:

BASIC	ENTERPRISE S	ENTERPRISE M	ENTERPRISE L
7 x 5 Support	7 x 5 Support	12 x 5 Support	12 x 5 Support
KIX Start (Version 17) inclusive	KIX Pro (Version 17) inclusive	KIX Pro (Version 17) inclusive	KIX Pro (Version 17) inclusive
available no add-on features	add-on features optionally bookable	add-on features optionally bookable	add-on features optionally bookable
recommendation 15 User max. 10.000 assets max. 500 tickets max.	recommendation 15 User max. 10.000 assets max. 500 tickets max.	recommendation 50 User max. 25.000 assets max. 15.000 tickets max.	recommendation ab 50 User ab 25.000 assets ab 15.000 tickets

THE BENEFITS TO YOU

- › Our Support staff proactively take care of running the software and the associated update service.
- › You benefit from a highly scalable solution that gives your Service organization the flexibility to grow.
- › The software is operated in a data center certified to ISO 27001. Your data remains solely within Germany.
- › You reduce the costs of procuring and managing additional server resources in your own business premises/equipment rooms.
- › You maintain a clear overview as your costs are transparent and can be planned.

In a nutshell: You focus on the service and we'll take care of the rest. You benefit from an improved service as your software is more reliable.