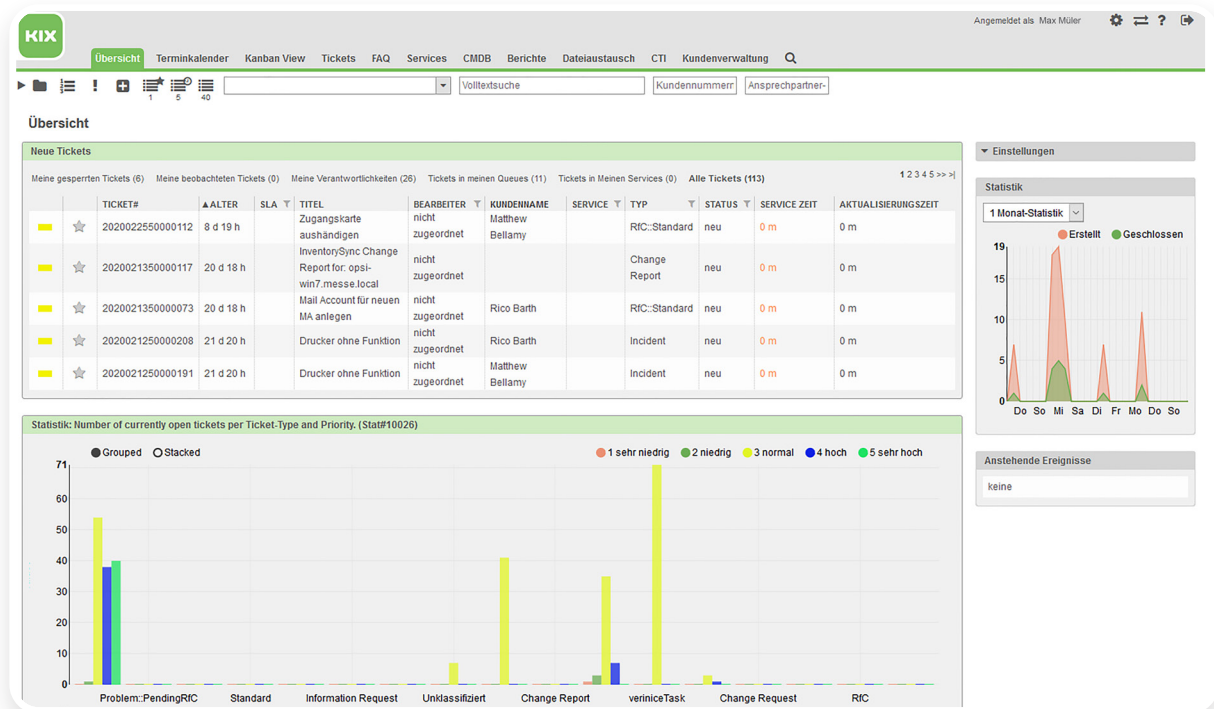# KIX PRO

OPTIMIZE YOUR IT AND TECHNICAL SERVICE

KIX Pro is a browser-based service system for expert IT and technical service. In addition to offering comprehensive management of service jobs and Service Level Agreements (SLA), its features also include many services for efficient support during service provision. KIX Pro is an open-source software program that is quick to implement and can be extended with numerous add-on features.

Its basic features range from reporting and fault management right through to management of individual jobs. This also includes ITIL-compliant workflow management, a device database/CMBD, and the integration of administration tools, as well as an integrated Self Service Portal. KIX Pro offers utmost flexibility and can be used either on-premises at a specific site or in the cloud.

View of the Dashboard KIX Pro.

FEATURES

The following basic features typical of service work are immediately available once installation is complete:

› Device database/CMDB
› Fault management & widespread incidents
› Job management
› Workflow management

› Service contracts and Service Level Agreements (SLA)
› Reporting
› Integration of administration tools
› Conversation guides

THE BENEFITS TO YOU

› KIX Pro is quick and easy to implement.
› KIX Pro makes your business more successful by ensuring satisfied customers and optimized service workflows.
› The greater efficiency and transparency save you time and money.
› A clear design which makes it easy for Service employees and customers to familiarize themselves (Self Service) sets KIX Pro apart.
› Extensive reports and analyses mean you always have an overview of your IT services.
› Benefit from greater flexibility when it comes to managing your internal processes (workflows).
› Take advantage of an easy-to-use, comprehensive range of templates for texts, responses, and tickets, as well as questionnaires and conversation guides.
› KIX Pro offers connection options that can be expanded on a modular basis for exchanging data with third-party systems such as CRM and ERP.

In a nutshell: KIX Pro provides the ideal support for your service business.
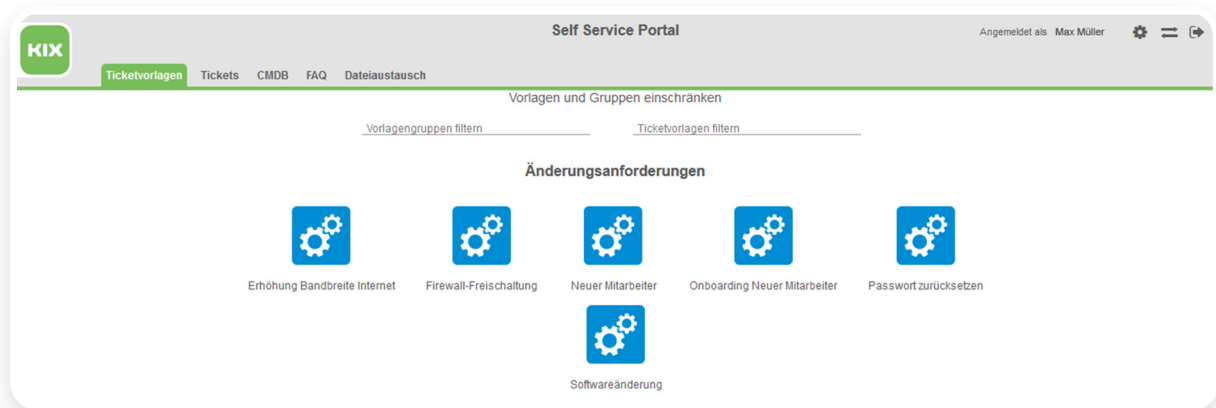
View of the Self Service Portal.

ADD-ONS

The following add-on features are also available for KIX Pro:

› Anonymization
› KIX Connect
› Kanban Board

› Inventory
› ITSM workflows
› KPI dashboard

› Security management
› Telephone integration
› Field Agent App

› Maintenance planner
› Time recording

INTERFACES

What's more, KIX Pro provides a diverse array of open interfaces:

› LDAP/Active Directory
› XML/CSV
› REST

› JSON
› SOAP
› IMAP/SMTP