

## **KIX PRO MAINTENANCE & SUPPORT** **A HOLISTIC PACKAGE THAT TAKES CARE OF EVERYTHING**

With KIX and KIX Pro, you benefit from powerful service management systems for efficiently organizing your Service team. When it comes to running the application, we recommend that you take advantage of the expertise and support provided by our professional Support team.

Take the burden off your administrators by letting us take care of maintaining your service management software. We will proactively ensure that your application is enhanced and developed further.

**Four different packages are available:**

 <b>BASIC</b>	 <b>STANDARD</b>	 <b>EXTENDED</b>	 <b>EXCLUSIVE</b>
<b>Monday - Friday</b>	<b>Monday - Friday</b>	<b>Monday - Sunday</b>	<b>Monday - Sunday</b>
<b>9 a.m. - 4 p.m.</b>	<b>8 a.m. - 8 p.m.</b>	<b>0 a.m. - 8 p.m.</b>	<b>24 hours</b>

### **KIX Pro update service – up to date at all times**

The software update service reduces logistics work and related workloads, cuts costs, and gives you certainty in terms of your budget. It perfectly complements the service and includes the installation work required for:

- › Patch level updates
- › Minor release updates
- › Security patch updates

### **KIX Pro operational support – everything from a single source**

IT departments are often unable to focus on their core work as they have to deal with too many tasks. Each new application that they are tasked with supporting places an additional burden on the team – and stretches your precious resources even thinner. 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.



## OUR PRE-PAID SERVICE PACKAGES FLEXIBLE SUPPORT DEPLOYED EXACTLY AS YOU NEED IT

Need support from one of our engineers in an emergency? Look no further than our pre-paid service packages for project support and KIX Cloud support.

The following packages are available:

 <b>PACKAGE S</b>	 <b>PACKAGE M</b>	 <b>PACKAGE L</b>	 <b>PACKAGE XL</b>
<b>16 h contingent</b>	<b>40 h contingent</b>	<b>80 h contingent</b>	<b>160 h contingent</b>
<b>Time blocks of 15 minutes each</b>			

Take advantage of our many years' experience with best practice! The following services are available:

- › Consulting and support for ITIL and IT service management.
- › Consulting, conceptual design, and support for KIX.
- › Modification, enhancement, and integration of KIX in your company and in the cloud

## KIX TRAINING CENTER TAILORED EXPERTISE GAINED FROM PRACTICE

We offer a wide range of training courses to let you make the most of service management using KIX. Alongside training courses for administrators and users at our offices in Chemnitz, we would also be delighted to hold specific training courses tailored to your projects on site at your own premises. The same applies to workshops, which our advisers will gladly tailor to your individual needs and can be held either at our offices in Chemnitz or on site on your own premises.

### KIX Pro administrator training courses

- › The course covers system configuration and how to manage KIX Pro.
- › Our „KIX Pro Maintenance & Support“ contracts already include two training days for one participant per contract year, free of charge.

### KIX user training courses

- › This course covers how to configure and use the KIX service software and how to qualify as a key user and disseminator of information.
- › A maximum of seven people can take part in the course. The course is tailored to your exact requirements.

### Specific training courses and workshops

- › These courses/workshops are custom-made to suit the customer's needs and always include a comprehensive practical section (e.g. KIX Pro process management).
- › A maximum of five people can take part in the course/workshop. The course/workshop is tailored to your specific requirements.