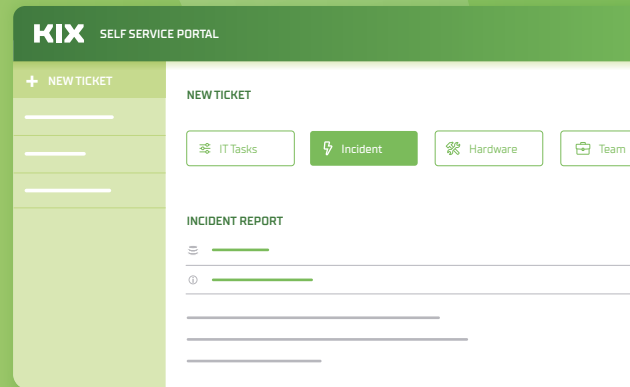
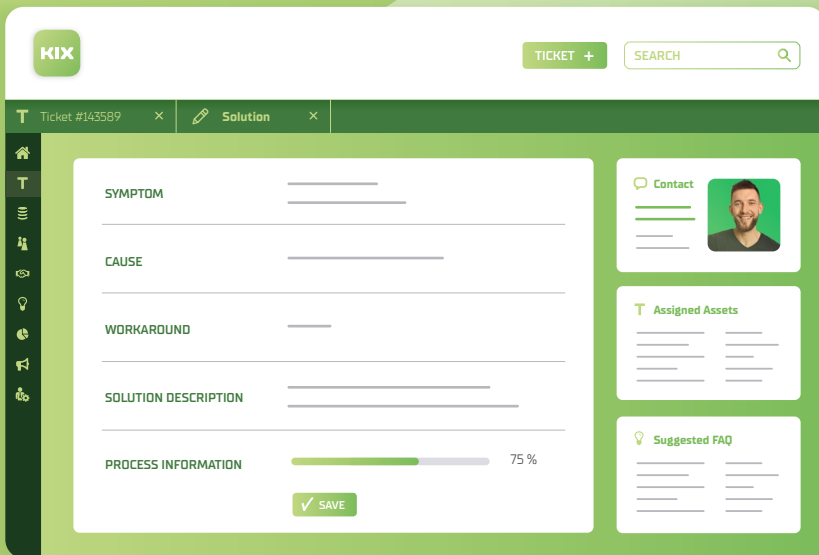


ITIL® 4 & KIX

The power team for your IT

Combine the leading framework for implementation of successful IT services with one of the leading open source ITSM solutions.



SOLUTION ACCEPTED ✓

TICKET +

5

Reasons why your company should be ITIL® 4 compliant

1

Quickly using successfully tested working methods

Do your IT processes sometimes run less than smoothly? With ITIL® 4 you can define the processes that best suit your organization based on successfully tested best practices, and then rapidly implement them.

2

Establishing a standardized understanding of the role/objectives of IT

It's a phrase we often hear nowadays: "No idea why the IT is doing that again...". ITIL® 4 supports you in establishing a shared and standardized understanding of IT working methods and service processes in the IT team and throughout the company.

3

Targeted management of IT finances

Functioning IT is not an end in itself. Targeted economic planning, implementation and monitoring of IT is a crucial factor in the success of professional IT departments and companies. ITIL® 4 includes appropriate solutions for successful management of your IT finances.

4

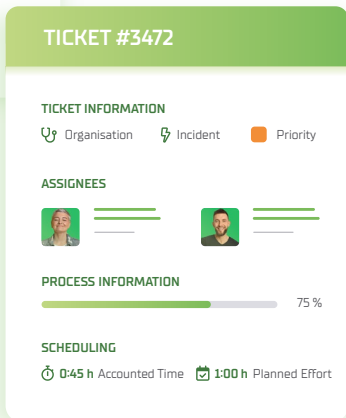
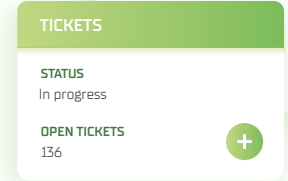
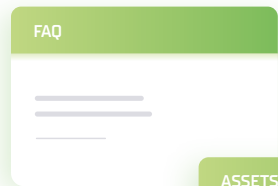
Easily manage ISO 27001 audits

The number of ISO 27001 certified companies is constantly increasing. And for operators of critical infrastructure, certification is mandatory. ITIL-based working methods combined with standardized IT service management makes the complex audits demonstrably easier and results in cost and time savings.

5

Increasing flexibility and future capabilities

Thanks to its excellent flexibility, ITIL® 4 supports agile IT service management in companies and institutions. The framework therefore acts as an important precursor and guide for digital transformation and ensuring future capabilities of service-based organizations.



KIX has taken on the challenge in the 'Service Management Version IV' category, and has succeeded in meeting the over 700 CERTIFIED TOOL criteria. CERTIFIED TOOL is enabling us to create transparency and comparability in the software market for best management practices. We offer our congratulations on achieving 16 practices.



Michael Kresse

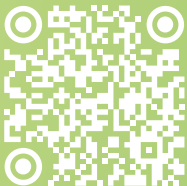
Position
CEO SERVIEW GmbH

FOR YOUR COMPREHENSIVE IT SERVICE MANAGEMENT

16 ITIL® 4 practices

✓ Included in the KIX ITIL add-on

⚙️ Configurable



KIX & ITIL® 4 ON YOUTUBE

**8 ITIL practices
in 8 minutes with KIX**



KIX & ITIL® 4

Frequently asked questions

Can we start immediately after activating the ITIL add-on?

Yes, the basic ITIL settings are active and can be used immediately after activation of the add-on.

Is there any special user training for the ITIL add-on?

The add-on has been developed to be very user-friendly and largely self-explanatory. If you do require training, we can support you.

Can KIX map our IT infrastructure in the asset database to be ITIL compliant?

KIX provides standard categories for IT equipment, which can be extended in the configuration. Your asset data can be transferred directly using a database or REST interface.

Can I process my service jobs with ITIL compliance without KIX?

Yes, you can, but: The ITIL-based working method in KIX provides standardized reports as well as process standardization. KIX also allows consistent linking of all relevant information within your service processes. This means that your IT can be audited without a lot of extra work.

My company has not worked to ITIL standards to date but is planning to do so in the future. Can you advise us?

We are not ITIL consultants, we are a software manufacturer. But we work closely with several well-known ITIL consultants and certification bodies, which we will be happy to recommend.

What additional costs do we have to pay?

In KIX, you can easily work according to ITIL-certified processes for just a few euros per month and per service team member. Please contact our consultants for detailed prices.

DO YOU WANT MORE INFO OR TO TEST KIX WITH ITIL® 4?

Our team will be happy to help.



+49 371 270 956 20
info@kixdesk.com

kixdesk.com

KIX
SERVICE SOFTWARE