

DOCUSNAP CASE STUDY



Bauer-Gruppe

Germany



Project description

From searching spreadsheets to centralized IT documentation

How the IT team at the Bauer Group moved years of accumulated knowledge out of scattered files and into documentation that is current and traceable.

Documentation you had to hunt for

The Bauer Group, based in Wasserburg am Inn, is a family-owned business now in its fifth generation and produces dairy and food products. Over the years, not only the company has grown, but also its IT: around 300 servers, 1,000 clients, and five locations, looked after by a ten-person team.

For a long time, this environment was documented in spreadsheets. They were scattered, some on network drives, some in Teams channels. Anyone who needed a particular piece of information often had to piece it together first, and could never be entirely sure it was still correct.

Several attempts to centralize the documentation and introduce a consistent approach met with only limited success. The real problem remained: the knowledge sat in individual files and in the heads of individual colleagues.

A colleague's tip, then a test of their own

The team first heard about Docusnap through a recommendation. A colleague had used the software at a previous employer and suggested it. Rather than rely on the recommendation alone, the IT team installed a trial version and tested it against their own environment. Two things tipped the scales: documentation that keeps itself up to date, and the ability to analyze data quickly with Docusnap Connect.

Onboarding instead of going it alone

Docusnap has been in use since April 2026 in version 14, initially at the Wasserburg location. The software inventories the IT environment automatically and without an installed agent, and regular scans keep the documentation current. To get started, the team booked onboarding with the Docusnap experts.

This is exactly the path Martin Mergler and Alexander Thaller from the IT team at the Bauer Group would recommend to others: "I would absolutely recommend Docusnap. And I would advise booking the onboarding right away; the support during setup was very helpful." Setup followed proven best practices, and no major customization was needed.

Analyses at the push of a button

In day-to-day work, one module stands out for the time it saves: Docusnap Connect. "Being able to export analyses from the data of the inventoried devices so quickly is a real time saver," says Mergler. Where figures used to be gathered laboriously from various sources, a single query against the existing data now does the job.

Knowledge that no longer lives in one person's head

A second gain concerns the knowledge itself. What used to be the experience of individual colleagues is now recorded in a way anyone can follow.

BAUER-GRUPPE and Docusnap

THE COMPANY

The Bauer Group (Privatmolkerei Bauer GmbH & Co. KG), based in Wasserburg am Inn, is a family-owned business in its fifth generation in the dairy and food sector. Its IT environment comprises around 300 servers, 1,000 clients, and five locations, and is looked after by a ten-person IT team.

THE CHALLENGE

The IT documentation was scattered across spreadsheets on network drives and in Teams channels. Finding information was tedious, and its accuracy was not assured. Several attempts to centralize it had met with only limited success.

THE SOLUTION

With Docusnap, the team introduced software for automated, agentless inventory. Regular scans keep the documentation current, and Docusnap Connect makes it easy to analyze and export the collected data. The rollout was supported by onboarding.

THE BENEFIT

A central, up-to-date set of documentation, fast analyses at the push of a button, transparent and person-independent knowledge, and a reliable basis for audits and compliance evidence.

"New knowledge is now traceable and transparent, no longer locked in a single colleague's head," is how Mergler describes the change. For a company whose systems have grown over many years, this pays off above all when someone leaves the team or new colleagues are getting up to speed.

A reliable basis for audits

As a food producer, the Bauer Group deals with inspections on a regular basis: customer audits, customs, cybersecurity requirements, the internal ISO certification, and the financial audit. In every one of these situations, current IT documentation is the basis for providing evidence quickly. The reports from Docusnap support the preparation for these dates and add traceability with a view to requirements such as NIS2.

Dependable support

The team also rates the cooperation with support positively. "Every one

of my support cases was answered quickly, and my issues were always resolved," says Mergler. Requests do not sit unanswered; they lead to a solution.

Outlook

At the Wasserburg location, Docusnap is now a fixed part of day-to-day IT. Scattered spreadsheets have become a central, up-to-date set of data: with fast analyses, with transparent and person-independent knowledge, and with a reliable basis for audits. A foundation the team can rely on, in everyday work as much as under inspection.





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