Docusnap

DOCUSNAP
CASE STUDY



Dr. Mach GmbH & Co. KG

Germany

Project Description

Precision Lighting for Medicine Meets an Organically Grown IT Landscape

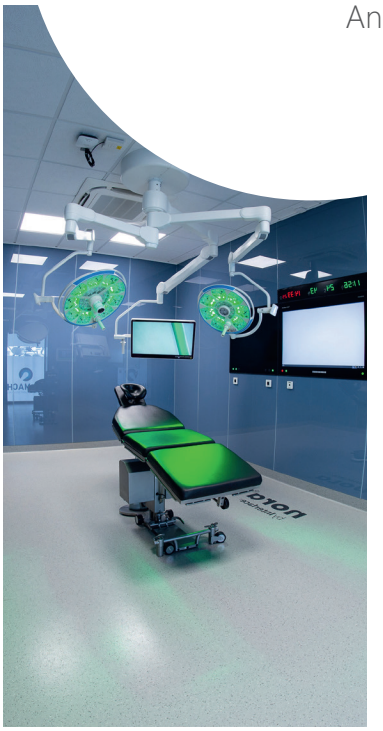
Wherever doctors around the world need to look closely, Dr. Mach is often involved. For more than 75 years, the family-owned company has been developing and manufacturing high-precision lighting systems for medical use: surgical, examination, and video lights, along with the associated control systems. Its products are "Made in Germany," exported to more than 80 countries, and certified to ISO 13485:2016.

Behind this internationally oriented manufacturing operation lies an IT landscape that has grown over the years, with hundreds of clients, physical and virtual servers, and a cloud and hybrid component. Responsible for it is Andreas Bolesny, IT Manager at Dr. Mach. He heads the IT department, protects the global network against cyber risks, and manages the sensitive area of permission management with a clear focus on IT security.



„Thanks to automated inventory, we have full visibility into our network and our sensitive permissions at all times."

Andreas Bolesny
IT Manager



When the Excel List Became an Audit Risk

For a long time, IT documentation at Dr. Mach worked the way it does in many organically grown environments: decentralized, with Excel lists for assets and licenses, static Visio diagrams for topology and locations, plus the occasional script. That works until it becomes a problem. Because every change had to be updated manually, the documentation rarely reflected the actual current state. New servers, replaced clients, changed configurations: much of it was recorded late or incompletely.

There was no central "single source of truth." In the event of system failures or audits, the team had to painstakingly gather information from various sources, and dependencies between systems could not be traced visually. On top of that came licensing and security risks, because without automated inventory there was no complete overview of software and active components. And there was a risk that is hard to quantify: knowledge resided in the administrators' heads, not in the system. If someone was unavailable, the network became a black box. As a result, every audit felt like a state of emergency.

An Upcoming Audit and the Decision to Automate

The trigger was an upcoming regulatory audit, combined with the realization that manual documentation was no longer sufficient for it. As a medical technology specialist, Dr. Mach is subject to strict compliance requirements, so the data foundation could not have any gaps.

Through targeted online research, specialist IT portals, and recommendations from his own network, IT Manager Andreas Bolesny came across Docusnap. The most important

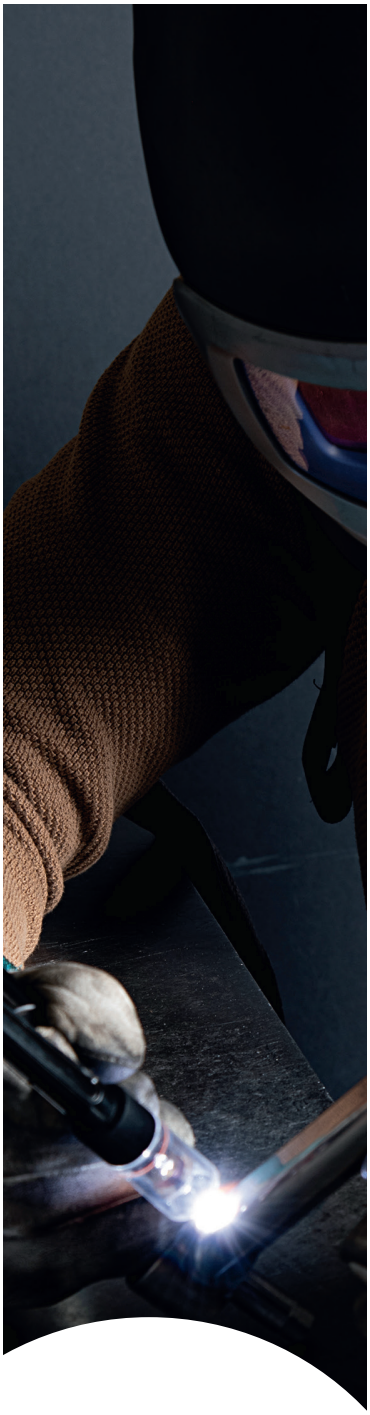
DR. MACH GMBH & CO. KG and Docusnap

THE COMPANY
Dr. Mach is a family-owned medical technology company that has been developing and manufacturing high-precision surgical, examination, and video lights, along with the matching control systems, for more than 75 years. Its products are "Made in Germany," are shipped to more than 80 countries, and are certified to ISO 13485:2016.

THE CHALLENGE
Until then, IT had been documented manually using Excel lists and Visio diagrams that quickly became outdated. Dr. Mach wanted to replace this documentation with an audit-ready data foundation that is always up to date and serves as evidence for regulatory audits under ISO 13485, ISO 27001, NIS-2, and MDR.

THE SOLUTION
Today, Docusnap inventories the entire IT landscape fully automatically and without agents. It is operated centrally and requires no customization. The Inventory, Permission Analysis, and License Management modules are in use and also cover on-premises, cloud, and hybrid environments.

THE BENEFITS
Manual documentation effort has dropped to almost zero, and audit reports are now ready in minutes at the push of a button instead of after a multi-day effort. This saves the team several hours every week, improves data quality through daily automation, and creates transparency for IT security, all the way up to executive management.



criterion was fully automated, agentless inventory. In the end, four points tipped the scales: complete automation without manual effort; agentless data collection without software on end devices; audit-ready documentation as evidence for ISO 13485, ISO 27001, and NIS-2; and the focus on the DACH region with German-language support.

Up and Running During Ongoing Operations

As expected, the rollout went smoothly. Thanks to the agentless approach, Docusnap was quickly ready for operation, and the team handled the setup independently and in-house. No adjustments or customizations were necessary; the standard feature set fully met the requirements. For Andreas Bolesny, this was no surprise but rather a confirmation of his experience. Docusnap started working immediately after installation and scanned the entire network with complete ease. "Blind spots" that had developed in the network over the years became visible with the very first automated scan and were captured in a clearly structured way.

Three modules are primarily in use: Inventory for complete coverage of the entire IT landscape, Permission Analysis for IT security and audits, and License Management to prevent under- and over-licensing. Docusnap also maps the mix of on-premises, cloud, and hybrid models centrally and without gaps.

From a Multi-Day Effort to the Push of a Button

The most noticeable difference today is in audit preparation. In the past, it was a stressful, multi-day ef-

„Docusnap is a genuine strategic asset for our entire company."

Andreas Bolesny
IT Manager



fort in which the current state had to be determined painstakingly by hand. Today, the reports required for ISO 13485 or NIS-2 are ready in just a few minutes at the push of a button. Manual documentation effort has thus been reduced to almost zero, while data quality has risen significantly thanks to daily automation.

This has a direct impact on day-to-day work: the IT team saves several hours of Excel maintenance every week and can invest that time in productive projects instead of tedious routine tasks. The impact extends beyond IT. When it comes to compliance questions or investment decisions, reliable, professionally prepared data can be presented immediately. This builds trust, all the way up to executive management.

Security Is a Mindset: Transparency Against Cyber Risks

For Andreas Bolesny, IT security is more than a mandatory task. "As an IT manager, security isn't a box-ticking exercise for me but a real passion. With my many years of experience, I know that only those who know their IT infrastructure inside out can protect it effectively," he says, describing his standards. And it is precisely this complete knowledge that Docusnap provides as the foundation of his security strategy.

„All departments ultimately benefit from the fully automated inventory and the time savings during audits."

Andreas Bolesny
IT Manager



Specifically, automated inventory reveals where risks arise: outdated end-of-life software and missing patches, orphaned accounts, and incorrect permissions on critical systems. Through the automatic comparison of target and actual states, deviations in the network become visible before attackers can exploit them. This turns documentation into an early warning system, and an asset base that is updated daily becomes the prerequisite for being able to close security gaps in a targeted way, as required by NIS-2 or ISO 27001.

A Data Foundation That Safeguards Global Business

In medical technology, documentation is not an end in itself. Two areas shape the requirements at Dr. Mach: ISO 27001 and NIS-2 require complete, up-to-date network diagrams, IT security reports, and granular permission analyses. ISO 13485 and MDR require traceability of software versions and system configurations in the product environment. Docusnap provides the required audit-ready data foundation for this, from network and topology diagrams to permission reports, inventories, and software lists. This data also supports risk assessments and internal quality management.

Anyone exporting to more than 80 countries needs central, reliable IT documentation as the basis for complying with international regulations. Docusnap also transparently shows who has access to quality-relevant data and validation systems, and documents configuration changes to IT and production systems in a traceable way. "Thanks to automated inventory, we have full visibility into our network and our sensitive permissions at all times," says Andreas Bolesny. "This saves us an enormous amount of time during audits and secures our international business for the long term."

Reliable Support and a Strategic Asset for the Entire Company

The verdict is just as clear beyond the software itself. The team is extremely satisfied with Docusnap support. They speak directly with experts who deliver practical solutions, and requests are handled with short response times, so questions don't slow down IT operations. Updates to new versions have so far gone smoothly and without interrupting operations.

That leaves the advice Andreas Bolesny offers to other IT managers: don't wait until the next major audit or system failure; instead, put an end to

the time-consuming maintenance of manual Excel lists and Visio diagrams as early as possible. His conclusion is correspondingly clear: "Docusnap is a genuine strategic asset for our entire company. The software centrally safeguards the valuable knowledge of our IT team and completely frees us from error-prone routine work. All departments ultimately benefit from this fully automated inventory and the enormous time savings during audits."



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