Docusnap

DOCUSNAP
CASE STUDY

Feickert FVB Gruppe

Germany

Project Description

Increased efficiency and clarity in IT documentation

The Feickert Group has been a reliable partner in sewer and water pipe construction and specialized civil engineering for decades. With several locations throughout Germany, 367 employees, and a turnover of €95 million (2024), it carries out challenging construction projects nationwide. With a constantly growing IT infrastructure, Feickert was faced with the challenge of finding a cost-effective and functionally comprehensive solution for IT documentation.

„The clarity of our IT landscape has improved significantly since its introduction.“

Frank Schönwetter
System Administrator

Pressure for change

Before Docusnap365, the company used a competitor's IT documentation solution, but a change in the licensing model made its continued use economically unattractive. A new solution was needed that was both financially viable and technically mature. Centralized, up-to-date, and clear documentation of the entire IT infrastructure was particularly important in order to maintain an overview of around 400 workstations at three locations.

Functionality meets cost-effectiveness

Through targeted internet research, the four-person IT team came across Docusnap365. The decisive factors in their decision were the comprehensive functions such as automatic network detection, hardware and software inventory, network diagrams, and the ability to generate reports directly from the cloud. System administrator Frank Schönwetter emphasizes that "Docusnap365 offers us unbeatable value for money" and highlights how much the intuitive web interface and easy integration into existing processes simplify everyday work.

Strong support for a quick go-live

Docusnap365 has been in use since March 2025. The setup was complex, but was completed smoothly thanks to the fast and competent support provided by the Docusnap hotline. According to Schönwetter, "the hotline was a great help during setup – fast, friendly, and competent." No adjustments to the software were necessary, as the solution covered all the required functions from the outset.

Overview and transparency in day-to-day business

Since its introduction, the clarity of IT documentation has improved significantly. All systems are centrally and completely recorded, including technical details, software versions, and device status. The integrated change tracking feature makes it easy to keep track of updates, new devices, or system changes. Automatic recording saves valuable time and reduces sources of error. "The clarity of our IT landscape has improved noticeably since the introduction," explains Schönwetter. The ability to access device information from the cloud at any time and from any location is particularly helpful—an advantage that is especially important for decentralized locations.

FVB FEICKERT VERWALTUNGS UND BETEILIGUNGS GMBH and Docusnap

THE COMPANY
The Feickert Group is a leading company in sewer and water pipe construction as well as special civil engineering. With 367 employees and a turnover of €95 million in 2024, the group offers high-quality solutions at three locations. The internal IT department, consisting of four employees and supported by external partners, manages around 400 workstations.

THE TASK
Before introducing Docusnap365, the company relied on a competitor's IT documentation solution. However, a change in the licensing model led to significantly higher costs, so an alternative with a good price-performance ratio and comprehensive functionality was sought.

THE SOLUTION
Docusnap365 was found through targeted internet research. The cloud solution impressed with its wide range of functions, user-friendliness, and unbeatable price. Implementation took place in March 2025.

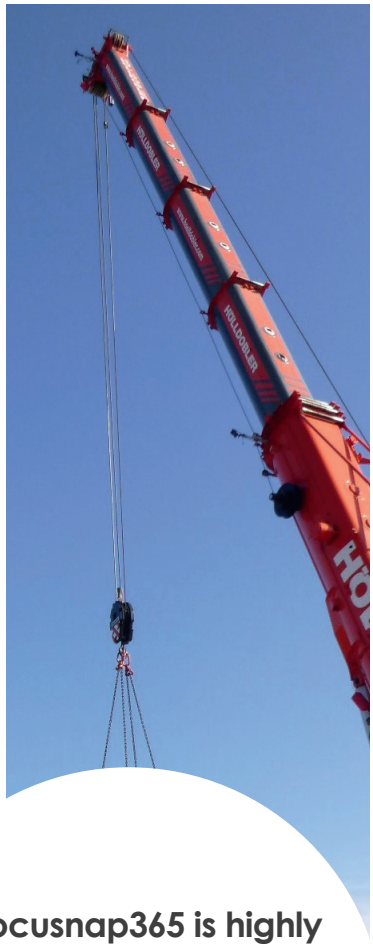
THE BENEFITS
Since Docusnap365 was implemented, the clarity of the IT landscape has improved significantly. All relevant system information is clearly structured and accessible, which makes the work of the IT department noticeably easier. The stability of the updates, the complete coverage of the systems, and the transparent presentation of all technical details ensure a high level of satisfaction among the users in the team.

A tool that has proven itself

Docusnap365 has established itself as an everyday tool for the company. It combines functional diversity, stability, and user-friendliness in one solution. Schönwetter sums it up: "Docusnap365 is highly recommended for simple queries." Today, the IT department works more efficiently and securely and maintains an overview of all systems at all times – and at a price that is unmatched in the market.

Continuous improvement and lasting satisfaction

Even after the latest update to Docusnap365, the Feickert FVB Group remains satisfied with the SaaS solution. The software runs smoothly and without failures, allowing the IT department to continue its work without interruption. Particular praise was given to the new, clearly designed interface, which is "informative and pleasant to use on a daily basis." The newly implemented report for the Feickert Group has also proven to be a valuable support in everyday IT work – "the report is very helpful," according to the latest feedback. The overall positive assessment of Docusnap365 remains unchanged: the software continues to be a reliable tool for transparency and efficiency in IT documentation.



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