

# DOCUSNAP CASE STUDY



## Grazer Wechselseitige Versicherung AG

*Austria*



**„Until recently, we did not have a standardized approach to documentation. As the requirements for IT documentation continued to grow in complexity, we lacked a tool capable of centralizing and automating these processes.“**

Johann Joham  
IT Administrator



## Project description

### DORA Compliance at GRAWE: Success with Docusnap

The GRAWE Group, an international insurance company with roughly 5,000 employees and branches in 14 countries, faced the task of aligning its IT documentation with the requirements of the DORA guidelines. A comprehensive market analysis identified Docusnap as the ideal solution, as it supports both IT inventory and the structured, audit-compliant reporting mandated by DORA.

#### The path to DORA-Compliant IT Documentation

In the past, GRAWE documented with various formats and systems, leading to inconsistencies and increased effort during audits. Johann Joham, IT Administrator for DORA documentation, explains: „Until now we had no uniform documentation. The requirements for IT documentation became increasingly complex, and we lacked a tool that could implement them centrally and automatically.“ The DORA guidelines require detailed, structured and traceable documentation of all ICT systems. This includes the systematic recording of components and their relationships, as well as the provision of up-to-date reports. After a comprehensive market analysis, Docusnap proved to be the right tool to meet these requirements. The software enables automated capture of the IT environment and generates structured reports. „We chose Docusnap because it offers the necessary functions and is practical to use. Other tools did not offer the required depth in documentation,“ Joham adds.

#### Implementation and use in an international environment

Since summer 2024, GRAWE has been using Docusnap version 13. Implementation was largely seamless. Although a higher configuration effort was required to fully record all systems, the Docusnap support team was always ready to help. „Working with Docusnap support was consistently positive. Issues were identified quickly and often resolved with interim releases. Report customisations were implemented efficiently,“ he emphasises. Today, the software is deployed at 14 international sites. The central database and server are located in Graz, while both the German and English versions of the software are used in the branches.

#### Added value through central structure and efficiency gains

So far, more than 110 ICT systems have been documented in an audit-compliant manner with Docusnap. Centralised documentation management, previously fragmented across different systems, makes internal processes and audits considerably easier. „Thanks to Docusnap, we were able to provide all required documents quickly and comprehensively. This saved us time and effort,“ Joham reports. The new structure has also been well received



## GRAWE (GRAZER WECHSELSEITIGE VERSICHERUNG AG) and Docusnap

### THE COMPANY

The GRAWE Group is an internationally active insurance company with branches in 14 countries and around 5,000 employees. The IT department in Austria comprises more than 100 staff.

### THE TASK

GRAWE faced the challenge of standardising IT documentation in accordance with the DORA guidelines and making it audit-compliant to ensure compliance and operational resilience.

### THE SOLUTION

With Docusnap, GRAWE was able to centrally inventory all ICT systems, document them automatically and generate structured, audit-compliant reports.

### THE BENEFIT

Docusnap optimised IT documentation, strengthened compliance and facilitated audits, leading to time savings and higher efficiency within IT.

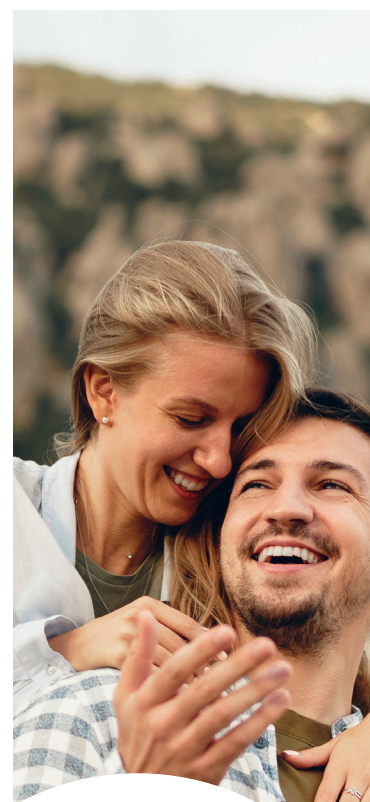
**„We chose Docusnap because it not only met but exceeded our requirements. Other tools did not offer the necessary documentation depth.“**

Johann Joham, IT Administrator

by the subsidiaries: „Our IT colleagues particularly highlighted the uniform presentation and the time saved in documentation,” says Joham.

### Centralisation and compliance

With Docusnap, GRAWE was able to consolidate its IT documentation. The software enables central management, DORA-compliant documentation and audit compliance for all international locations. It provides a practical solution for documenting complex IT landscapes and supports uniform processes — even in an international context.



**„Thanks to Docusnap, we were able to provide all required documents quickly and comprehensively. This saved us time and effort and strengthened our compliance.“**

Johann Joham  
IT Administrator



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