

# DOCUSNAP CASE STUDY



Medererer GmbH

*Germany*



**"Docusnap has given us the daily transparency that we need."**

Alexander Eckert  
Head of IT international



## Project description

### Mederer GmbH

One of Germany's leading confectionery manufacturers, Mederer GmbH, known for the Trolli brand, was able to fundamentally improve its IT documentation by implementing Docusnap. With Docusnap, the company was able to establish a centralized solution for managing its extensive IT infrastructure, significantly increasing transparency and efficiency.

#### Challenges in IT documentation

The 8-person IT operations team manages three locations across Germany with a total of 120 servers and 600 clients, as well as a further 4 locations abroad. Given this size, the main challenge was to create reliable and centralized documentation of the

IT infrastructure. IT inventory was previously carried out using scripts and open source solutions. "The inventory of our infrastructure was not efficient with self-developed scripts and open source solutions and led to incomplete, inconsistent data," explains Alexander Eckert, Head of IT international. In its search for a suitable solution, Mederer GmbH opted for the Docusnap software on the recommendation of its partner kelobit IT-Experts. Docusnap impressed with its comprehensive coverage of all hardware and software components used, its excellent price-performance ratio and the fact that it is a German product. "Docusnap has provided us with the up-to-the-minute transparency we needed. We can now monitor our infrastructure efficiently and integrate the data seamlessly

into the emergency manual module developed by our partner kelobit," emphasizes the IT manager.

#### Improved transparency and efficiency

The introduction of the new software went off without a hitch. Thanks to support from the experienced partner kelobit that significantly accelerated the implementation process. "An experienced partner is worth its weight in gold in projects like this," adds Eckert. No adjustments to the basic version of Docusnap were necessary, which meant that the software could be used productively straight away. Since the introduction, IT transparency at Mederer has improved significantly. The previously high manual effort has been reduced and the data can be processed seamlessly. Due to its flexibility, reliability and the ability to efficiently integrate existing processes, Mederer is gladly to recommend Docusnap. "We can recommend Docusnap for companies with similar challenges," says the IT manager.

#### A central IT solution for long-term success

The implementation of Docusnap has helped Mederer to establish centralized, reliable and future-proof IT documentation.

## MEDERER GMBH and Docusnap

### THE COMPANY

Mederer, known for the Trolli brand, is a leading confectionery manufacturer with 1,000 employees in Germany. The IT department operates three locations with 120 servers and 600 clients, as well as 4 other locations abroad.

### THE TASK

To set up centralized and reliable IT documentation in order to increase transparency and efficiency in the management of the IT infrastructure.

### THE SOLUTION

Implementation of Docusnap as a comprehensive software solution for IT inventory and integration into the the kelobit emergency manual module.

### THE BENEFIT

Up-to-date transparency of the entire IT infrastructure, reduced manual effort and seamless processing of data in existing processes.

**"We can now monitor our infrastructure efficiently and integrate the data seamlessly into the emergency manual module developed by our partner kelobit."**

Alexander Eckert, Head of IT international

The contribution of our partner kelobit, whose support was instrumental in the successful implementation, deserves special mention. The software helps to make IT operations more efficient and secure and is therefore an indispensable component for the long-term success of the company.

### Successful cooperation

Mr. Oliver Lorenz, Managing Director of kelobit IT-Experts GmbH, commented as follows: "The project to introduce software-supported IT documentation at TROLLI is an outstanding example of the successful collaboration with Docusnap. As kelobit IT-Experts GmbH, we are much more than a pure license vendor -

we create real added value. With our specially developed add-ons and services for the basic product, we enable our customers to achieve sustainable success - right through to complete IT contingency planning." This cooperation shows how an individual expansion of the basic product through add-ons and services creates long-term benefits. The result for Mederer GmbH is comprehensive IT documentation, the company up to IT contingency planning optimally secured.

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