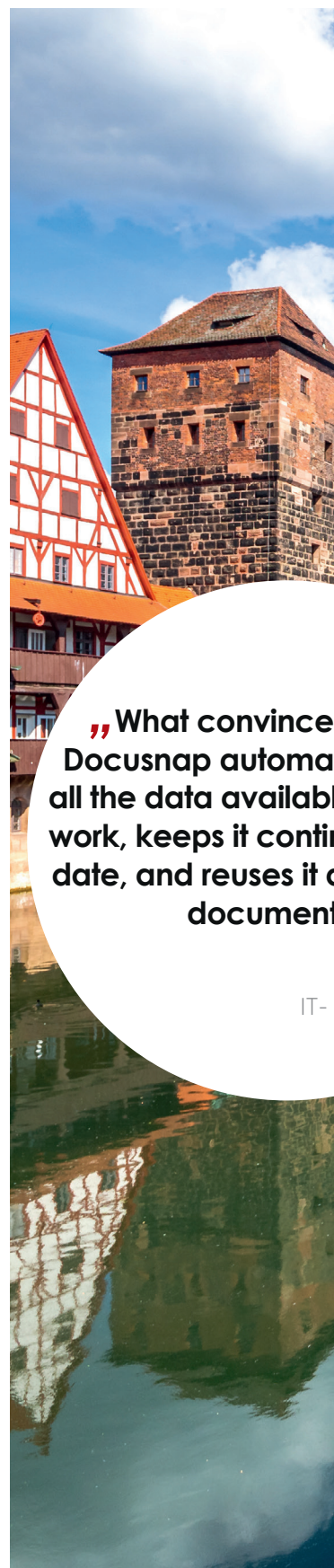


DOCUSNAP CASE STUDY



Nürnberg Messe GmbH

Germany



Project description

Automated IT documentation as the basis for license management and emergency planning

IT structure and documentation at NürnbergMesse

NürnbergMesse GmbH organizes trade fairs and events. Its IT environment comprises around 650 clients and roughly 100 servers at a single site, looked after by a 15-person team. As network and systems administrator, Erwin Krez is responsible there for license management and the physical network infrastructure, among other areas.

Scattered Excel lists and the search for an emergency plan

For a long time, clients, servers, and licenses were documented across various Excel spreadsheets. Such lists are quick

to create, but they age just as quickly: every change on the network has to be entered by hand, and with each additional spreadsheet it gets harder to keep track. That left no reliable basis for dependable emergency planning. While looking for an emergency management concept, the team eventually came across Docusnap through a web search.

Why Docusnap

What tipped the scales was how Docusnap handles data. Instead of maintaining information by hand, the software reads the data available on the network automatically, keeps it current, and makes it available directly for further documentation.

“What convinced us is that Docusnap automatically reads all the data avail-

able on our network, keeps it continuously up to date, and reuses it directly in our documents”, says Erwin Krez. It was precisely this combination of automatic capture and lasting currency that made the difference.

Documentation that stays up to date on its own

Docusnap has been in use at NürnbergMesse since January 2024. A consultant supported the setup. Not every step went smoothly at first, and some updates arrived later than expected. What mattered more to the team was that a dedicated contact was available throughout and that support responded quickly.

“Support always replied promptly and found a solution quickly”, says Krez.

In day-to-day operation, Docusnap now takes on part of the work that used to be done manually. Recurring, scheduled jobs update the documentation on their own. “With recurring jobs, our documentation now runs automatically”, is how Krez describes his daily routine.

NÜRNBERGMESSE GMBH and Docusnap

THE COMPANY

NürnbergMesse GmbH organizes trade fairs and events. At a single site, it runs an IT environment of around 650 clients and roughly 100 servers, looked after by a 15-person IT team.

THE CHALLENGE

Clients, servers, and licenses were documented across various Excel spreadsheets. Maintenance was manual and there was no guarantee the data stayed current, too little to serve as the basis for reliable emergency planning.

THE SOLUTION

With Docusnap, the company introduced software for the automated capture of the data available on its network. Recurring, scheduled jobs keep the documentation up to date, and the collected data is ready to be reused directly. A consultant supported the rollout.

THE BENEFIT

Central, up-to-date documentation of clients, servers, and licenses, noticeably less manual upkeep, and a reliable basis for emergency planning.

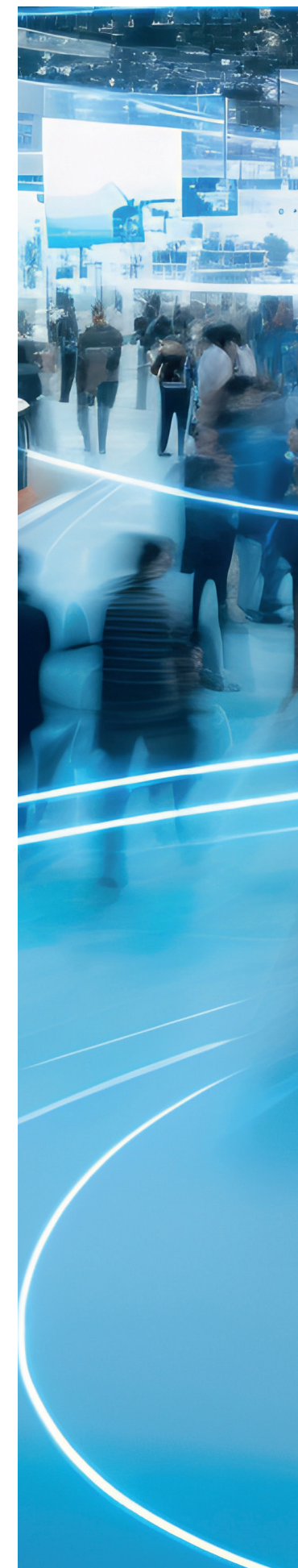
An end to scattered lists

The clearest improvement is in managing clients, servers, and licenses. The data is now held centrally and kept current, instead of being spread across individual spreadsheets. With that, NürnbergMesse has built exac-

tly the reliable basis it had been looking for: documentation the IT team can rely on even in an emergency. For day-to-day work, that means less manual upkeep and more certainty about what is actually present on the network.

„With recurring jobs, our documentation now runs automatically.“

Erwin Krez
Network and Systems Administrator





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