



Docusnap

DOCUSNAP CASE STUDY



NetPlans IT-Systeme GmbH

Germany



NetPlans strengthens IT documentation and customer service with Docusnap

As a long-standing IT service provider, NetPlans IT-Systeme GmbH has been looking for a solution to make its IT documentation more efficient, up-to-date and future-proof. With Docusnap, it was not only possible to significantly improve the quality of our own documentation, but also the support of customer projects. Thanks to automation, reliable results, and close collaboration with Docusnap, NetPlans was able to open up new areas and significantly strengthen its relationship with its customers.

The NetPlans company

NetPlans IT-Systeme GmbH is a leading solution provider with a focus on IT infrastructure, cybersecurity, cloud solutions and managed services. With more than 400 employees at 16 locations in the DACH region, NetPlans serves companies of all sizes – from medium-sized companies to organizations with over 2,000 users. As a Docusnap Platinum Partner, NetPlans offers the full range of IT documentation, IT emergency handbook, asset management and ISMS, thus supporting its customers in all key IT areas.

The start of a Platinum partnership

Prior to working with Docusnap, the IT documentation at NetPlans was mostly written in Word. This way of working inevitably led to outdated versions, missing information and a lot of manual effort. A practical example: For a customer project, an emergency manual had to be updated at short notice – but the documents were available in different versions, which made consistent processing almost impossible. It was clear that NetPlans needed an automated and reliable solution, and so the contact was established through the research of a technical manager who was specifically looking for a suitable documentation solution. Even during the test phase, Docusnap

was convincing: The demo impressively showed how quickly and reliably IT landscapes can be captured and documented. NetPlans then decided to partner with Docusnap – a step that made everyday work much easier.

Successful customer projects thanks to joint commitments

The first joint project was implemented in 2021 with a medium-sized manufacturing company. Around 200 systems were fully documented with Docusnap – including inventory, IT emergency handbook and recovery plans. The project took place within the agreed time and budget and laid the foundation for numerous further assignments. With Docusnap, NetPlans now also supports customers with ISO 27001 certifications and preparation for NIS 2 compliance. NetPlans highlights the collaboration with Docusnap Consulting in a particularly positive way. Adjustments to individual customer requirements could be implemented quickly and response times were consistently short. Even complex problems such as an SNMP scan error at the beginning of 2025 were solved quickly and sustainably together with Docusnap developers. In addition to customer projects, joint presence at trade fairs and events has also proven effective.

ve. For example, Docusnap appeared several times as a sponsor at NetPlans cybersecurity events, with presentations on the IT emergency handbook and ISMS. The close coordination between the two partners not only led to new leads, but also to specific projects. Customers particularly appreciated the practical presentation of how Docusnap helps

with ISO certifications. The partnership with Docusnap has brought far-reaching benefits to NetPlans IT-Systeme GmbH. On the one hand, the service portfolio was expanded and deepened, and on the other hand, end customers benefited from professional and always up-to-date documentation. NetPlans recommends to new partners:

"Get in touch with Docusnap – there you'll find a professional and strategic partner who will help you develop your business and make your customers future-proof"



A look behind the partnership – what Docusnap partners can expect

Getting started was smooth right from the start: The onboarding was uncomplicated and practical. With personal access to the new e-learning, employees were able to familiarise themselves step by step and get to know the most important functions at their own pace, and in a joint sales meeting, all sales employees were brought up to the same level of knowledge. As a result, the team was able to start with full commitment. Everyday interaction shows that the partnership goes far beyond pure software support. The partner portal provides up-to-date information and helpful materials, and the free NFR version of Docusnap also makes it easy to present customer solutions live. Open and honest

communication is particularly important to NetPlans – usually on equal terms and with you. This direct type of exchange creates trust and strengthens the sense of togetherness. Docusnap promotes this familial relationship through personal contacts, joint events and regular discussions. "The permanent partner manager is always available, listens and actively takes up suggestions. This type of collaboration makes the difference – you talk openly with each other and pull together," says Marcel Kasper, describing the collaboration with Docusnap. In the end, it was clear for NetPlans: The decision for Docusnap was exactly the right one. Whoever opts for a partnership not only gains a powerful solution, but also a team that supports with commitment, fairness and genuine closeness.





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