

# DOCUSNAP CASE STUDY



## Phoenix Contact AG

*Switzerland*



## Project description

### How the IT team at Phoenix Contact AG creates transparency across its local infrastructure with Docusnap.

A Swiss subsidiary keeps sight of the systems that sit between the central group tools.

Phoenix Contact AG, based in Tagelswangen, is the Swiss subsidiary of the globally active Phoenix Contact group. From here, the company serves customers throughout Switzerland with products and solutions for industrial connectivity, automation, industrial communication and electrical engineering. Sales, technical consulting and customer service work closely together, from planning all the way to delivering complete automation projects. The IT team behind the scenes supports the entire Swiss organization and works hand in hand with the group's international IT units. It sees itself as a service provider for the business and as a bridge between local requirements and global standards.

**„What convinced us most is that Docusnap creates transparency exactly where central systems, by their nature, cannot cover everything.“**

IT team  
Phoenix Contact AG

#### Who documents the systems in between?

In an international group, there is a central tool for almost every task. Microsoft 365 services and group-wide services cover a large part of everyday work. At the site itself, however, there are also dedicated network, communication, building and IoT systems, along with numerous local applications, and the central tools do not always capture these in full. As complexity grew, keeping track of systems, dependencies and changes at all times became harder. The team used to maintain this information mostly by hand, spread across documents, spreadsheets and diagrams. That worked, but it tied up a lot of time and held up only so far in audit situations. What the team needed was a solution that records local assets, network devices, IoT systems and technical dependencies automatically.

“The interesting question is always: who documents the systems that sit in between? That was exactly the gap we wanted to close”, is how the IT team sums up the starting point.

#### A decision for transparency, not for yet another tool

The team first heard about Docusnap through recommendations within its IT network. What ultimately tipped the scales were the automated data capture, the flexibility of the solution, its ease of use and a convincing price-performance ratio. Knowing that a direct contact stands behind the software, together with training and reference material, added extra reassurance. Docusnap was never meant to become the next big system. It was meant to complement the existing group tools exactly where the local view had been missing.



## PHOENIX CONTACT AG and Docusnap

### THE COMPANY

Swiss sales subsidiary of the globally active Phoenix Contact group, based in Tagelswangen. It serves the whole of Switzerland with solutions for industrial connectivity, automation and electrical engineering. Its local IT connects global group standards with site-specific systems.

### THE CHALLENGE

Central group tools do not cover every local system. Network, communication, building and IoT systems, along with local applications, needed to be documented in an up-to-date, automated and traceable way, instead of by hand in spreadsheets and diagrams.

### THE SOLUTION

Docusnap inventories clients, servers, network components and other local assets automatically and documents the infrastructure centrally. Reports and overviews provide an up-to-date picture of the local IT environment at any time.

### THE BENEFIT

Noticeably more transparency, less manual upkeep and fast access to current information during changes, incidents and audits. The documentation eases reviews and collaboration with the central group IT.

### Up and running without holding up operations

Docusnap has been in use for several years now. The rollout was straightforward: after a short familiarization the team could work with it productively, and the Docusnap contacts were on hand whenever questions came up. Day to day, IT relies above all on the automated inventory of clients, servers, network components and other local assets, along with the documentation of the infrastructure and reports on the local IT environment. The clearest effect is the time it frees up. "When an IT team spends less time updating documentation, there is more time for the topics that really matter", the team says, adding with a wink: "... or for tracking down the one printer that quits exactly when you need it."

### Answers at the push of a button, right when it counts

Transparency across the IT landscape has improved noticeably. Much of the information is now generated automatically instead of being maintained by hand, and the team reaches current details on systems, assets and dependencies far faster. This shows most clearly during infrastructure changes, audits or incidents: rather than first working out which systems are even affected, the team can put its time straight into the fix. Preparing audits, internal reviews and technical evidence also becomes easier, because the relevant information is available in a structured, up-to-date form. For a company that has to supply mobile field staff with stable, secure IT services, this reliability is exactly what matters: devices, user assignments and dependencies stay traceable at all times.

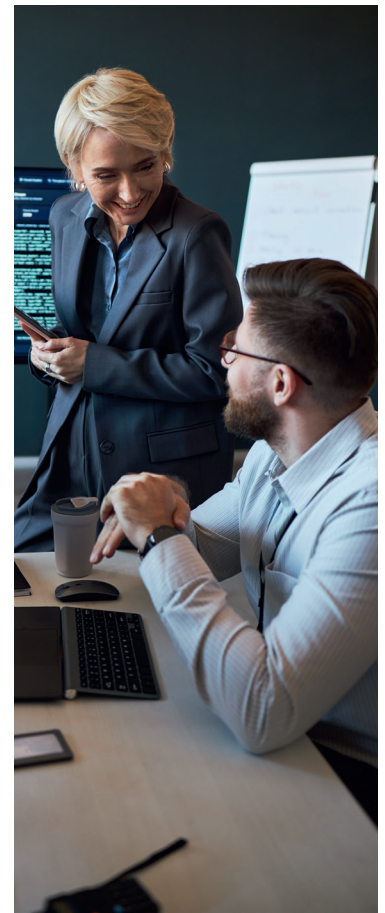


## Making local reality visible, meeting global standards

As an independent subsidiary within the global group, the Swiss IT team lives on this interplay: it puts global requirements into practice locally while looking after site-specific systems and processes. Well-kept documentation delivers the greatest value here, because it makes local specifics visible and eases coordination with the central IT units. Data protection and IT security carry a high priority throughout. For a company that itself develops security solutions for people, machines and data, reliable documentation is more than a box-ticking exercise. "Only when systems, assets and dependencies are known can they be effectively protected and managed", is how the IT team frames its standard.

## A fixed part of everyday IT

Today, Docusnap is the central solution Phoenix Contact AG uses to document and inventory its local IT infrastructure. Looking ahead, the team sees further potential in making even greater use of the reporting and analysis functions, strengthening transparency, operational reliability and traceability along the way. It would recommend Docusnap above all wherever local infrastructure, central IT requirements and a tight day-to-day schedule come together. Or, as the team puts it: "In an international group there is a central tool for almost everything. Docusnap makes sure we also keep an eye on the systems that sit in between."



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