

# DOCUSNAP CASE STUDY

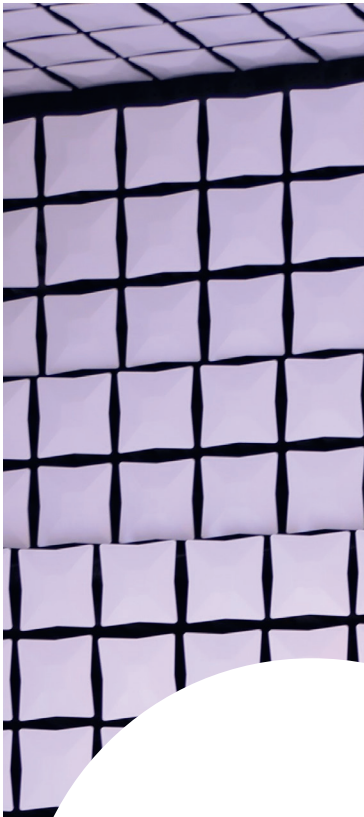


## SLG Prüf- und Zertifizierungs GmbH

*Germany*



SLG Prüf- und  
Zertifizierungs GmbH



**"The overall VLAN overview and the VLAN plan make our work much easier."**

Thomas Frank  
Managing Director



## Project Description

### From Excel to real-time overview

**SLG Prüf- und Zertifizierungs GmbH – an independent family business founded in 1992 with around 180 employees in Hartmannsdorf – modernized its IT documentation with Docusnap. The result: a centralized, always up-to-date "single source of truth" for assets, networks, authorizations, and emergency planning. This reduces search times, makes risks more transparent, and makes audits noticeably easier.**

#### Initial situation in IT operations

IT is the backbone of business operations: 32 servers and 540 clients ensure product testing and certification. Previously, a lot of information was scattered across SharePoint, Word, and Excel. In day-to-day business, this led to search times, duplicates, and errors. In addition, changes to the network often had to be coordinated with telephone inquiries and manual comparisons, which slowed down operations and tied up capacity. For audits or inquiries from specialist departments, there was sometimes no consolidated view of devices, locations, and permissions, which led to follow-up questions and delayed decisions.

"We wanted centralised, reliable documentation that would really take the pressure off us in our day-to-day work," says Thomas Frank, Managing Director, describing the initial situation.

#### Test phase and decision

After conducting research online, SLG initially started with a trial version of Docusnap. The application quickly proved its worth—agentless inventory management via standardized interfaces, comprehensive SNMP recording of network components, transparent authorization overviews,

and integrated emergency planning perfectly met the requirements. The goal was to achieve robust, auditable documentation and noticeably faster information retrieval.

#### Commissioning and transition to everyday IT operations

The existing test instance went live in April 2025 and was migrated from a workstation to a server. No adjustments were necessary; support answered questions quickly and comprehensively. "Commissioning went quickly and to our complete satisfaction," summarized the IT team. Regular scan intervals, notifications, and simple provisioning processes (onboarding of new systems) were set up in the first few days; the transition to regular operation took place without interruption. The role and rights concept is based on existing AD groups, so that only authorized employees have access to sensitive areas and the specialist departments are provided with targeted, up-to-date reports.

#### Transparency and speed in the network

The increased network transparency is particularly noticeable: the overall VLAN overview and the VLAN plan reveal dependencies and provide security when changes are made. "The VLAN overview makes our work much easier," says the managing director. In addition, the port and device assignment per switch is clearly traceable;



## SLG PRÜF- UND ZERTIFIZIERUNGS GMBH and Docusnap

### THE COMPANY

SLG Prüf- und Zertifizierungs GmbH is a medium-sized provider of testing and certification services with 180 employees and annual sales of EUR 17 million. The IT environment comprises 32 servers and 540 clients, which are managed by a two-person IT team.

### THE TASK

IT information was scattered across SharePoint, Word, and Excel documents. Devices such as switches, printers, access points, webcams, and measuring devices were manually maintained in several Excel files. This was time-consuming, error-prone, and cumbersome in everyday use. The desire: a central, reliable inventory and a robust network view – including VLAN transparency, authorization overviews, and emergency planning.

### THE SOLUTION

After researching online, the company decided on Docusnap. The decisive factors were agentless inventory management, comprehensive SNMP scanning (including for switches and printers), the overview of access permissions, and the integrated emergency planning. Docusnap has been in productive use since April 2025.

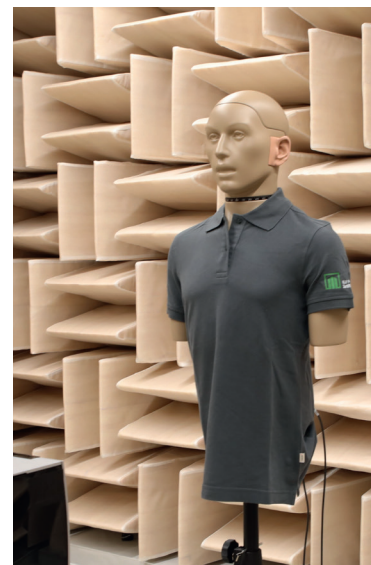
### THE BENEFITS

With Docusnap, all systems can now be clearly assigned to buildings and locations. This significantly reduces the amount of time spent searching and largely replaces the previous Excel lists. Agentless capture and SNMP scanning keep the documentation up to date without burdening the end devices. Authorization overviews and emergency planning ensure security and traceability. For the small IT team, this means less manual maintenance, faster response times to departments and auditors, and more time for proactive tasks.

Layer 2 and Layer 3 relationships are automatically recognized and visualized. Systems can be clearly assigned to buildings and locations, eliminating the need for Excel maintenance. Today, a glance at Docusnap is all it takes to find a device – seconds instead of numerous queries. Even in the event of a malfunction or change, the process is shortened because responsibilities are transparent. The necessary information is consistently available for audits and queries from the specialist departments.

### Added value in operations

SLG Prüf- und Zertifizierungs GmbH now has robust, auditable IT documentation with clear responsibilities and up-to-date inventory and network data. The IT team gains time for proactive tasks, while departments are informed more quickly and security and compliance requirements can be verified more easily. Next steps include even deeper use of authorization analysis and the continuous linking of emergency planning with dynamic inventory data.



**"I would recommend Docusnap anytime: user-friendly, easy to use, and with an enormous range of functions"**

Thomas Frank  
Managing Director



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