

DOCUSNAP CASE STUDY



Asklepios Clinics Hamburg GmbH

Germany



"The support, deserves an A+ with stars! Fast response, fast callbacks, fast results!"

Marco Mennenga
IT architect at
Asklepios Clinics Hamburg GmbH



Project Description

Asklepios Clinics Hamburg GmbH

Asklepios Kliniken Hamburg GmbH, a subgroup of Asklepios Kliniken GmbH & Co. KGaA, is the largest private hospital group at a single location in Europe, with seven major clinics and more than 14,000 employees. As one of Germany's leading healthcare providers, Asklepios is working on the future of medical care, particularly around digitalization. The group uses innovative digital applications in all phases of therapy to optimize and facilitate processes for patients, from booking appointments and contacting the group to inpatient treatment and organizing discharge, rehabilitation and follow-up treatment. Asklepios' stated goal is to become a digital healthcare provider that focuses on patients and orients its medical services to their wishes and needs. In this context, professional IT documentation software is also essential for monitoring and optimizing internal processes and ensuring the highest levels of security and stability.

Before Asklepios Clinics Hamburg GmbH decided on the professional IT documentation software Docusnap, IT documentation was maintained manually using various Excel lists.

If current data about the IT infrastructure was searched for, Mr. Mennenga, IT architect at Asklepios Clinics Hamburg GmbH, had to rely on Excel lists that were maintained by the employees responsible for them. However, maintaining these lists involved a great deal of work, which is why queries about the state of the infrastructure could only be answered with a long delay. "This cost a lot of time, but also a lot of nerves," said Mr. Mennenga. Since the clinics' IT department regularly questions established work processes and works to continuously improve them, a more effective and up-to-date solution was also sought in IT documentation in 2020.

Mr. Mennenga remembered Docusnap from his time as an IT administrator as professional IT documentation software, which is why he also considered the software for the clinics. "Some time had passed, but what put me in a positive mood was that the product had been further developed accordingly." An important argument for Docusnap for Mr. Mennenga was that the software can cover all centrally used assets and applications of Asklepios Clinics Hamburg GmbH. Due to the high complexity of the clinics' IT and the inevitable customizing that results from it, he also placed great value on the software coming from a German development company whose support is always easy to reach.

Easy and seamless implementation

He found the basic installation to be very easy and it went without a hitch. The employees in the IT department of the clinics also responded positively to the implementation of Docusnap. Since then, the software has been used intensively in the

THE ASKLEPIOS CLINICS HAMBURG GMBH and Docusnap

THE COMPANY

The Asklepios clinics are among the leading private operators of hospitals and healthcare facilities in Germany. The clinic group stands for highly qualified care of its patients with a clear commitment to medical quality, innovation and social responsibility. On this basis, Asklepios has developed dynamically since its foundation more than 35 years ago. The group currently has around 170 healthcare facilities throughout Germany, where more than 2.6 million patients were treated in the 2020 financial year. The company employs more than 67,000 people.

THE TASK

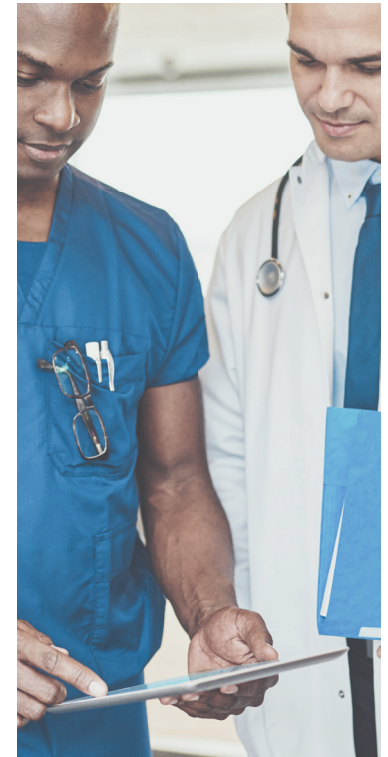
It is extremely important for a hospital operator to always have an overview of the entire IT infrastructure. Since healthcare involves working with sensitive patient data, a particularly high level of IT security must be guaranteed, with security risks being immediately identified and appropriate measures taken.

THE SOLUTION

Durch den Einsatz der professionellen IT-Dokumentations-Software Docusnap hat die Asklepios Kliniken Hamburg GmbH stets Zugriff auf tagesaktuelle Infrastruktur-Daten, mithilfe derer Anfragen an die IT schnell und präzise beantwortet werden können. Mit Unterstützung des Docusnap Support-Teams wurden Customizings vorgenommen, die den individuellen Anforderungen der Kliniken entsprechen.

THE BENEFIT

The constantly updated infrastructure data, structured reports and numerous analysis options provided by Docusnap help the IT department of Asklepios Clinics Hamburg GmbH to ensure a stable and, above all, secure IT environment. The introduction of automation in IT documentation saves time and relieves the burden on employees.



main data center of the clinics for a total of 60 large sites spread throughout Germany. But that's not the end. "Admittedly, the coronavirus crisis has led to a shift in priorities here and there, but I hope that we will be able to significantly expand Docusnap in 2022," says Mr. Mennenga, explaining the goals for the future. The IT department of Asklepios Clinics Hamburg GmbH was particularly impressed by the fact that the inventoried infrastructure data can be used to combine, create and automatically send excellent reports from a wide range of data sets.

Support: "A plus"

"It has to be said, the support deserves an A plus," enthuses Mr. Mennenga. He particularly appreciates the short response times, the fact that callbacks are always quick to come and that active support is also provided when customizing the software to the company's requirements. A major challenge

"...the control of safety-related issues [is] significantly more efficient due to the saving of time and energy."

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for Asklepios Clinics Hamburg GmbH was that they work with a very large VMware virtual desktop infrastructure farm that runs with so-called "floating desktops". This means that the provided desktops are not persistent, which in turn requires a very large pool of computer accounts in the Active Directory, which are used as a "shell" for the actual thin client. This resulted in a five-digit license count in Docusnap, even though most desktops were not "real" managed devices. However, in cooperation with Docusnap's support team, this problem was also solved satisfactorily. "Docusnap's goodwill arrangement was really very accommodating and was implemented in an uncomplicated and cooperative manner."

Time savings with Docusnap

In the hospitals' IT department, the improvements resulting from the use of Docusnap can be seen after just a short time. With the help of Docusnap, standard IT questions about the current status can now be answered on the basis of the infrastructure's daily updated data. In addition, a certain sovereignty has emerged in the department that did not previously exist. "We have a very large server farm of about 6,500 virtualized servers, unfortunately a few hundred of which are still running Windows 2012R2. Our CISO can now have the degree of conversion and progress automatically sent to him weekly by email in a nice PDF report, without having to do anything himself. This makes controlling security-related topics much more efficient by saving

time and energy," says Mr. Mennenga, citing one example of the positive changes brought about by Docusnap. For other companies that also want to use IT documentation software, Mr. Mennenga's tip is to invest time in planning at the beginning to ensure a smooth implementation and to get professional support.

Conclusion

Asklepios Clinics Hamburg GmbH has seen many improvements thanks to the use of Docusnap: from the up-to-dateness of its infrastructure data to the simplified handling of its IT documentation. Nevertheless, the software's extensive range of functions offers many more possibilities that the clinics' IT department is planning to implement. "From our point of view, I can recommend Docusnap! The larger the infrastructure, the stronger this recommendation would be in favor of Docusnap," advises Mr. Mennenga. This is because Docusnap not only relieves the burden on employees and provides middle management with a better overview of their area, but also creates a solid factual basis for business decisions.



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