

DOCUSNAP CASE STUDY



Assitek Srl

Italia



“I can recommend Docusnap to any ITC team or company that wants to speed up documentation creation and get a plus in documentation services.”

Nicola Errichiello
Microsoft 365 Manager /
System Analyst / Sales Manager



Project Description

Assitek Srl

Assitek Srl is an Italian IT services company that offers its customers support for innovative and powerful solutions to adapt to the ever-changing IT needs in the business world. The company was founded in 2000 in a small premises. Today, Assitek Srl employs ten people and serves SME customers in the hospitality, spare parts, trucking and industrial automation sectors, providing specialized solutions and support in the entire IT field.

The company is divided into several specialized departments, each with its own specific management and expertise. Assitek Srl thus offers consulting, support, and customized services in the areas of cloud IT, security and protection solutions in the IT field, IT systems integration, and support in the design and construction of networks and cabling. In addition to traditional IT, support is also provided remotely to ensure rapid assistance. The focus is put on professional documentation and inventory of the customer’s IT.

The thing every IT technician fears

“Customer-specific IT documentation was the monster that haunted every one of our IT technicians,” shared a visibly amused Mr. Errichiello.

After all, for ideal customer support, there needs to be detailed documentation of the customer’s IT and a good overview of the network.

Mr. Nicola Errichiello, IT technician at Assitek Srl, became aware of the professional IT documentation solution Docusnap through Internet research. He placed particular emphasis on an easy-to-create IT documentation. Equally important was the possibility to integrate and accelerate his own processes.

“It was love at first sight!” enthuses Nicola, explaining how taken he was with Docusnap and its user-friendly operation from the very first contact.

“Docusnap was able to meet our requirements right from the start. The possibility of a free trial facilitated our decision-making process” says Mr. Errichiello.

Integration of Docusnap without problems

Due to the centralized implementation, the handling of Docusnap at Assitek Srl is not quite straightforward, however, the documentation solution runs very stable. There were no problems during the implementation.

“The fast and efficient technical support helped us to expand the configuration, and even during COVID, the support was so comprehensive that it responded to our requests to downsize and then upsize the service.”

ASSITEK SRL and Docusnap

THE COMPANY

Assitek Srl is an Italian IT service provider that was founded in the year 2000. The company offers their expertise to customers from small and medium-sized enterprises from several different sectors, such as hospitality, spare parts, trucking and industrial automation.

THE TASK

In order to being able to support the customers as well as possible, a detailed documentation of their whole IT is necessary. However, this was a task that the IT technicians of the company did not like very much.

THE SOLUTION

With the help of the Docusnap software solution, Mr. Errichiello and his team inventory and document the customers' entire IT networks in an automated and recurring manner. The software ensures that the IT documentation is always up to date. With the help of Docusnap, Assitek Srl can map the complete IT environment of their customers in a convenient, detailed and automated manner.

THE BENEFITS

Thanks to Docusnap, the IT department has meaningful data about the IT networks of all of their customers. Docusnap saves the company a great deal of time and therefore also costs. The creation of IT documentation is now largely automated, which makes the daily work of Mr. Errichiello and his team much easier.



Faster solution process for customers

"Before using Docusnap, it took a long time to gather the necessary information on each customer. With Docusnap, this is now much easier and we have more time and resources for other matters," said Mr. Errichiello.

"Furthermore, our experience has been that our customers are always very satisfied and appreciate the information and documents provided."

Assitek Srl documents the customer's complete IT upon request to get an overview of the condition of the IT equipment in advance. The result is used to highlight critical issues and

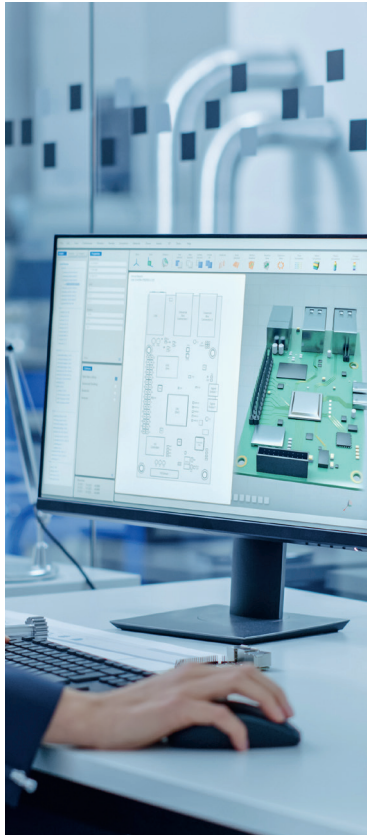
create a remediation plan. The clarity impresses both customers and Nicola Errichiello: "Docusnap helps us keep track of all these analyses easily and in a way the customer can understand."

The technical support is amazing

According to Nicola Errichiello, Assitek is completely satisfied with Docusnap's support. The support team is always available and offers professional advice and support. "We are absolutely satisfied with the support!"

"We are absolutely satisfied with the support!"

Nicola Errichiello
Microsoft 365 Manager /
System Analyst / Sales Manager



© Fotocredits: iStock

A clear recommendation for Docusnap

Due to the clear relief in customer documentation and the enormous time savings, Assitek Srl. would recommend the use of Docusnap to anyone else.

"I can recommend Docusnap to any ICT team or company that wants to speed up documentation creation and get a plus in documentation services."

The benefits are not limited to the company: customers are also thrilled with the always up-to-date information levels that Docusnap provides.



Contact

Docusnap Sales
+49 8033 6978-4444
info@docusnap.com



Docusnap

info@docusnap.com | www.docusnap.com
© Docusnap GmbH