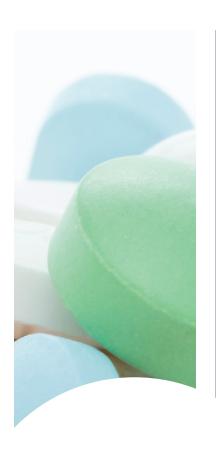# Docusnap®

DOCUSNAP
CASE STUDY

Klocke Pharma-Service GmbH

Germany

Project Description

Klocke Pharma-Service GmbH

KLOCKE GRUPPE is a group of consolidated companies, working in the field of contract manufacturing and contract packing. The companies are specialized in manufacturing and packaging pharmaceutical products. Currently, the KLOCKE GRUPPE staff employed at several locations in Germany and the US amounts to about 2,000. One of the companies involved is Klocke Pharma-Service GmbH, based in Appenweier (Baden-Württemberg), whose IT department manages approximately 180 PC workstations and about 100 (mostly virtual) servers. To create the necessary IT documentation, the IT team of Klocke Pharma-Service GmbH was in need of a professional software solution in order to significantly reduce the required time and effort.

„With Docusnap, we now have fast access to topical information about our IT network. "

Martin Teufel
Head of IT

"Our initial situation was similar to that of many other companies: While we did have a documentation, it was outdated due to the fact that it was created some time in the past and never updated. This meant that the information it contained was obsolete and so was our status quo. However, our very special requirement is that we precisely need to know where each piece of hardware is located. Unfortunately, changes to the IT landscape that took place frequently over time have not been documented. This problem could now be solved by doing weekly scans with Docusnap. This way, we can now guarantee that all information is always up to date," says Martin Teufel, head of IT, summing up the situation in the company.

Another problem was, as Teufel states, that inventory lists were often requested for internal and external audits. The creation of these lists,

however, always meant a lot of work for the IT team. With Docusnap, is it now possible to get this done elegantly using automated tasks: "Before using Docusnap, we had to rely on many different Excel tables which had to be filled manually with the required data. At some point, we usually lost track in the data jungle. Now, Docusnap has solved this problem for us," Teufel adds.

It was through Internet research that the IT head came across Docusnap. "I had been searching for a suitable software solution for quite a while, as we have to cope with rather strict requirements of the pharmaceutical industry."

When a technician from Bechtle told us that qualified Docusnap experts work at Bechtle, our decision was made: "We considered that it would make more sense bringing in real experts than trying to acquire the entire knowledge ourselves. And we knew right from the start that some customizing would be necessary, as the standard would not fit exactly our very special requirements.

KLOCKE and Docusnap

THE COMPANY

Klocke Pharma-Service GmbH, based in Appenweier (southern Germany), is part of the KLOCKE GRUPPE group. The affiliated companies are specialized in the field of contract manufacturing and contract packaging of pharmaceutical products. This enterprise group has six company sites where its member companies provide comprehensive services in the manufacturing and packaging of pharmaceutical products.

THE CHALLENGE

Ensuring a comprehensive and up-to-date IT documentation. Before the implementation of Docusnap, the data available for use by the IT team of Klocke Pharma-Service GmbH was partially outdated. Moreover, the information from different files and documents needed to be consolidated manually.

THE SOLUTION

With Docusnap, the IT department of Klocke Pharma-Service GmbH can create a fast and detailed mapping of the entire IT environment of the company that can then be stored in a central location. The use of this professional software ensures that the data and information always reflects the current state.

THE BENEFIT

Docusnap supplies Martin Teufel and his team with meaningful and topical data about the IT network. The creation of IT documentation is now largely automated. This relieves the IT team of routine jobs and lets them focus on their essential tasks.

We are more than happy with the services provided by Mr. Mayer (editor's note: Senior System Engineer at Bechtle). The lists we had maintained, or rather had not maintained (laughs) in Excel, can now be used directly in Docusnap and – thanks to the customization – they are also suitable for auditing purposes."

The Many Advantages of Docusnap

When asked about the highlights of Docusnap as compared to other solutions, the IT head answers: "The detailed overview and the details I get on the individual objects. The multifariousness and the many features, e.g. the fact that Docusnap can inventory the most diverse devices, software, etc. and operating systems. It is great that we can use custom scripts for inventorying the objects. And the options for full automation of each and every task. We are now setting up the automation procedures once; later, the scans run at the specified intervals. Another positive surprise is the depth of detail: I am able to explore which devices are connected to which ports, even at the network level. In practice, this is very helpful to find out where a device is actually connected, as this was not documented in many cases – in particular for legacy systems. I have a tool at hand that I can use from a central location

> „Before the implementation of Docusnap, it was hard to find out where the data was actually stored. Now, we get a professional IT documentation automatically at the click of a button."

Martin Teufel
Head of IT

without having to rely on different Excel tables or Word documents, etc. any longer when having to retrieve the required information. This is great for us, as we only have to look in a single place. Another plus is that everything is faster now: Access to information is significantly faster and every employee knows exactly where which data is stored. Another Docusnap feature I like very much and which will be very helpful for us in the future: The "physical infrastructure" module. It allows us to document our server rooms, data centers, etc as well. And all this provided by a single software solution. I even do not have to create a Visio drawing or rely on a separate program to visualize the infrastructure, but can do all this directly in Docusnap by adding the required objects from the inventory. This is second to none. We are truly convinced of the software and still have big plans for the future use of Docusnap. We want do take full advantage of Docusnap."

Saving Time and Costs with Docusnap

Docusnap also has a very beneficial effect on the workload of the entire team. As Teufel states, creating IT documentation and keeping it up to date is now much easier and less time-consuming than before. Work is simplified enormously because it is no longer necessary to enter the data manually, as it will be collected automatically with the next Docusnap scan. "We then only have to reconcile the data and add a few fields to it. Running through the entire building and then entering everything into an Excel table is a thing of the past. Everything is done automatically now – this is much easier and faster. I get the information automatically and can focus on other things. Docusnap provides high-quality documentation requiring less investment in time and costs.

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