

# DOCUSNAP CASE STUDY



Heinemann GmbH

*Germany*



## Project Description

# HEINEMANN GmbH

HEINEMANN GmbH, headquartered at Diessen on the Ammersee, southern Bavaria, is a specialist dedicated to consulting and sale of high-comfort heat recovery ventilation systems and central vacuum systems. During the past years, the company sold more than 50,000 high-comfort ventilation units and more than 20,000 central vacuum systems. Due to the strong growth of HEINEMANN GmbH, an IT documentation became necessary in order to always have a current overview of the entire network.

“When I took on the job as system administrator, the main problem was that nothing at all had been documented. There was simply no IT documentation. I did not know which employee had what permissions or who could access which data. In the meantime, we have as staff of about 50, and the company is growing fast. For this reason, I soon realized that I would have to start creating an IT documentation right away because otherwise I would lose the overview”, says Gottfried Stamm, responsible for the corporate IT, about his search for IT documentation software. He found a description of the Docusnap software solution in a reference book on IT documentation. He says that while he did come across other providers during his research, Docusnap was the only software available in German and English.

This is an aspect to which the system administrator attaches great value. After thoroughly studying the information material and a free trial of the software with free support by the Docusnap team, Gottfried Stamm quickly opted for Docusnap. He states that the implementation of Docusnap went smoothly, and normal operation did not reveal any noteworthy usability problems. The software is easy to use and well-suited even for beginners. When questions came up, he contacted the Docusnap Support team which immediately was able to supply a proficient solution. This is a considerable benefit of the Docusnap

software that Gottfried Stamm stresses particularly.

### Docusnap Relieves the Administrator of Routine Tasks

The use of Docusnap facilitates Stamm's work and relieves him of some daily chores. Since Docusnap has been up and running at his company, the system administrator has always had a full overview: “I can verify precisely where which devices are located, which computer is equipped with which software and / or hardware or how much RAM is available. Whenever a superior wants to know who has which access rights to which directory, it is easy, even for a person who is not an IT expert, to provide this information quite quickly.” He continues that of course, it would also be possible to hand out an excerpt from the Active Directory or from the group policies to the superior, but to be able to read these documents, it takes an IT specialist, he says. What is more, the information is not clearly summarized on a single page.

With Docusnap, however, all pieces of information are well prepared and within reach at any time. All in all, Gottfried Stamm finds that the Docusnap software solution is very user-friendly because it is both clearly structured and easy to use. He was particularly surprised by the broad functionality of Docusnap, as it offers a huge application spectrum to the user, such as inventory, permission analysis, license management, the creation of IT concepts, and much more - and all this for an extremely fair price. Docusnap lightens Stamm's workload. Now, he is no longer

“ Thanks to Docusnap, we now have a much better overview of our IT infrastructure. Moreover, Docusnap delivers all necessary information in real-time. ”

Gottfried Stamm  
System administrator



## HEINEMANN GMBH and Docusnap

### THE COMPANY

HEINEMANN GmbH is a specialist dedicated to consulting and sale of high-comfort heat recovery ventilation systems and central vacuum systems. The company was founded in 1992 and since then has sold more than 50,000 high-comfort ventilation units and more than 20,000 central vacuum systems. The products are used wherever energy-efficient construction and renovation are required.

### THE TASK

Ensure a comprehensive and always up-to-date IT documentation and free up the system administrator so that he has time for other tasks.

### THE SOLUTION

By using Docusnap, HEINEMANN GmbH can now ensure that their IT documentation is always up-to-date. The IT department can rely on Docusnap to create current information at any time.

### THE BENEFIT

By using the Docusnap software solution, HEINEMANN GmbH saves a lot of time. With Docusnap, the IT department obtains a perfect overview of the entire IT infrastructure. The information related to the infrastructure is now collected in a central location and no longer scattered around the place.

compelled to collect the various pieces of information from a lot of different tools. To obtain the necessary information, he can now rely on only one single software product - the Docusnap software solution.

### Docusnap Training is an Asset in Itself

Stamm was particularly delighted when he attended one of the 3-day Docusnap standard training courses which are held every year in several German cities by experienced consultants. He stresses that in this training, many things were discussed and clarified which had been quite vague or completely unknown to him before. He thinks that the training is highly recommendable, especially for first-time purchasers. In his opinion, the training delivers a sound introduction and comprehensive insight into the product. After attending the training course, Stamm was able to understand the interrelations within the software much better than before. Moreover, the participants save

much time, since the training conveys the knowledge needed to work smoothly with the product. This way, you don't have to learn the product yourself, but get a hands-on introduction by the consultant. The training consists of three parts (Introduction to IT Documentation, Docusnap Beginners Training, and Docusnap Training), each of which can be booked separately, so Gottfried Stamm recommends that every Docusnap user attends a training course, as even professionals can benefit from it.

**“ Docusnap considerably lightens the user's workload. You don't have to gather the data from a lot of different tools any longer. With Docusnap, all desired information is optimally prepared and within reach at any time. ”**

Gottfried Stamm  
System administrator

### Summary

With Docusnap, HEINEMANN GmbH has finally found a software solution which relieves their IT manager from lengthy and tedious routine work. Thanks to the software, the system administrator now has a comprehensive overview of the IT infrastructure. Now, Stamm has a tool at hand which enables him to gather and manage all information centrally over the network.

## INTERVIEW

### WITH GOTTFRIED STAMM SYSTEM ADMINISTRATOR



### ARE YOU HAPPY WITH THE DOCUSNAP SUPPORT?

*“I already called on the support a few times. For the first time, in the trial phase, because I had some questions on the product, and afterwards once in a while when minor problems occurred or I had questions. I appreciate it very much that the Docusnap team immediately has a well-founded answer and solution at hand. I usually get a pretty quick and competent call-back. This is the type of service you hope to get as a customer.”*

### DO YOU HAVE ANY SUGGESTIONS FOR IMPROVING DOCUSNAP?

*“Well, there is on thing that struck me with respect to the hardware inventory topic. I created an Excel list for the entire hardware where I assigned an inventory number to each device. I would prefer to have a table-type editing possibility directly in Docusnap, an option which has not been implemented yet.”*

### HAVE THERE BEEN UNEXPECTED BENEFITS FROM THE USE OF DOCUSNAP?

*“In general, I was amazed at the broad functionality of the software. It surprised me how many possible applications exist for this software solution. You can use it to create inventories, analyse permissions, manage the licenses, create IT manuals, etc. Docusnap is really a one-stop-shop for documentation. What is more, I also can store contracts and deadlines or licenses in this documentation. This is really remarkable.”*



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