

DOCUSNAP CASE STUDY



Hans Henglein &
Sohn GmbH

Germany



"With Docusnap, you have the feeling of having a virtual 24-hour employee in the background who carries out documentation tasks at any time."

Dominik Schlieper
Head of IT



Project Description

Hans Henglein & Sohn GmbH

Hans Henglein & Sohn GmbH is a market leader and innovator in the production of fresh potato products, pasta and batters. The company supplies all food retail chains as well as many bulk consumers. The products of Hans Henglein & Sohn GmbH stand for great taste and the highest quality. At several locations in Germany, Henglein produces around 100,000 tons of fresh food annually. To ensure the very high product quality, smooth and secure IT operations are of the utmost importance. This requires complete and up-to-date documentation of the IT environment, which comprises approximately 50 servers and 200 clients.

"Manual documentation is very time-consuming for a company of our size. With our existing resources, we were no longer able to deliver the amount of IT documentation we needed without neglecting other tasks. As a result, the documentation was done carelessly. To always have an up-to-date overview of the entire IT structure, documentation should be automated. A solution had to be found here." This is how Dominik Schlieper, IT manager at Hans Henglein & Sohn GmbH, describes the need for suitable software for IT documentation. After researching the Internet and reading articles in relevant trade journals, Mr. Schlieper decided to use Docusnap. In particular, the concept of agent-free inventory, as well as the price-performance ratio, convinced him. The decision in favor of the software solution was therefore an easy one.

Easy installation of Docusnap

The implementation of Docusnap went without a hitch. Thanks, to the extensive knowledge acquired during the three-day seminar, the software was quickly and easily set up. All the configurations and adaptations to our own system were carried out by the IT team itself, since the installation was covered in detail during the seminar. "The three-day seminar is highly recommended, especially for first-time buyers. The seminar provides a thorough introduction and a comprehensive insight into the product," says Dominik Schlieper enthusiastically. " This way, you can understand the software much better. In addition, the participant saves an enormous amount of time, because the seminar provides the necessary knowledge. You don't have to learn the product by yourself but get the introduction from experienced consultants." Currently, the software solution is used at the Abenberg site, but its use at another site is already being planned.

HANS HENGLEIN & SOHN GMBH and Docusnap

THE COMPANY

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THE TASK

Manual documentation was often neglected due to the large amount of time required, and so an up-to-date overview of the entire IT structure was missing. An overview of the current authorization structure in the Active Directory was a major challenge. The IT team therefore needed automated IT documentation to always have an up-to-date overview of the entire IT network.

THE SOLUTION

With the help of the professional IT software Docusnap, the entire IT infrastructure is automatically inventoried and documented centrally. The data can be retrieved at any time, updated daily. This makes things considerably easier for the IT specialists at Hans Henglein & Sohn GmbH.

THE BENEFIT

Employees now have a comprehensive overview of their entire network. The IT team has documentation of the IT network under control with minimal manual effort and can devote their time to other important tasks.



Ease of use and a good overview

In particular, the software solution Docusnap is characterized by its ease of use and good clarity. So you can recommend Docusnap anytime without reservation. Based on the software, the IT team of Hans Henglein & Sohn GmbH has a comprehensive overview of the entire IT network: "The research for example, permissions for users to system resources have been simplified because these evaluations are practically already available in a prepared form." The IT team is particularly impressed by the very detailed scope of the documentation, which runs reliably in the background without consuming a lot of resources. "You get the feeling you have a virtual 24-hour employee in the background who performs their documentation tasks at any time," says the IT manager.

Conclusion

Thanks to the Docusnap software solution, the IT team at Henglein & Sohn GmbH now always has a comprehensive overview of its entire IT network. Docusnap has made the entire team's work much easier. In particular, the regular inventory and automatic documentation of the entire IT infrastructure saves employees a lot of work and they always have access to up-to-date data. By using the software, they save time that they can use for other important tasks.

"I would recommend Docusnap because it makes it much easier to inventory and document the entire IT infrastructure."

Dominik Schlieper
Head of IT



Contact

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