Docusnap

DOCUSNAP
CASE STUDY

THOMAS MAIER IT-SYSTEME e.K.

Germany

Project Description

THOMAS MAIER IT-SYSTEME e.K.

The company MAIER IT-SYSTEME is one of the leading solution providers in the region due to its many years of experience in office communication and a versatile product range in the IT sector. In addition to small and medium-sized companies, its customers also include large companies. MAIER IT-SYSTEME must always keep an up-to-date inventory of its customers' networks in order to be able to successfully advise its customers based on this.

"We audit customers, or more precisely, we carry out a license plausibility check with the customers in the Microsoft environment. We used to have a tool that only allowed us to do this in a very rudimentary way. However, we were simply no longer satisfied with it. The tool took too long to evaluate and the results were not satisfactory. Since we really wanted to improve this and since we always strive to offer our customers the best service, we started looking for a suitable software," says Mr. Matthis, SAM consultant at MAIER IT-SYSTEME , explaining the search for a tool for IT documentation and license management. During the search for a suitable software solution, Matthis came across Docusnap software. In the first step, the consultant downloaded the Docusnap demo version and tested the product for several weeks. However, Mr. Matthis also checked out other tools. It quickly became clear, however, that the results of these tools often left something to be desired. In addition, the price-performance ratio of Docusnap was correspondingly good, so that the SAM consultant decided to use Docusnap software after only a short time.

Time savings with Docusnap

"Since using Docusnap, I have saved an average of about 30 percent of my time. The introduction of the tool has really reduced the time required. I am also particularly impressed by the percentage recognition of the licenses and the software that is installed. In my work, I have always had the problem that the products I used before did not recognize everything. Even Microsoft's own tool didn't recognize the Microsoft licenses or the installed software, and Docusnap was always very good at this from the outset." Since the team now needs significantly less time with its customers, the Docusnap software solution is helping MAIER IT-SYSTEME to significantly optimize its profits. The feedback from his customers has also been consistently positive, says Matthis. The fact that, unlike many competitors' products, the software works without agents is very popular with customers. In addition, the accuracy of the results and the pre-prepared reports, as well as the simplicity and clarity of the entire software, are particularly convincing. The SAM consultant was also pleasantly surprised by the different options for recording inventory data: "With Docusnap, I have various options: Either a normal time-controlled scan, as often as you want during the day, then manually by integrating the script or implementing it when logging on. I always had a tool that could only do one or the other, but not all three things at once. I didn't expect that and it was a really positive surprise."

Simple and easy

Docusnap is already firmly anchored in the consulting of MAIER IT-SYSTEME. In the meantime, Docusnap has been in use at MAIER IT-SYSTEME for more than six years. At the beginning, some colleagues were skeptical about the tool, according to Matthis. They were suspicious as to whether the software and its evaluations could really be trusted. However, after just a short time, the entire team was convinced.

" **Docusnap** helps to optimize profits. You always calculate against it, what do I cost per hour. And if I need less time for the same money, then of course I get more profit out of it."

Stefan Matthis
Consultant SAM

THOMAS MAIER IT-SYSTEME e.K. and Docusnap

THE COMPANY

MAIER IT-SYSTEME is one of the leading solution providers in the region, thanks to its many years of experience in office communication and its versatile product range in the IT sector. In addition to small and medium-sized companies, its customers also include large companies.

THE TASK

The main focus of the team around Mr. Matthis is on license auditing and consulting. MAIER ITSYSTEME's customers' networks must always be fully inventoried and up to date in order to provide their customers with the best possible advice. Since the previous tool did not deliver the desired results, the introduction of a suitable software solution was necessary.

THE SOLUTION

The MAIER IT-SYSTEME team uses the Docusnap software solution to inventory their customers' entire IT environment and for license management. The data obtained with Docusnap is always up-to-date and can be used by consultants for license consulting.

THE BENEFIT

By using Docusnap, the consultants achieve a high level of time and thus cost savings. With the help of the software, the team can access current data and information at any time and in a clear form. The simple handling of license management in Docusnap now makes it possible to reliably and quickly monitor the correct use of licenses by MAIER IT-SYSTEME's customers.

INTERVIEW

WITH STEFAN MATTHIS

CONSULTANT SAM

HOW WOULD YOU RATE THE DEVELOPMENT OF THE PRODUCT OVER THE PAST YEARS?

"At the beginning, it was a bit sluggish. But now with the new version 6.2, I am always amazed at all the improvements. I am completely up to date and work with version 6.2. At the beginning, it took me a bit to find everything again. The new user interface was a bit unusual. You have to get used to it first. But basically everything is self-explanatory. Docusnap is now really very good. I can recommend it without reservation."

WHAT IS THE FEEDBACK FROM YOUR CUSTOMERS?

"It's been consistently positive. There are some customers who have bought Docusnap after using it because it is relatively easy to work with. Docusnap is now actively used by some customers as an inventory tool."

With the help of the software, the team now receives all the necessary information in a very short time, which would previously have only been obtained through lengthy processes.

Docusnap is now also used a lot for documentation in the company's technical department: "Before new networks are set up, we use Docusnap to document the actual status. After the migration or after the new infrastructure has been set up, we then scan again. This gives us a very good overview of the different statuses – in other words, the before and after. It's really very practical. In addition, we have been analyzing the hardware environment at the customer's site for a year now." Since the software is used by the company's customers, it has to be re-implemented for each customer. However, the implementation is always very simple and usually goes without a hitch. The tool can be set up in a relatively short time so that the necessary data is available – another advantage emphasized by Matthis. The MAIER IT-SYSTEME team is also very satisfied with Docusnap support. They have had to call on support a few times, and they have always received quick and competent feedback that has led to the desired solution.

Conclusion

For the MAIER IT-SYSTEME team, the purchase of the Docusnap software solution has definitely paid off. With Docusnap, the company has a tool that can be used to easily and simply obtain the necessary information. Docusnap has simplified the work for the team. Above all, the time saved and the accuracy of the results are, in the opinion of SAM consultant Mr. Matthis, the main advantage of the software. The time saved also has an effect on costs, which results in profit optimization for the company.

> **"Since I started using Docusnap, I have saved about 30 percent of my time. The introduction of the tool has really reduced the time required extremely."**
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> Stefan Matthis
> Consultant SAM

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