

DOCUSNAP CASE STUDY



Medialine Group

Germany



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Project Description

Medialine Group

The Medialine Group is an IT system house group headquartered in Bad Sobernheim, Rheinland-Pfalz. The 250 IT employees monitor approximately 1200 inventoried devices, including 703 servers and clients, spread across 19 locations. Before Docusnap was implemented, both internal processes and those of many customers were characterized by a lack of up-to-date documentation and inventories of IT assets due to legacy infrastructures. Efforts to overcome these problems using manual methods, extensive Excel spreadsheets, and selective documentation updates proved to be ineffective and not scalable.

Search for and implementation of a suitable solution

In addition to a simple on-line search, customer recommendations and recommendations from our own team were crucial in the search for an efficient solution. The fact that customers were already familiar with Docusnap was an encouraging factor. In addition, the product was already in use at The decision was ultimately made on the basis of the extensive range of functions and the good market penetration. Since Docusnap was first used, the application of the software within the Medialine Group has been considerably expanded. The implementation went smoothly despite the challenges associated with providing all the necessary prerequisites. With

version X, use was increased across the board, particularly for automatic inventory and support for ISO 27001 and ISO 9001 certification. Today, the Medialine Group offers a service called "Managed Inventory" that enables customers to have their systems inventoried weekly with the help of Docusnap and provides access to current documentation and reports. Thanks to the good cooperation with Patchwork, constant further development of the Docusnap software base, and the extensions created specifically for the Medialine Group, it has been possible to create significant added value for customers.

MEDIALINE GROUP and Docusnap

THE COMPANY

The Medialine Group is an IT systems company in Rheinland-Pfalz with 500 employees, 250 of whom work in IT. They manage around 1,200 devices at 19 locations.

THE TASK

The challenge is in the inefficiency caused by legacy infrastructures and the lack of up-to-date IT documentation and inventories.

THE SOLUTION

Recommendations from the team and positive experiences have led to the introduction of Docusnap software to enable automatic inventory and support for certifications.

THE BENEFIT

With the help of Docusnap, significant time savings and efficiency gains were achieved in information management, which led to a significant reduction in workload.



Positive changes

Docusnap has enabled the Medialine Group to save a significant amount of time when searching for information, since all relevant data is available centrally and up-to-date in the software. This has led to a significant increase in efficiency, both internally and in customer projects. Docusnap's intuitive usability and the ability to quickly take inventory of entire networks and easily obtain information were particularly highlighted. The employees and customers of the Medialine Group reacted extremely positively to the improvements made by Docusnap, which significantly simplified the search for information.

Conclusion

Docusnap has proven to be an indispensable tool for managing the IT infrastructure at the Medialine Group. The software makes it possible to create up-to-date and efficient documentation and inventories, which significantly reduces the workload and saves resources. The Medialine Group recommends the software, particularly for companies that face similar challenges and are looking for a centralized, efficient solution for their IT management.

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