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DOCUSNAP
CASE STUDY
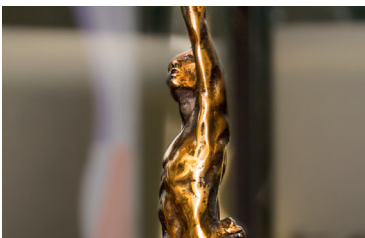

Netgo GmbH

Germany

NETGO Systemhaus

Grosser Preis des Mittelstandes 2012 der Oskar-Patzelt-Stiftung

Project Description

NETGO GmbH

NETGO GmbH is a service-oriented IT systems provider whose customer base includes small and medium-sized enterprises, industrial companies, and customers from the public sector. Founded in 2007, the company counts among the largest IT systems providers in its region. NETGO GmbH specialises in the optimisation of IT infrastructures. Their core competences are consulting services complemented by sales, supervision, and installation of IT systems, networks, storage and server systems as well as VoIP and security solutions. NETGO GmbH was looking for a software that would enable them to create a comprehensive and professional IT documentation for their customers.

> **"Docusnap enables us to create a professional and comprehensive IT documentation for our customers."**
>
> Jörg Fasselt
> Head of Sales and Marketing

"For us as an IT service provider, it is important to have detailed knowledge of the IT landscape of our customers. Especially with new customers, a comprehensive inventory is a decisive factor. Only this way, we can understand the existing structure and devise appropriate solutions. Before we used Docusnap, a lot of manual work was necessary. The IT landscape of existing customers had to be maintained manually and for new customers, we depended on the customer's responsible IT manager. He alone knows his environment and can give us all necessary information," explains Jörg Fasselt, Head of Sales and Marketing of NETGO GmbH when talking about the search for a suitable IT documentation software. He says that a further problem was that the end customers were often not familiar with their own IT environment or wrongly did not attach due importance to details which were critical for solution planning. In addition, NETGO GmbH always ran the risk to make mistakes when creating customer documentation, e.g. by forgetting supposedly unimportant details. In Fasselt's mind, time is also an essential factor having a considerable impact on the documentation quality. So the company started its search for a suitable solution. The IT team of NETGO GmbH asked industry colleagues they knew well how they would

master such challenges. In this context, the name Docusnap came up repeatedly. Encouraged by various recommendations from industry colleagues and customers, NETGO GmbH finally contacted itelio GmbH and, in a second step, asked for more details about the software solution.

Convinced by the Trial Version and License Model

Besides the detailed information material about the software, it was especially the free trial version that made the NETGO IT team go for Docusnap. The trial version was provided quickly and without fuss and was ready for use with only little effort. The IT staff was particularly impressed by the detail depth of the inventory, as it was possible to scan the entire IT environment with Docusnap. As a service provider, NETGO GmbH ultimately considered the license model as the decisive factor for the purchase decision. This model enables the IT team of NETGO GmbH to create IT documentation for all their customers. Fasselt particularly emphasizes the ease-of-use of Docusnap. Neither during the implementation of the software solution nor later, any noteworthy problems arose. Thus, the IT team had no reason to call on the Docusnap support until now. The Docusnap software solution has been in use at NETGO GmbH since version 6.0, meanwhile with all available modules. To date, the team runs the software on individual computers. They are planning, however, to centralise its use in order to be able to provide the IT documentation also globally. When asked where especially

NETGO GMBH and Docusnap

THE COMPANY

NETGO GmbH, headquartered in Borken (Germany) is a systems provider for small, medium-sized, and large companies. Since its foundation in 2007, the company has developed considerably and in the meantime, it has become one of the largest systems providers in its region. For their customers, the company is the ideal partner for comprehensive analyses and consulting, its services include installation as well as preventive and corrective maintenance of their computing environment.

THE TASK

As an IT service provider, it is crucial for NETGO GmbH to be familiar with the IT landscape of their customers. Especially with new customers, a comprehensive inventory is a decisive factor. This is the only way to understand existing structures and offer suitable solutions. NETGO GmbH was searching for a software product capable of comprehensively documenting their customers' IT environment.

THE SOLUTION

The NETGO team uses Docusnap to inventory the entire IT landscape of their customers and create a detailed documentation of it. With Docusnap, the IT team can make sure that the IT documentation is always up-to-date. The software helps the IT department of NETGO GmbH to create a professional and comprehensive IT documentation for their customers.

THE BENEFIT

The Docusnap software solution is the trump card that gives the IT department of NETGO GmbH full control when documenting their customers' IT. With the Scheduling feature of Docusnap, users are able to realise massive time savings, especially with recurring tasks. Supported by Docusnap, the NETGO team was able to successfully complete their first SAM projects after just a short time,

INTERVIEW

WITH JÖRG FASSELT
HEAD OF SALES AND MARKETING

HOW DID YOUR EMPLOYEES REACT WHEN DOCUSNAP WAS INTRODUCED?

"Docusnap was perceived very positively by our sales staff, because we are now able to add the "Documentation" service to our service portfolio. Our engineers were enthusiastic about the adoption of Docusnap, since many of them already knew the product from their previous jobs."

HOW DID YOU LEARN ABOUT DOCUSNAP?

"The name Docusnap was already well-known to us. Recommendations by industry colleagues and customers as well as employees who already knew Docusnap from the past, inspired confidence right from the start."

ARE YOU HAPPY WITH THE DOCUSNAP SUPPORT?

"Until now, we have not experienced any problems which would have compelled us to contact the Docusnap Support. Short videos and a well-written manual make it easy to get started quickly with Docusnap and provide many answers to the initial questions."

Docusnap excels for him, Fasselt answers: "The automation feature is a highly useful tool for recurring tasks, saving you a lot of time. We were also surprised at the diversity of the License Management feature. Here, it is possible to distinguish between user and device licenses or between core and processor licenses. This really fascinated us." As Head of Marketing and Sales, he would recommend Docusnap without any restrictions. He says that the detail depth of the inventory was very good and the product itself was documented extremely well. Short videos and a well-written manual make it easy to get started with Docusnap quickly and provide many answers to the initial questions."

Using Docusnap Really Pays Off

The introduction of Docusnap has more than paid off for NETGO GmbH. Supported by Docusnap, the team was already able to complete their first successful SAM projects. The inventory processes for the customers ran smoothly everywhere, license comparison was easy and saved the IT staff much time. The adoption of Docusnap has enabled NETGO GmbH to create a professional and comprehensive IT documentation for their customers. What is more, the NETGO team can now guarantee that the documentation and the information it contains will always be up-to-date. Docusnap makes work easier for the IT team. They save a lot of time they can now invest in other projects.

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> Jörg Fasselt
> Head of Sales and Marketing

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