Docusnap

DOCUSNAP CASE STUDY

Nolte Küchen GmbH

Germany

Project description

Nolte Küchen GmbH

Nolte Küchen GmbH & Co. KG, the third largest kitchen manufacturer in Germany, was struggling with a confusing server landscape before deploying Docusnap. The IT department was faced with the challenge of clearly documenting the IT infrastructure and meeting the requirements of ISO 27001 certification. Initial manual documentation attempts proved to be inefficient and often prone to errors, which made it necessary to find a suitable software solution.

During research, Nolte Küchen came across Docusnap 6 years ago on recommendation. Initially, the software was hardly used to no longer used at all. However, the use of Docusnap was finally reactivated in 2023, in particular to support ISO 27001 certification. The add-on for the emergency manual from Docusnap Platinum Partner kelobit IT-Experts GmbH also played a decisive role here. Nolte Küchen GmbH & Co. KG is a furniture manufacturer for fitted kitchens with headquarters in Löhne. With a daily production of around 800 kitchens, it is the third largest kitchen manufacturer in Germany. The company employs around 1,400 people in total. Lars Hartleb manages the IT infrastructure at Nolte Küchen, supported by network administrator Martin Hornung and other IT employees. The IT environment comprises two locations with a total of 1,100 IT workstations and over 500 inventoried systems. The IT department consists of a total of 40 employees, 12 of whom actively work with the Docusnap software.

Use and extension of Docusnap

Hartleb's team uses the current version of the Docusnap software in combination with the kelobit add-on. The implementation and reactivation of the software went largely smoothly, and minor difficulties were resolved quickly and efficiently. Adjustments to the software were made by the partner, allowing Docusnap to be optimally adapted to the needs of Nolte Küchen. With the help of the kelobit extension for emergency manuals, the requirements of ISO 27001 certification were met and implemented sustainably in the company. Although the software is not currently used at several locations, the English version is maintained internally to enable future extensions. The software reliably documents and bundles data from various sources. The reporting system forms the basis for other systems and enables efficient exports and imports into numerous other systems

Significant improvements and benefits

The use of Docusnap brought many advantages. In addition to efficient documentation and data bundling, the software enables improved monitoring and reduces the workload by maintaining data in just one source. Docusnap is "a system that provides a good overview in just a few

"We would recommend Docusnap at any time. The software performs its tasks reliably and provides detailed reports."

Lars Hartleb
Head of IT infrastructure

NOLTE KÜCHEN GmbH and Docusnap

THE COMPANY

Nolte Küchen GmbH & Co. KG, is a furniture manufacturer for fitted kitchens with headquarters in Löhne. Nolte Küchen is part of the Nolte Group and is the third largest kitchen manufacturer in Germany, producing around 800 kitchens a day. The company employs a total of around 1,400 people.

THE TASK

The IT department was faced with the challenge of gaining a clear overview of its IT infrastructure and at the same time meeting the requirements of ISO 27001 certification, particularly with regard to the emergency manual.

THE SOLUTION

By using Docusnap, Nolte Küchen can now ensure that the IT documentation and network infrastructure are always up to date. The emergency manuals in particular are now ISO27001 certified with the help of the kelobit extension for the emergency manual.

THE BENEFIT

The reactivation and expansion of Docusnap brought significant improvements. The software documents data from various sources and bundles it effectively. This has led to considerable time savings and a reduction in manual work. The reporting system now forms the basis for other systems and the interfaces for exporting and importing into other systems work extremely well.
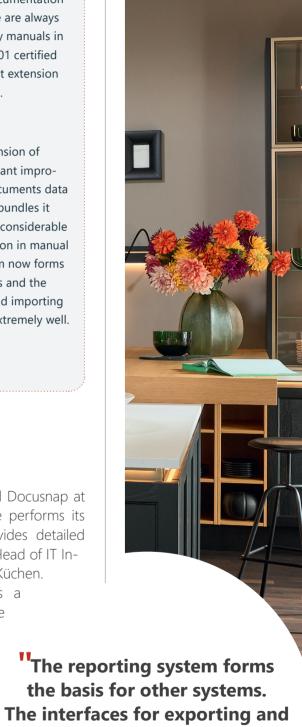
clicks," says Hornung, describing his experience. The interfaces for exporting and importing into other systems work particularly well and save the IT team a lot of time. The regular updates run smoothly and stably, which also helps to reduce manual work.

In addition to the positive experience of working with the software, the personal and fast contact with support and the ability to clarify problems over the phone were highly appreciated. "This direct and efficient way of communication is particularly charming and saves a lot of time," says Hornung, explaining his experience with the Docusnap experts.

Conclusion

"We would recommend Docusnap at any time. The software performs its tasks reliably and provides detailed reports," says Hartleb, Head of IT Infrastructure at Nolte Küchen. The software provides a good overview of the entire IT network in just a few clicks. Especially with the extension for emergency manuals from Platinum Partner kelobit IT-Experts GmbH, Docusnap has become an indispensable component of the IT team's daily work.

"The reporting system forms the basis for other systems. The interfaces for exporting and importing into other systems are excellent and save a lot of time and tedious manual work."

Martin Hornung
Network administrator / IT-Security

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