

DOCUSNAP CASE STUDY



Omega Technology GmbH & Co. KG

Germany



"Since we started using Docusnap, we have saved a huge amount of time."

Dennis Fischer
Head of IT



Project Description

Omega Technology GmbH & Co. KG

Omega Technology GmbH & Co. KG, based in Lower Saxony, has been developing and producing plastic components for a wide range of technical applications using injection molding for more than 40 years. The company, which currently employs 140 people, primarily acts as a supplier to the automotive industry, but also supplies the electrical and electronics industry, agricultural industry, consumer goods industry and many more – worldwide. The customers of the Diepholz-based company appreciate the quality of the products, as the multiple awards and quality honors show. The quality and environmental management is always at the highest and most current level. The company's IT department supports a main location and a branch. The IT environment network currently includes 50 servers, 120 clients and many other peripheral and network devices.

Even before using Docusnap, Omega Technology GmbH & Co. KG already performed license management manually, but this involved a great deal of difficulty. Dennis Fischer, head of the company's IT department, reports that license management was done using Excel lists, which, however, always contained errors. This approach was very time-consuming and involved a lot of effort. To ensure that information was correct, employees were sent to the computers to manually obtain MAC addresses for issuing licenses, for example. In general, IT documentation was quickly outdated and therefore unusable. Furthermore, the employees were not really motivated to cre-

ate network plans because the entire operation had to be shut down each time to collect all the necessary information. Overall, the IT department's approach was very error-prone. For example, the recorded values did not match the respective computer or were incomplete.

Due to the many difficulties, the company decided to look for a solution that would meet its requirements in terms of license management, information gathering and documentation creation. The search began on the Internet, but Omega ultimately found out about Docusnap at a trade fair. Microsoft had announced a license audit to the company, so software that could cover the company's needs was urgently required. Since the end of 2013, Omega Technology GmbH & Co.

OMEGA TECHNOLOGY and Docusnap

THE COMPANY

The plastic manufacturer Omega Technology GmbH & Co. KG is based in Diepholz in Lower Saxony. For more than 40 years, the company has been using injection molding to produce plastic components for a wide range of technical applications, for example in the automotive industry.

THE TASK

Documenting and creating an inventory of the corporate IT infrastructure with little effort and without errors, in order to be well prepared for license audits on the one hand and to save time and money on the other. This can relieve the IT department and allow it to focus on other projects.

THE SOLUTION

With the help of the Docusnap software solution, Mr. Fischer and his team automatically and repeatedly take inventory and document the company's entire IT network. The software ensures that the IT documentation is always up to date. With the help of Docusnap, the IT department can conveniently, automatically and in detail map the entire IT environment in the company.

THE BENEFIT

Thanks to Docusnap, the IT department has meaningful data about the IT network of Omega Technology GmbH & Co. KG. Docusnap saves the company a great deal of time and thus money. The creation of IT documentation is now largely automated, which makes the daily work of Mr. Fischer and his team much easier.



KG has been relying on the Docusnap IT documentation software. The software was implemented very well and the IT department performed the installation itself. Mr. Fischer reports that the Docusnap manuals are written very understandably and were helpful during the implementation. Over time, the company has made some adjustments to adapt the software even more to its own needs. In this context, Dennis Fischer reports on his satisfaction with the Docusnap support: "In the beginning, we commissioned the support team to do this. [...] So far, every problem has been solved quickly. After we submit a ticket by email, we receive a phone call from

support within a very short time and they take care of it. The support is really excellent."

Special feature of Docusnap

When purchasing the software, the IT manager did not expect Docusnap to be so versatile and was very surprised by its flexibility. For example, it can also be used to provide support in areas such as the GDPR. In particular, Mr. Fischer highlights the automated reporting, which is used in the company for more than just

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simple reports. For example, it is also used to create documents for new employees – with a single click..

Improvements since implementing Docusnap

Since implementing the software solution, the IT department has saved a huge amount of time, which can be used for other important projects. In addition, the IT documentation and data are now always up to date. As a result, professional license management can be carried out. Docusnap automatically takes an inventory of all software products installed in the company and compares them with the purchased license packages. This makes it possible to see at a glance which software products are assigned to which computers and whether there is under-licensing or over-licensing. Even employees outside of the IT department have responded very positively to the use of Docusnap, since all data is now available and they can respond more effectively to requests. Over the years, there have never been any problems with Docusnap updates; their installations have always gone off without a hitch. Over time, the updates have added many new functions, including some that Omega Technology GmbH & Co. KG had requested, which the company views as a very positive thing. Mr. Fischer advises companies facing similar challenges to simply download the test version and try it out for themselves.

"Docusnap simply creates needs that you didn't even know you had, but definitely have."

Conclusion

For Mr. Fischer and his team, the purchase of the Docusnap IT documentation software has definitely paid off. The problems that previously occurred, for example, in license management, have been eliminated. Thanks to the automated and recurring inventory and documentation, the IT department of Omega Technology GmbH & Co. KG can devote its time to other important projects and also save costs. In particular, the versatility and flexibility of the software greatly simplifies the company's daily work.



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