

DOCUSNAP CASE STUDY



Rödl & Partner

Germany

Rödl & Partner



Project Description

Rödl & Partner

Rödl & Partner is active in the fields of tax and legal advice, business process outsourcing, corporate and IT consulting, and auditing. The company has consistently focused on providing comprehensive and global advice to German companies like no other. The 5,260 employees worldwide work at 107 of their own locations in 50 countries, closely interlinked in an interdisciplinary manner. Rödl Global Digital Services GmbH (SE GDS) ensures that everything runs smoothly.

With around 160 IT employees, it supports nearly 1,000 servers and over 5,600 clients around the globe. Because the company manages highly sensitive corporate data due to its areas of activity, highly secure and stable IT operations are a priority. Due to the size and complexity of the company network, this can only be guaranteed with the help of professional IT documentation software.

"As far as Docusnap support is concerned, the level of satisfaction is excellent. We are more than satisfied."

Ingo Wassermann
Service Operations Engineer at
Rödl Global Digital Services GmbH

Even before Docusnap was used, an inventory of the IT structures, networks, various peripherals and other IT devices was carried out manually. In the process, so-called branch handbooks were created for the individual locations.

Due to the enormous size of the IT network with so many international locations, it was not possible to capture all the above-mentioned points at regular intervals. Since changes to the IT network could not be documented automatically, a branch handbook was practically out of date as soon as it was compiled.

Easy and seamless implementation

"We found out about the professional IT documentation solution Docusnap

through a colleague who had already used this software solution at his previous company. The decision in favor of Docusnap was made because experience had already been gained with the product in productive use and the colleague was also very enthusiastic about the professional solution," reports Ingo Wassermann, IT system engineer and responsible for IT documentation at Rödl Global Digital Services GmbH. The introduction of Docusnap at Rödl & Partner began in 2017. Due to the very positive experiences, the decision was clearly in favor of Docusnap. Furthermore, Ingo Wassermann reports that the implementation went smoothly. "Docusnap was fully or at least partially automated to the highest possible extent. Both the cyclical inventory of the individual locations and the weekly creation of the branch handbooks are carried out by means of jobs created specifically for this purpose in Docusnap." Some of the many advantages of using



RÖDL & PARTNER and Docusnap

THE COMPANY

Rödl Global Digital Services GmbH (SE GDS) is the worldwide IT service provider for Rödl & Partner. As an internal system house, SE GDS is responsible for the development and further development of the complete IT infrastructure. In close cooperation with the business units and the other service units, SE GDS promotes the digital transformation of Rödl & Partner with the aim of achieving an optimal "digital fit" between the clients and Rödl & Partner.

THE TASK

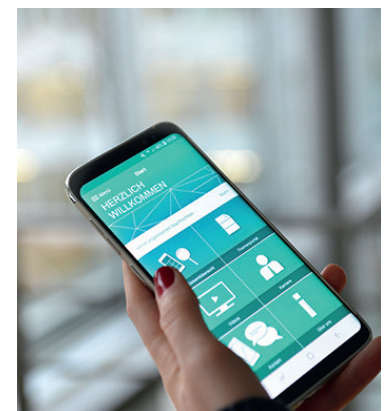
The biggest challenge was to find a way to (partially) automate the collection of data on the IT infrastructure used, the software used at each branch and other resources (mailboxes, printers, UPSs, contacts, etc.) and to document it in so-called branch handbooks.

THE SOLUTION

To counteract the incomplete recording of the IT infrastructure and to get an overview of all IT departments, the introduction of a professional and fully or partially automated IT documentation solution was an important step. With Docusnap, these requirements and many others were implemented.

THE BENEFIT

In addition to the constantly updated branch handbooks, the introduction of automation in IT documentation has saved time and reduced the workload on employees. Furthermore, SE GDS now has a constantly updated overview of all IT departments and the hardware and software products used in all areas. In addition, the number of queries from the service desk and thus the throughput times of tickets have been greatly reduced.



Docusnap are now standardized branch manuals worldwide. Particularly convincing was the significant reduction in queries from the service desk regarding details in the branches. This also results in shorter ticket processing times.

Convincing support

Ingo Wassermann is also impressed by the support and assistance provided by the Docusnap team: "We are extremely satisfied with the Docusnap support." Docusnap is constantly being developed and regular updates are provided that implement new functions or provide assistance with current IT problems, particularly in

the area of security. Even when problems arose with our individual requirements, the professional Docusnap support team always quickly found the right solution. In doing so, intermediate versions were also provided for us to implement special functions," enthuses Ingo Wassermann.

Efficient use of Docusnap

When asked for which companies Ingo Wassermann would recommend Docusnap, he replied:

"... controlling safety-related issues is significantly more efficient due to the saving of time and energy"

Ingo Wassermann
Service Operations Engineer at
Rödl Global Digital Services GmbH



"For taking inventory in both simple and complex IT infrastructure environments, and as is the case with us, very extensive ones, Docusnap is the tool of choice and can be absolutely recommended in every respect." "To create our individual concepts, adaptations to the standard were necessary," says Ingo Wassermann. "But with the help of the professional Docusnap support team, the adjustments could be implemented quickly and easily." Ingo Wassermann has the following tip for companies that want to use Docusnap just as successfully: "Plan in advance what information you want to capture and how it should be documented. The more precise your picture of the result is, the easier it is to customize it for your company."

Conclusion

By using Docusnap, Ingo Wassermann from Rödl Global Digital Services GmbH can see many improvements. From the up-to-dateness of the data to the simplified handling of the IT documentation. "Nevertheless, the software's extensive range of functions offers many more possibilities that the IT department plans to implement at its locations world-

wide. This is because Docusnap enables a professional and always up-to-date IT documentation for such an extensive IT infrastructure distributed across many locations, which not only provides reports and lists, but can also automatically generate complex overviews such as network and topology plans and display them in a clear manner," reports the IT professional.



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