

# DOCUSNAP CASE STUDY



## SCT Service Computer Team GmbH

*Germany*



Service Computer Team GmbH



**"Using these data views in Docusnap, we were able to significantly increase sales."**

Christopher Schneider  
Managing Director



## Project Description

### SCT Service Computer Team GmbH

SCT Service Computer Team GmbH is a medium-sized IT service provider based in the Rhine-Main area. With currently 22 employees, SCT has been taking care of all its customers' IT needs for over 30 years. These include, for example, the design, provision and maintenance of IT infrastructures, as well as the implementation of IT training and the planning of home office solutions. The IT department consists of 17 employees who support about 500 servers and approximately 1600 clients at more than 70 customer sites. SCT relies on the professional IT documentation software Docusnap to provide its customers with IT services as quickly and efficiently as possible.

Even before Docusnap was used, SCT's IT experts manually collected and stored information in various systems (analog and digital documents, software). However, this approach was not satisfactory for employees because the process was laborious and often resulted in high costs. Nils Faust, the company's head of technology, describes the situation before Docusnap was used as follows: "A comparatively confusing information situation prevented efficient workflows." For example, the documentation of installed hardware, installed software, or even responsibilities and Internet access data was insufficient and not informative enough. To change this, the company searched for solutions on the Internet and came across users in IT forums who recommended Docusnap as documentation software.

#### Implementation and customization of Docusnap

SSCT decided on the Docusnap software solution based on these recommendations, a convincing first impression, and the good price-performance ratio. The IT system house has been relying on the software since 2008. The technical manager reports that the installation and implementation of Docusnap went largely without a hitch. However, it took a while before customer systems could be inventoried automatically and thus viewed in Docusnap. "On the one hand, we had to understand how the inventory worked and what measures could be taken on the customer system in the event of an error. On the other hand, we faced the challenge that the target systems were not located in our network because we are a classic system house that, for security reasons, does not have a permanent connection to remote customer networks."

With the help of Docusnap Discovery Services, introduced in 2016, SCT is now able to easily and conveniently take inventory of remote sites and customer networks. Inventory processes can be carried out automatically

## SCT GMBH and Docusnap

### THE COMPANY

The IT service provider SCT Service Computer Team GmbH is based in the Rheingau-Taunus district in Hesse. The IT system house has been operating in the Rhine-Main area for over 30 years. It offers its customers the following services, among others: client systems, maintenance, security concepts, Office 365 or server systems.

### THE TASK

Improve the IT documentation situation for the individual customers of the company with the help of an IT documentation solution and no longer carry out manual data entry. This will make workflows more efficient, thus saving costs and better planning work resources.

### THE SOLUTION

SCT uses the Docusnap software solution to automatically inventory and document its customers' entire IT network. The software ensures that the IT documentation is always up to date. With the help of Docusnap, SCT GmbH can conveniently, comprehensively and automatically map its customers' entire IT environment.

### THE BENEFIT

Using Docusnap, the system house Service Computer Team GmbH has access to meaningful data about the IT networks of all its customers. Docusnap saves the company a great deal of time and thus money. The creation of IT documentation is now largely automated, which makes the day-to-day work of SCT's IT experts much easier.



at a decentralized location and the results can be transmitted to a central Docusnap server. SCT has further adapted the software to its own needs. Nils Faust, a support employee, learned about the possibility of creating his own data views. This means that the company can, among other things, see cross-customer and defined target states at a glance with a single click. This means that the following questions, for example, can be answered for each customer: Where are which software installations out of date? Where are Windows updates pending? Where will a system stop working due to insufficient free memory? In addition, the data views created by the company are used to prepare for annual customer consultations and are now part of the company's daily

routine. By using these data views in Docusnap, SCT has been able to significantly increase its sales..

### Advantages of Docusnap

Nils Faust also reports on the numerous advantages he sees in using Docusnap. These include continuous further development, ease of use and the software's reliability. By using the software, the IT experts at SCT can work much more efficiently because the software reduces their workload and automatically executes processes that could not be mapped manually. On the whole, employee and customer satisfaction

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Nils Faust  
Technical Director



has increased significantly and the order and information situation has improved. When the software was purchased, the company did not expect that so many advantages would result from using the software, in particular from the data views already mentioned. „It is probably also worth mentioning that over the years, Docusnap has come to be seen in more and more people at SCT as a real goldmine.“

### **Excellent support and further development**

According to Mr. Faust, the Docusnap support is particularly noteworthy. “I would describe the quality of support as excellent.“ In his opinion, the response times, friendliness, reliability, quality and flexibility of the support staff and the solutions offered are exemplary. “The development of Docusnap is great, because the Docusnap Discovery Service is exactly what system houses need. If there were problems with Docusnap updates, then help was provided quickly and in a targeted manner.“ The head of technology gives the following advice to companies facing challenges similar to those at SCT: “Analyze the individual situation, define goals, get employees on board, get creative, define and live processes, and celebrate successes.“

### **Conclusion**

The initial lack of clarity regarding the installed hardware, installed software, and responsibilities has improved significantly thanks to the use of

the Docusnap documentation software. SCT GmbH can now design its work processes much more efficiently, which results in cost and time savings. Docusnap has also increased the satisfaction of both SCT’s in-house employees and customers.



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