Docusnap

DOCUSNAP CASE STUDY

Swisscom IT Services AG

Switzerland

Project Description

Swisscom IT Services AG

Swisscom IT Services AG (ITS), a Swisscom subsidiary, operates in the IT infrastructure outsourcing and communication infrastructure management sectors and ranks as one of the leading Swiss IT service providers. Besides a great number of SMEs, their customer base includes many renowned major companies. Based on a current, audit-proof documentation of their customers' networks, Swisscom ITS is able to provide successful consulting services to their customers.

> " **Docusnap makes it possible to gather and manage all information on a network at a central location.** In addition, Docusnap always supplies the required information in real time. "
>
> Rüdiger Ruttkowski
> ICT architect

"We always had the problem that the engineers had no time for proper IT documentation and the documentation really reflected it: It had no consistent quality and, above all, it was hardly understandable, neither for the customer to be audited or documented nor for ourselves. And so it was really difficult to pass the information on to colleagues or to collect it transparently at a central location." This was the reason for Rüdiger Ruttkowski, ICT architect, to look for a suitable software solution for IT documentation.

However, since the introduction of Docusnap, these are problems of the past. Now, every member of staff can install the software locally on his PC, filter the desired values for each customer and store them in a central database. This way, the information obtained from the IT documentation is available to all authorised employees at a central location.

Ease of Use and Transparency Win the Day

The implementation of Docusnap made no problems at all. After the smooth installation, Ruttkowski's team could start working right away. It was the user-friendliness of the software that impressed Ruttkowski the most: "You do not need to be too technical about it and, nevertheless, Docusnap really supplies a wealth of information." For him as a consultant, this is a crucial criterion.

He and his colleagues are also taken with the outstanding transparency of the software. "Our first use of Docusnap was for a major Swisscom customer. And the first reaction of one of my colleagues was: From now on, we should use this for all our customers!" In a very short time, the software supplied him and his team with comprehensive information about a system—something that in the past had been a tedious procedure involving time-consuming phone calls and e-mail correspondence. "The time savings achieved with Docusnap are really enormous," says the ICT architect.

Fully Integrated into the Consulting Processes

Before the employees of Swisscom ITS start a consulting session with a customer, they always use Docusnap to create a documentation and perform an analysis. This is an integral part of every project. Ruttkowski's team not only uses the software for documenting existing customers' systems, but also for new customers. This documentation constitutes the basis for analyses and system evaluations. In the course of this process, the Swisscom ITS consultants are able to point out inaccuracies in licensing and configurations to their customers and can also address topics beyond the permission context. Docusnap is already deeply rooted in Swisscom ITS consulting as a documentation software.

SWISSCOM IT SERVICES AG and Docusnap

THE COMPANY

Swisscom IT Services AG is a Swisscom subsidiary and ranks as one of the leading service providers for the integration and operation of complex IT systems. The company's core business units are IT Outsourcing Services, SAP Services, Workplace Services, and Finance Services. With a staff of about 3,000, the company looks after approximately 400 customers in Switzerland, Austria, and Singapore.

THE TASK

The Infrastructure Services division primarily supports customers who still run their own infrastructure on-site but let Swisscom ITS take care of it. SMEs and many renowned major companies count among their customers. A comprehensive documentation of the customers' networks is required in order to provide optimum consulting services to their customers.

THE SOLUTION

The team of Swisscom ITS uses Docusnap to completely inventory and document the IT environments of their customers. The network documentation and the data collected by it are always up-to-date and can be used by the consultants to underpin their counselling activities.

THE BENEFIT

At Swisscom ITS, the use of the Docusnap software solution results in huge time and cost savings. The team has absolute control of the customer network documentation and can turn their attention to their actual tasks.

Creation of IT Concepts

Swisscom uses Docusnap not only for documentation purposes, but also for the creation of IT concepts. In Ruttkowski's eyes, the option to create concepts is an extremely positive aspect. He states that the software comes with many good reports which can be used for further analysis—another possibility for him and his team to save time. What helps them very much is the fact that the reports can be customised very easily to the CI of each customer.

> **"The time saved is the most significant benefit of Docusnap.** With Docusnap, we are can do our work for the customer by factors faster than others who gather their IT documentation by hand."
>
> Rüdiger Ruttkowski
> ICT architect

that now allows them to gather and manage all information on the networks at a central location. In the eyes of the Swisscom team, the most significant benefit of Docusnap is that it is a time-saver. The software gives the team a speed advantage over competitors who are still creating the IT documentation by hand and then figure out an analysis. This gain in time also has a positive effect on the costs which, in turn, brings a competitive edge: "The customer is no longer willing to pay high amounts for information that can be obtained quickly and thus at low cost. Exactly this is the reason why we opted for Docusnap and we will push the use of this software internally even more."

Summary

For Ruttkowski and his team, the purchase of Docusnap has really paid off. With Docusnap, Swisscom integrated a tool

INTERVIEW
WITH RÜDIGER RUTTKOWSKI
ICT ARCHITECT

ARE YOU SATISFIED WITH THE DOCUSNAP SUPPORT?

Until now, there has been no reason at all to call upon the Docusnap support. From installing the software to using the various modules, everything has worked really fine to date.

HAVE THERE BEEN UNEXPECTED BENEFITS FROM THE USE OF DOCUSNAP?

Since I already knew Docusnap from my previous occupation, I was not really surprised. But many of the customers who saw how Docusnap works were stunned to see that such a wealth of results could be obtained in such a short time. The cost-benefit factor of Docusnap is really enormous.

DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT?

I think that report generation could still be improved. It would be great if particular information we need was integrated into the reports by default. What is more, we found out that report generation impedes working on the PC because it considerably slows down the computer. From my point of view, this problem needs to be addressed.

Docusnap