Docusnap

DOCUSNAP
CASE STUDY

Tropical Island Holding GmbH

Germany

Project Description

Tropical Island Holding GmbH

Tropical Islands Resort is Europe's largest tropical holiday world, located between Berlin and Dresden in Germany. Guests can spend enjoyable hours or days there at pleasant temperatures of about 26 degrees centigrade. The modern technology of the facility hosting up to 6,500 guests also comprises a large IT infrastructure with some 300 PCs and more than 50 servers. It is not exactly an easy task to document this IT environment so that it is audit-compliant and always up-to-date.

"What we wanted was a reliable and comprehensive overview of our infrastructure," says Thomas Volmer, IT Manager, describing the motivation for seeking a new software solution. It was not only a question of the network technology itself, but also of all the things around it, as Volmer explains. In other words: Not only the servers and routers, but also all PCs, laptops, and other devices that make up the IT environment. An important requirement was that the software worked without any agents and supplied an up-to-date and reliable overview at any time.

> **" Our infrastructure had various challenges in store for us.** With Docusnap, we could solve all these issues quickly and reliably. **"**
>
> Thomas Volmer
> IT Manager

They tested two solutions, one of them an open source program, but were not happy with either of them. At the CeBIT exhibition in Hanover, Volmer finally came across the Docusnap software. "After reading their info material, I was sure that this product provided exactly what we needed." The IT manager and his team performed some tests all of which yielded positive results. Tropical Island Holding GmbH had finally found what they were looking for.

Support always at hand

Docusnap has been in use at Tropical Islands since 2011. The company now employs all available modules. "The initial installation was not that easy and we had problems with a particular update," concedes Volmer. However, it did not take long until the Docusnap support was on-site to help overcome the difficulties quickly. This is exactly how he had imagined support from a software provider to be, says Volmer: Competent, reliable, and flexible.

Compelling ease of use

The IT team at Tropcial Islands immediately fell for the software thanks to its ease of use: "Even for a beginner who did not know anything about the product before, it was easy right from the start to get the desired infrastructure information," says Volmer. Some extra work was required in the beginning to obtain meaningful data, but the intuitive user interface of Docusnap tremendously simplified this task. He believes that it is possible to work efficiently with the program even without in-depth training. And in case one gets stuck, the comprehensive user manual quickly helps to solve the problem.

Reliable license management

Volmer and his colleagues were

TROPICAL ISLANDS and Docusnap

THE COMPANY

Tropical Islands is located about 60 kilometres south of Berlin. The company and its about 550 employees offer their guests "the tropical world at its best." The resort is ideally suited for a short trip or a multi-day stay. It is open all year long 24/24 and offers a unique holiday experience for families and grown-ups of any age. Its impressive height of 107 metres and about 50,000 plants make the Tropical Islands dome the largest free-standing hall in the world that can hold a total of 6,500 persons at the same time.

THE TASK

Create a comprehensive documentation of the IT infrastructure and free up the IT department for other tasks.

THE SOLUTION

Relying on Docusnap, the IT experts at Tropical Islands were able to quickly and easily create a detailed documentation of their entire IT environment. By using this professional software, they also make sure that their IT documentation will always be up-to-date.

THE BENEFIT

Employing Docusnap saves Tropical Island Holding GmbH time and money: The IT department staff is on top of the network documentation and can focus on their main tasks.

INTERVIEW

WITH THOMAS VOLMER

IT MANAGER

WHY WERE YOU LOOKING FOR A SOLUTION LIKE DOCUSNAP?

We did have information on our infrastructure, but it was dispersed in decentralised locations. It was thus important for us to find a tool that would enable us to merge and manage this information.

WHAT ARE THE GREATEST BENEFITS OF DOCUSNAP FOR YOU?

First of all, its system stability. The software is absolutely reliable and reads all data we require. Then the fact that it is agent-free, i.e. that no software agents need to be installed. This is a very important point for us because you never know if these agents are compatible with third-party products. The reports are also very helpful. We mostly use the predefined reports, but have the option to create our own reports, if required.

DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT?

We would appreciate if Docusnap was able to read data from our SAN environment. As you know, nearly all companies from a certain size on have this storage environment in place now.

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in for a pleasant surprise when a Microsoft license audit was due. "We were confident before the audit because we are using the Docusnap License Management module," remembers the IT manager. When the auditor came, we soon saw that our optimism was well founded: "We told him: 'Let's just press the button now and see in real time whether the licenses in use correspond to the contract situation.' And it was 100 percent OK." He says that other products would not deliver the same results.

Volmer advises other companies not to underestimate the IT documentation topic and to address it in a professional manner. "Every infrastructure grows over the years, and with it, the demand for a meaningful documentation of its components increases. I think we had waited a bit too long before we looked for the right software to centralise our infrastructure data." But in his eyes, this is an issue companies should attach greatest importance to in order to be able

to anticipate the demand for the future and thus future investments. Volmer especially recommends Docusnap "because the data retrieved has so much significance." You get valuable information that can be used to further develop your IT planning.

Docusnap not only facilitated the work for Volmer and his colleagues, they also saved a lot of valuable time they can now use for other important tasks. "It would have been advantageous for us if we had discovered this software earlier."

> **" With Docusnap, we can create a central documentation of our entire infrastructure.** This overview is an optimum basis for future investments. **"**
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> Thomas Volmer
> IT Manager