DOCUSNAP
CASE STUDY

Uhlmann Group

Germany

Project Description

Uhlmann Group

The Uhlmann Group, based in Laupheim in the German state of Baden-Württemberg, specializes in the development and provision of solutions for the safety and integrity of sensitive products.

With a focus on the digitalization of production and packaging processes, the company, which employs over 2,700 people worldwide, offers innovative solutions, services and technological expertise in a wide range of market segments that go far beyond pure packaging.

The IT department, with approximately 35 employees, supports IT environments around the world, including Brazil, China, and Spain. This includes more than 700 servers in three data centers worldwide with approximately 2,700 clients. The Uhlmann Group uses the Docusnap IT documentation software to inventory and document the IT environments.

"**We have rarely experienced such fast and technically sound support as we have with Docusnap GmbH.**"
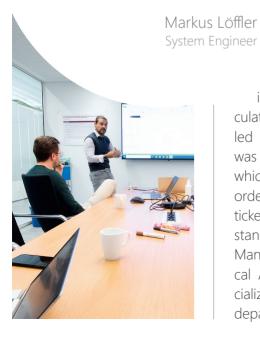
Markus Löffler
System Engineer

Before implementing the Docusnap software solution, the IT experts at the Uhlmann Group used tools they had developed themselves to create inventories. Nevertheless, there was no fully automated and, above all, always up-to-date inventory of the IT environment. Consequently, the IT department had neither a reliable overview of the devices in use nor of the hardware in circulation, including the software installed on it. However, this information was essential for the IT service desk, which was to be newly established, in order to be able to process incoming tickets. The goal was to implement a standardized CMDB (Configuration Management Database). The Technical Applications department, a specialized organizational unit of the IT department, is responsible for evalua-

ting and implementing technical applications. Since the tools developed in-house were unable to achieve the level of maturity that the IT experts needed for their daily work, they looked for an alternative standard solution. The team, led by system engineer Mr. Löffler, referred to references from well-known comparable companies that were already successfully using Docusnap as an inventory solution. With the help of a proof of concept, the Uhlmann Group implemented Docusnap in a very short time and was already able to collect helpful data about the IT environment and create reports from this data. For example, the IT experts used the software to detect devices affected by the Log4J vulnerability and to fix the security hole.

The implementation of Docusnap went very smoothly at the Uhlmann Group due to the previously used proof of concept. As a result, only a few adjustments had to be made before the software could go "live".

UHLMANN GROUP und Docusnap

THE COMPANY

The Uhlmann Group, based in Baden-Württemberg, specializes in developing and providing solutions for the safety of sensitive products. The company offers a wide range of high-tech packaging machines, services and digital solutions for the pharmaceutical, healthcare and consumer goods markets, among others.

THE TASK

The company's IT service desk was to be reorganized with the aim of implementing a standardized CMDB (Configuration Management Database). The incoming tickets should be processed quickly and efficiently, for which meaningful and always up-to-date data is required.

THE SOLUTION

With the help of the Docusnap software solution, the Uhlmann Group automatically inventories and documents the entire IT network of its IT environment. The software ensures that the IT documentation is always up to date. With the help of Docusnap, the Uhlmann Group can conveniently, automatically and in detail map the complete IT environment of its company.

THE BENEFIT

Docusnap provides the Uhlmann Group with meaningful data about its IT network. The software helps the IT department to process incoming tickets quickly and efficiently at the IT service desk.

The software is used at several of the company's locations. What System Engineer Markus Löffler finds particularly impressive about Docusnap is its great adaptability to the company's internal needs. With the help of the consultants, adapting it to special customer needs was not a problem. A major advantage of using Docusnap is particularly evident in the service desk tickets. Now, all the information needed for fast and efficient processing is available to employees reliably and at one click. Ticket processing has improved significantly as a result. Furthermore, questions regarding licenses can now be quickly resolved, thus avoiding over- and under-licensing. Since the introduction of Docusnap, employee feedback has been consistently positive because their inquiries to the service desk can now be processed much faster. The Uhlmann Group is more than enthusiastic not only about the software itself: "We have rarely experienced such fast-acting and technically sound support as with Docusnap GmbH."
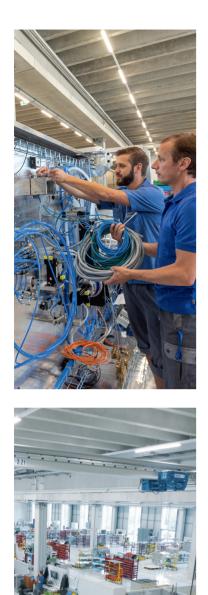
This gives the IT department a sense of security that a quick and competent solution can be found even for complex problems. The company's IT experts would definitely recommend the Docusnap software solution. Above all, the data transparency created by the detailed recording significantly simplifies the daily work in the IT department. Mr. Löffler recommends the following to other companies that have to overcome challen-

> "**The processing of service desk tickets has improved significantly thanks to the use of Docusnap.**"
>
> Markus Löffler
> System Engineer

ges similar to those of the Uhlmann Group: "Put the performance of Docusnap to the test and start a proof of concept." Within a few days, the experts were able to recognize the great potential of the software solution and use it to develop solutions for their own internal requirements. During this phase, the excellent support provided by the Docusnap consultants was particularly important. With the help of the Docusnap inventory and documentation software, the team led by system engineer Markus Löffler has succeeded in making the IT service desk more efficient. Thanks to constantly updated and reliable data, tickets that arise can be processed quickly and reliably.

Docusnap

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