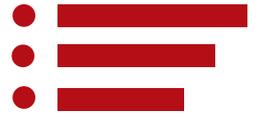


DOCUSNAP CASE STUDY



Deutsche Telekom
Technischer Service GmbH

Germany



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“ With Docusnap, a comprehensive IT documentation and an analysis of the entire IT environment are possible. These are the sources of important findings, potential improvements, and approaches for optimisation. ”

Günter Raab
Product Manager



Project Description

Deutsche Telekom Technischer Service GmbH

Deutsche Telekom Technischer Service GmbH is the service partner of Telekom Deutschland and T-Systems International and provides a broad range of services for private and business customers in the IT Inhouse and Networks sectors. The product portfolio is complemented by other business fields such as Secure Building Solutions, Smart Metering, or Full Service Provider. Deutsche Telekom Technischer Service GmbH does not operate their own IT infrastructure. The company is part of the Deutsche Telekom AG group which has its entire internal IT landscape controlled and serviced by dedicated specialist departments. When providing these services, the Docusnap software solution is used for external customers.

“Our IT portfolio includes different variants of IT-based checks and inventory service products to measure the customer’s infrastructure. The product we used previously no longer met our requirements and expectations. It was not capable of delivering the quality, structure, and transparency in the way we needed them - both for our own internal use and for the customer.

This was aggravated by the fact that it was a tedious task to manually create result reports that contained customer-specific evaluations. What we wanted was a modern and accomplished product which was both capable of inventorying and evaluating all of the customer’s IT landscape and could be used

in a modular way. This is crucial in view of our customer base that ranges from small businesses to corporate groups,” says Günter Raab, Business IT Solutions product manager, explaining why his team was in need of a suitable software for IT documentation.

He states that the previous software made extensive manual additions necessary in order to achieve a complete and analysable result. This caused an increased effort in terms of time and evaluation activities both at the customer’s site and when post-processing the analysis results.

It was imperative to find a solution to this problem.

Broad Capabilities and an Attractive Pricing Model

Analysing the market, the team started its search for suitable alternatives. After a multi-week selection procedure that involved tests performed in their own labs and directly in customer’s live environments, they opted for the Docusnap software: “Docusnap had the best overall performance. In fact, there were several crucial aspects, one of them being, of course, the scope of features. Beyond mere IT documentation, Docusnap allows us to map numerous highly interesting topics around IT matters, such as permissions and license analyses. What is more, Docusnap is the hands-down winner in terms of understandability, organisation, design, and handling and offers added value to our technicians who use the software in the field. Finally, the attractive pricing model paired with the maintenance and support services considerably influenced our decision.”

Günter Raab and his colleagues were enthusiastic about Docusnap right from the start. They consider the software a significant improvement over its predecessor and enjoy working with the Docusnap software solution. According to Günter Raab, the user interface is structured and arranged very cleverly. He says that Docusnap is organised in a very transparent way, the software with its modular structure is well suited even for newbies with an IT background who need to get started quickly. Another exciting aspect for him is the rapid generation of reports, which, in his mind, can be created very easily

DEUTSCHE TELEKOM TECHNISCHER SERVICE GMBH and Docusnap

THE COMPANY

Deutsche Telekom Technischer Service GmbH is a wholly-owned subsidiary of Telekom Deutschland. As a service partner of Telekom Deutschland and T-Systems International, the company provides a broad range of services for both private and business customers in the IT Inhouse and Networks sectors.

THE CHALLENGE

There was demand for a software solution capable of comprehensively analysing and documenting the customer's entire IT environment, as the software product used so far no longer met the requirements and expectations of Deutsche Telekom Technischer Service GmbH.

THE SOLUTION

With the help of the Docusnap software, the Deutsche Telekom Technischer Service GmbH team is now able to analyse the entire IT environment of their customers. The Docusnap Scheduler allows them to create an automated IT documentation so that they can guarantee that the inventoried data is always up-to-date.

THE BENEFIT

By leveraging the power of the Docusnap software solution, the team is in full control of the inventory and documentation processes of their customers' IT environments. Through the use of Docusnap, they can realise significant savings in time – and cost. The team now has useful data from the customer networks at hand and is therefore in a position to optimally advise their customers.

and efficiently. The entire team appreciates the numerous inventory features of Docusnap which cover practically all virtualisation solutions or Microsoft applications such as Exchange, SharePoint, IIS, databases, Active Directory, DHCP, or DNS. Günter Raab further adds that the various network and topology plans are very useful as they give a good overview of each customer environment.

Summary

With the Docusnap software, Deutsche Telekom Technischer Service GmbH now has a tool at hand that enables much speedier and more targeted IT inventory and IT documentation services than before. This translates into enormous time - and thus - cost savings to the company and their customers. The software solution is an important tool that adds to the IT portfolio of Deutsche Telekom Technischer Service GmbH. With Docusnap, Günter Raab and his colleagues are able to create a comprehensive and automated

IT documentation and perform an analysis of the entire IT environment. Both are the source of important findings, potential improvements and approaches for optimisation.

Docusnap is an important tool for Deutsche Telekom Technischer Service GmbH, especially for pre-sales and consulting services. Now, the team has useful customer network data at hand - that is always up-to-date - and is therefore in a position to optimally advise their customers.

INTERVIEW

WITH GÜNTER RAAB,
PRODUCT MANAGER



ARE YOU HAPPY WITH THE DOCUSNAP SUPPORT?

"Reachability, response time, and technical skills are excellent. Up to now, all our problems have been solved quickly and in a straightforward way."

DID YOU HAVE TO MODIFY THE SOFTWARE IN ANY WAY?

"We could employ the software 'as is' right from the outset. Only the reports required some customization. After all, we wanted to embed our own Telekom design elements, logos, and fonts into the reports. The Docusnap team quickly and perfectly implemented them and imported them into the software."

“ With Docusnap, a much speedier and more targeted IT inventory can be performed than before. The customer can realise time and thus cost savings. ”

Günter Raab
Product manager

WHAT IS YOUR ADVICE TO OTHER COMPANIES WHICH ARE FACING SIMILAR CHALLENGES AS YOU HAD TO?

"The free Docusnap trial version is well suited to initially estimate the added value to the company. Nearly all features are enabled so that you can easily assess the capabilities and the additional benefit."



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