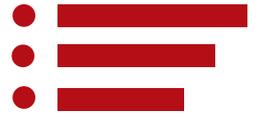# Docusnap®

DOCUSNAP CASE STUDY

Emmi Switzerland AG

Switzerland

Project Description

Emmi Switzerland AG

Emmi is the largest Swiss milk processor and counts among the most innovative premium dairies in Europe. In Switzerland, the company focuses on the development, production, and marketing of a full range of milk-based and fresh products as well as on the production, ageing, and trade of Swiss cheese. Outside Switzerland, Emmi concentrates on brand concepts and specialities in established European and North American markets. Emmi's customers are the retail trade, the hospitality and food service sector and the food industry. The Emmi IT team needs a comprehensive IT documentation which provides them with a global overview of the entire IT network.

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" On the occasion of an audit performed by a renowned auditing firm, we stated the Docusnap software as the reference for our IT documentation. **The broadness and depth of the inventory and documentation Docusnap was able to provide sparked excitement with the auditors.** "

Martin Zeindler
Head of IT Server Operation

"Before my colleague, Martin Zeindler, and I joined the company, many tasks had been outsourced and were overseen by external service providers so that much of the necessary documentation was missing in some sectors, or, to say it even more clearly, an overall picture of the whole domain and the entire network simply did not exist. While much information had been entered into an Access database, this data exclusively referred to the hardware, i.e. servers and their serial numbers, processors, etc. But that was it. There might have existed more documents before, but with increased employee turnover, these probably got lost." This is how Martin Abegglen, System Engineer in the IT team of Emmi Switzerland AG, describes the necessity to find a suitable IT documentation software.

As Zeindler and Abegglen were already familiar with Docusnap from their former jobs and their experiences with this software solution had been very good, they naturally opted for Docusnap again. While trying and testing competitive products too, both of them found that, considering the price/performance ratio, Docusnap stood out as the most cost-effective product of all candidates. So, the decision in favour of Docusnap was not that difficult.

According to Zeindler and Abegglen, no noteworthy problems were experienced during the implementation of Docusnap, and installing the software was a smooth and easy process. Later on as well, the software behaviour has been virtually perfect, they say. Minor issues only occurred in connection with updates in the early phase of operation, but these have become very rare during the most recent updates and so Martin Zeindler, Head of IT Server Operation, thinks they are hardly worth mentioning.

Happy with the Docusnap Support

Zeindler and Abegglen are particularly impressed by the responsiveness of the Docusnap support that can be contacted at any time if questions or problems arise. Their experiences with the support team have been nothing but positive up to now. Besides the extremely fast response times, it is very convenient for the Swiss company that the support is provided in German. This is a fact to which Abegglen attaches great importance. "You simply send an e-mail and shortly afterwards, in most cases within the hour, they call you back to solve your problem. This is really fantastic – and it's the way it's got to be", says the system engineer.

Ease-of-Use and a Clearly Arranged User Environment

The two IT experts emphasize that the Docusnap software solution makes the difference by its ease of use and its clearly arranged user environment, so that it can be recommended to colleagues without reservation. The software provides the IT staff at Emmi Switzerland AG with a

EMMI SWITZERLAND AG and Docusnap

THE COMPANY

Emmi is the largest Swiss milk processor and one of the most innovative premium dairies in Europe. Emmi offers a full range of dairy and fresh products and is active in the cheese market. All in all, the company has a staff of approximately 5,000 based in Switzerland and other countries.

THE CHALLENGE

Due to the fact that many activities had been outsourced, nobody at Emmi had a global overview of the IT network. So, the IT team of Emmi Switzerland AG lacked a comprehensive IT documentation that provides an updated general view of the entire IT network whenever needed. They were looking for a software product that would enable them to document their IT environment from end to end.

THE SOLUTION

The IT experts at Emmi Switzerland AG use Docusnap to automate the creation of their IT documentation – without requiring additional agents. Thanks to this software, they can guarantee that the inventoried data – and thus the IT documentation – is always up to date.

THE BENEFIT

Now, the staff at Emmi Switzerland AG are always on top of things, i.e. they are in full control of the documentation of their entire IT network and can dedicate themselves to their main tasks.

INTERVIEW

WITH MARTIN ABEGGLEN,
SYSTEM ENGINEER

AND MARTIN ZEINDLER,
HEAD OF IT SERVER OPERATION

WHAT COMES TO YOUR MIND WHEN YOU THINK ABOUT THE DEVELOPMENT OF THE PRODUCT DURING RECENT YEARS?

"New modules were added, of course partly to reflect the fact that new products have entered the IT market. The depth and scope of the Docusnap features have been enhanced continuously over the last years and the software has become really user-friendly.

WHAT ESPECIALLY MAKES DOCUSNAP SO OUTSTANDING?

"It is easy to install and you get great support. It is straightforward, clearly arranged, and user-friendly – a brilliant combination."

comprehensive overview of the network: "Thanks to the features Docusnap provides, I can for example check if a user account has undergone major changes, and I can now track these changes, if applicable. Or if a sever was scrapped, but not entirely removed from all systems – no problem to detect such issues. The biggest advantage for me, however, is the fact that I can resort to up-to-date inventory data whenever I need it. We can then transfer the current data to another program, such as an enterprise architecture tool, for further processing. This really makes our job much easier," Martin Abegglen, the system engineer, explains.

But there was still another aspect of Docusnap which impressed the IT team at Emmi Switzerland AG: "On the occasion of an audit performed by a renowned auditing firm, we stated the Docusnap software as the reference for our IT documentation. The broadness and depth of the inventory and documentation that Docusnap was able to provide sparked excitement with the auditors. When they took samples and had a close look at the plans and reports created by Docusnap,

they were absolutely taken with the results. This really gave us a sense of achievement," Martin Zeindler adds.

Summary

Thanks to the Docusnap software solution, the IT team at Emmi Switzerland AG is now able to obtain a comprehensive overview of their IT network at any time. Docusnap delivers data that is always up-to-date and makes the team members' life much easier by relieving them of tedious chores. Now, the IT team can create a detailed and professional IT documentation at any time. Benefiting from the automated IT documentation process, the team members at Emmi Switzerland AG now save a lot of time that can be dedicated to other projects.

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>
> Martin Abegglen
> System Engineer

Docusnap®