Docusnap

DOCUSNAP CASE STUDY

IBC Solar AG

Germany

Projektbeschreibung

IBC SOLAR AG

Password management is an important task in every company and there is quite a number of facts to make a case for a professional approach to this issue: The number and complexity of passwords are increasing, and passwords often need to be used jointly by multiple users. IBC SOLAR AG from Bad Staffelstein, Germany, a globally leading photovoltaic systems provider with about 400 employees, also had to face this challenge.

"We used to save all our passwords in Word documents. I absolutely wanted to put a stop to this," says Marcus Band, head of IT. Besides, the general topic of IT documentation for the network came up. "It is hardly possible to do this manually, and even less if one of the requirements is to keep the documentation current." Band found the Docusnap software solution mentioned in a specialist book. Docusnap automatically creates a comprehensive IT network documentation—and with its integrated password management feature, one of the main criteria for IBC SOLAR was met.

> „ I absolutely wanted to put a stop to the practice of saving passwords in Word documents which are scattered all over the place. „
>
> Marcus Band
> Head of IT

Getting started immediately after the installation

The implementation of Docusnap went very smoothly, no problems were reported during the installation. "In principle, we could get started immediately," remembers Band. He thinks that the user-friendliness is one of the highlights of Docusnap. After the installation, however, the head of the IT and his team were quite busy for a while. "It took most of the time to type in all the passwords recorded in our lists."
Docusnap helped IBC SOLAR to re-organise not only their password management, but also the entire IT documentation.

Band integrated the existing data by simply creating new tables and concepts—all this went fine. He basically appreciates the way data is visualised in Docusnap, but thinks that this feature could still be improved. For example, he says it would be helpful if free text could be attached more easily to graphics. These customer suggestions will contribute to the further development of the product.

Optimum preparation for contingency management

For the head of the IT department at IBC SOLAR, one of the main benefits of Docusnap is that passwords are stored in a central location and are no longer "scattered in files all over the place." Especially in view of contingency management, this is a very positive aspect because only a single database backup is required to be on the safe side. This is an absolute necessity to get the IT operation soon up and running again after an emergency situation. If the passwords are not stored centrally, it is likely that they will be found very late or not at all in the general commotion. In addition, central password storage makes it easier to ensure that the passwords will not fall into wrong hands.

IBC SOLAR and Docusnap

THE COMPANY
IBC SOLAR offers all-in-one solutions for electric power generation from sunlight. The company was founded in 1982 and covers the entire spectrum — from initial planning to the commissioning of turnkey solar power plants. To date, more than 140,000 photovoltaic facilities have been implemented by IBC SOLAR worldwide, ranging from big solar farms to small systems for off-grid power supply. IBC SOLAR has subsidiaries in the Netherlands, the Czech Republic, Spain, Greece, Italy, Turkey, China, Malaysia, India, and Austria and employs a staff of about 400, with 300 of them working in Germany.

THE TASK
Ensure a comprehensive IT documentation which is always up-to-date. Above all, passwords and login data should be managed at a central location.

THE SOLUTION
Die IT-Abteilung von IBC SOLAR hat mit Docusnap ihre IT-Umgebung inventarisiert. Die Dokumentation des Netzwerks ist jederzeit aktuell. Durch die Passwortverwaltung in Docusnap ist auch sichergestellt, dass die Zugangsdaten an einem Ort gespeichert sind.

THE BENEFIT
Docusnap supplies the IT department at IBC SOLAR with meaningful data on the company network. This also facilitates investment planning. Thanks to the professional password management feature, important data is quickly accessible in case of emergency.

INTERVIEW
MIT MARCUS BAND
IT-LEITER

HOW DID YOUR EMPLOYEES RESPOND TO THE INTRODUCTION OF DOCUSNAP?
To be honest, most of them were sceptical, as far as password management was concerned. Many a colleague said that the manual lists had worked very well and that more effort was required now. For me as the department head, however, it is important to have a central overview and to be able to check the quality of the passwords. In the meantime, everybody has got used to the new system.

HOW DO YOU JUDGE THE DEVELOPMENT DOCUSNAP HAS TAKEN?
When installing updates, we never had any problems, it always worked well. The database itself was never corrupted and has always been fully operational. With regard to the features, I really like the IT Concepts module because it allows me to add descriptions to the raw documentation without needing a word processor.

WHAT WOULD BE YOUR ADVICE TO COMPANIES WHO ALSO WANT TO ADOPT DOCUSNAP?
Never forget that even Docusnap, while being a software tool that really can do a lot, still needs some user intervention. Inventorying devices and reading file structures are automated processes. However, some information must be typed in manually, there is no other way. It is the same as with any other software tool: It simplifies my work but it does not replace it. And you should make sure not to use two different system approaches in parallel, e.g. for license management.

Dual benefit through multi-tenant license
BC SOLAR have been using Docusnap since 2009 and, based on the experience he has gathered up to now, Brand can recommend its use without reservation. "Because of its ease of use, because you get started very quickly, and because no training is required as long as you do not go beyond the standard procedures," explains Band. And for his purposes, there is still another advantage: The multi-tenant license enables him to use the software for a second network that is also managed by the IT team from IBC SOLAR. This way, they get dual benefit at only a small extra cost.

> „Docusnap provides a comprehensive overview of our IT network that is always up-to-date. Doing this manually is virtually not feasible."
>
> Marcus Band
> Head of IT

Summary
For IBC SOLAR, purchasing Docusnap has really paid off. Docusnap ensures an audit-compliant documentation of their network with approx. 120 servers and more than 500 clients at any time. Thanks to the centralised password management feature, the company could both increase IT security and make provisions to avoid that, in an emergency situation, IT operation and thus the entire business process will be disrupted due to missing passwords

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