A strong partner for digitalizing your service processes

There's a lot of things one only notices if they are absent. Who does ever think about the water coming from the faucet or the electricity coming from the socket?

Looking at it this way we are proud that our customers don't have to give a lot of attention to us. Because our solutions are stable, thought through and work at once.

Therefore, it's no surprise that many leading companies from all sectors work together with us; and also public services and other organizations.

Ontrex is a Swiss company, run by its owners. This allows to react fast and flexible to our customer's demands. In addition to this we emphasize other typical Swiss values in our daily work: persistence, precision and reliability.

Thank you for taking a few minutes of your time to get to know us.

Ontrex AG is an independent Swiss IT-Enterprise. Our core capabilities are Service & Solution Provider for IT Infrastructure-, System-, Service-, and Security Management, as well as End-User IT Analytics. Ontrex as Symantec Master Partner, Nexthink Platinum Partner, Raynet, Virtual Solutions, Vectra Networks, Accellion and ReversingLabs partner and Master Reseller of helpLine develops, sells, implements and services software solutions in many different business areas.

For software packaging Ontrex implements and supports your packaging tools independently from the manufacturer, analyses your software and cross-checks hardware compatibility. Of course, you can also leave all your packing needs completely to Ontrex: with a remediation quota of less than 2% our Ontrex Software Packaging Atelier sets new standards. 98% of our software packages will run smoothly right from starters.

In addition to this Ontrex operates its own training and education center in Bruettisellen (ZH) with certified trainers. We also offer fast and competent support.

Solutions & Services
A strong partner with a comprehensive view

Ontrex integrates 'Best in Class' Products and offers First Class Services from a single source. All parts of our IT solutions work together in perfect harmony right from the start.

So how do we do that?

By integrating and connecting all important systems directly into a common structure. This allows for centralized and flexible operation and easy administration of all of the IT infrastructure. Automating and optimizing the central administration increases its efficiency.

And this will free valuable resources which can be used for other tasks within the IT.

Our knowledge - your success

Due to our longtime experience with Infrastructure-, Service-, and Security-Management, as well as End-User IT Analytics, our highly qualified team ensures our ability to keep up with a highly dynamic market and to react to our customers' needs accordingly. We do not only enable our customers to reduce their IT costs and to raise the availability of their systems, but also enable you to act proactively and fast on the demands of your business.

Our product portfolio is defined by its various possibilities to integrate all our solutions into a single comprehensive system.

Ontrex creates additional value for our customers not only through our close and excellent partner relations, but also with our focused strategy of integrated solutions and services, which's goal is to optimize the central administration based on a holistic integration of all crucial systems and therefore to free up more time for complex tasks within your IT organization.

Ontrex

More than a solution provider

Identifying customer needs and preparing solutions accordingly is another of Ontrex' core capabilities. This is why we offer a comprehensive consulting and support portfolio, product trainings and certifications along with the sales of our Infrastructure-, Service- and Security Management solutions.

Our partners

Strategic partnerships with our technology partners Symantec, Nexthink, helpLine, Raynet, Vectra Networks, Virtual Solutions, Accellion and ReversingLabs do not only ensure the full support of those software manufacturers, but also allow for our unlimited access to invaluable background knowledge and guarantee direct contact to the responsible persons.

As Master Reseller for Switzerland, Italy and Liechtenstein Ontrex is the exclusive distributor for helpLine products.

Strategy und Market Position -- Solutions & Services

The biggest challenge within a modern company is an optimized time management, to efficiently run the business processes. Key factors for an efficient business are not only the processes of the various departments and areas of the business; the quality and flexibility of the internal IT department is also crucial for a successful business. Ontrex AG has made it its mission to provide the optimal solutions for ensuring a reliable operation as well the continuing development of the complex IT infrastructure.

With all the challenges today's IT faces, Ontrex builds upon the integrated usage of the strategic software solutions by helpLine and Symantec, to ensure an efficient and cost-optimized IT Service- and Support. Due to its open interface, helpLine also allows for integration of various other third party tools, also cross-site, to ensure an integrated holistic solution.

All systems are completely and directly integrated and therefore allow for a centralized and flexible management of the complete IT infrastructure, freeing up your time to use for complex IT tasks.

Our customers

Ontrex supports more than 400 well-known customers nationally and internationally.

From our list of customers, case studies and articles in IT magazines are available for the following companies: AlpTransit Gotthard, Fenaco, HSR Hochschule für Technik Rapperswil, Leica Geosystems, Migros Genossenschaftsbund, Pilatus Aircraft, PricewaterhouseCoopers, Ricola, SRF, Stadt Chur and Tecan

Our services

Ontrex' service portfolio starts with concept consulting, continues on with support for implementation and configuration of our products and exceeds competent training, support and day to day administration. It is our aim to always offer the highest possible quality in consulting and services. This also includes such platforms as user group meetings, allowing customers to exchange experiences and swap ideas and thereby profit from the practical know-how of their fellow users.

We also offer outsourcing for all our products as a cost effective way as Software-as-a-Service or hosting. We can take over the provision of the infrastructure and part of or the complete operation. All this with guaranteed uptimes and maintenance. And you can gain flexibility in the implementation and usage of the solutions and save on training efforts for the administrators.

Software Packaging
A strong partner brings a smile to your business

All near-site packages will be solely created in the Ontrex SPA facilities according to Swiss quality expectations by SPA employees with long-term experience.

Ontrex SPA packaging guarantees a very low customer reject rate of approx. 2%, i.e. 98% of all software packages created by Ontrex SPA run smoothly from starters. A low customer reject rate means that packages can be used faster (no extensive post-creation work needed), cause lower internal costs (no replication of integration testing) and lead to higher productivity (no down time on endpoints due to faulty installations).

Ready for the future

In the future highly qualified employees will no longer be willing to accept the limitations of homogeneous institutional company hardware. They will want to bring their own hardware or purchase the hardware that allows them to do their work most efficiently within a set company budget. It won't matter if the employees use tablets, smartphones or notebooks. Regardless of the operating system. Also private use won't be separable from business use. All of those devices will have to work in the company environment without limitations. Or will have to be able to communicate from any network anywhere in the world with the company network. The devices will have to be maintained, supported and the data on them protected from loss. No matter if the device is lost, stolen or simply used in a cloud environment. But don't worry: with our solutions you are ready for the future today.

Our team

Every company is based on its people. Here at Ontrex all of our employees are specialists with long-term experience. Members of our management all have extensive hands-on experience and were members of software manufactures executive teams. Being true entrepreneurs the members of our board are involved in day to day operations. If you chose to work with us, you will always have direct access to the owners of Ontrex. This ensures fast decisions and high flexibility. And is just one of the reasons why Ontrex today is one of the leading Swiss companies for System-, Security- and Service Management.

We look forward to soon conveying the advantages of Ontrex to you in person.

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