

Maintenance Value Program - from Online

The ongoing digitalisation of data and business processes increases the requirements for increasingly complex and business-critical solutions. These require reliable and professional support services. We have developed the Maintenance Value Programme for you, which is based on the principle of service excellence.

All maintenance services are modular. This allows you to individually combine those services that you actually need. This enables us to put together a customised service contract for you.

Provider

Online Consulting AG
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Referenzkunden

Over 100 active clients, including Oerlikon Metco, Saurer Schlafhorst, KraussMaffei High Performance AG, SCHMOBI, ISO-CENTER AG, Jakob Müller AG, KOMAX Gruppe

Marketing

- ✓ Consultancy and conceptual design
- ✓ Project management
- ✓ Print marketing
- ✓ Digital marketing
- ✓ Multichannel marketing
- ✗ Event marketing

IT

- ✓ Consultancy and conceptual design
- ✓ Project management
- ✓ Development standard systems
- ✓ Development individual systems
- ✓ Individual programming
- ✓ System set-up
- ✓ System administration
- ✓ Software installation
- ✓ Software maintenance
- ✓ Hardware installation
- ✓ Hardware maintenance
- ✓ Hosting

Media production

- ✗ Consultancy and conceptual design
- ✗ Project management
- ✗ Graphic design
- ✗ Web/app design
- ✗ Copywriting
- ✗ Template creation
- ✗ Illustration
- ✗ Photography/imaging
- ✗ Video film creation
- ✗ Audio creation
- ✗ 3D visualisation
- ✗ Digital printing
- ✗ Offset printing

Fulfilment

- ✗ Letter shop
- ✗ Order processing
- ✗ Shipping
- ✓ Complaint management
- ✓ Returns management
- ✗ Warehousing
- ✗ Order picking
- ✓ Invoicing
- ✗ Debt collection

Support

- ✗ Content management
- ✓ 1-level support
- ✗ Marketing consulting

- ✗ Data management
- ✗ Quality management

- ✓ 2-level support
- ✓ 3-level support

- ✗ Call centre
- ✓ Training

IT services

Focus areas

Standard product with many possibilities for expansion
Portal4Industry, our product, has a high functional depth and is modularly structured.

Individual development

As soon as our product reaches its limits, we help our customers either with our strong development team or by integrating a best-in-class solution.

Partner

CELUM / WERK II / PRIINT:SUITE, Door2Parts / Door2Solution, STAR COOPERATION AG (SAP-Interfaces und App-Development), Microsoft (Gold Partner)

Support services

Focus areas

Service and support

Our specialised service and support team has extensive expertise in our solutions (Portal4Industry SE, Portal4Industry EPM, SharePoint | Office 365, Microsoft Dynamics 365 (CRM) and Adobe Experience Manager).

Hosting

With us, you have the choice when it comes to storing your data: On-Premises (at your premises), in the Public Cloud (Dynamics 365 Online) or in our data centre in Zurich (Swiss Private Cloud).

Partner

Various hosting centres (including Microsoft Azure, Amazon AWS)

Own systems in the market overview

Portal4Industry (Online Consulting AG)

Online Consulting AG

We digitalise your processes with sustainable value. Thanks to our best practices, you will benefit from more efficient processes as well as higher sales and customer retention. This applies to processes related to client communication, product marketing or improving your after sales business.

Provider information

Founding year	1995
Total number of employees	60
Number of employees in Germany, Austria and Switzerland	45
Locations	Wil (CH - Headquarter) Böblingen (DE) Wroclaw (PL)
Industry specialisation	Industry (machine builders, device producers) Trade (B2B)
Certificates	Microsoft Gold Partner European SharePoint Conference as «Best SharePoint Tool»

Systems and services

Portal4Industry
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