

How to Contact Ontech Systems

Dispatch Line

262-522-8560 Ext. 1
support@ontech.com

No SLA, estimated 1-2 hour response and ticket assignment during normal business hours

Client Portals

Service Ticket Portal
Create service tickets, follow service tickets, review assets, and renewal dates.
Billing Portal

View payment history, open invoices, schedule payments

No SLA, estimated 1-2 hour response and ticket assignment during normal business hours

Dedicated Account Team

Primary Technician and Account Manager information provided during on-boarding

Quote Requests: insidesales@ontech.com

No SLA, based on tech availability

Subscription Help Desk

Chat, Email and Phone Support

Availability: 24x7, Business Hours Only or Off Hours Only

SLA included, 1-4 minute average

*Service Level Agreement (SLA): The minimum level of service that a carrier will deliver to you per your agreement.



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