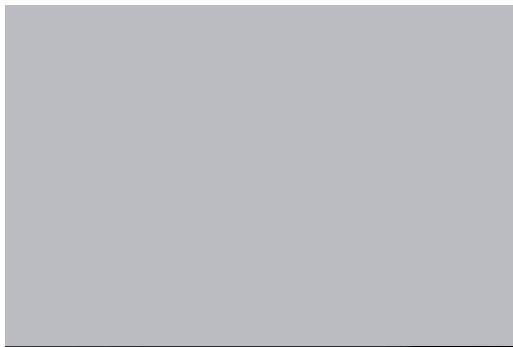


Ergon Informatik AG

At a glance



«A company cannot develop in the long term without the trust of its customers. I am proud that every year we manage to deepen and develop relationships with our customers. The secret is simple: a clear focus on customer benefit.»

Patrick Burkhalter, CEO of Ergon Informatik AG

Ergon Informatik AG is a software service provider and stands for highly qualified IT specialists with a clear focus on customer benefit. The company leads the field when it comes to developing custom applications, and it is an established manufacturer of software products. Solutions from Ergon give customers a real competitive edge.



By consistently aligning itself with the market and maintaining close links with science and research, Ergon can anticipate the latest trends and cater for them thanks to its technological creativity. Ergon's software solutions offer customers a real competitive edge. This is borne out by our long-standing partnerships with demanding customers as well as the many successful projects we have completed in branches such as finance, telecommunications, industry and the public sector.

Figures for 2011

In 2011 turnover at Ergon was CHF 29.6 million, up 9.1% on the previous year. The company created 5 new jobs and employed a staff of 144 at year end. Our customer base is broad and evenly distributed through various sectors.

Swiss ICT Award

In November 2008 the exemplary achievements of Ergon meant that it was the first company to win the SwissICT Champion Award.

Founding

Ergon was founded by Teddy Graf and Christian Juon in 1984. From the outset the company focused on developing customised software based on open systems. Christian Juon left the firm in 1992, and the shares were taken over jointly by the eight remaining members of staff in an employee buyout. The workforce thus all became entrepreneurs and appointed Patrick Burkhalter as Chief Executive Officer.

Growth

The years that followed – until the dot-com bubble burst – were characterised by meteoric technological development. The opportunities emerging here were anticipated by Ergon, which carved out a niche for itself as a supplier of innovative applications, growing into a firm employing a staff of 65. One key factor behind this growth was the first Internet banking in Switzerland, a project which Ergon carried out on behalf of Credit Suisse in 1997.

The opening-up of new markets and selective diversification during the subsequent commotion allowed Ergon to make up for the collapse in the dot-com environment. Available capacity was invested in coming up with solutions for the telecommunications sector and improving the efficiency of software development. This included making this process more agile and building frameworks for automating software development.

Today

Ergon has enjoyed steady and healthy growth for considerable time. The last five years have seen strong growth in new business sectors, together with the doubling of sales. Extending the organisational structure to include autonomous departments will allow us to focus on market segments and share entrepreneurial responsibility.

Ergon anticipates that in future it will continue to grow faster than the market while increasing profitability at the same time.

+ Swiss
ICT Award
2008

CHAMPION



Values and Culture

Experienced staff are the key to business success and so represent the capital of a service provider. Ergon has thus set itself the goal of recruiting and retaining top performers.

This revolves around the corporate culture of Ergon, which makes a contribution towards employee satisfaction. Staff are exceptionally committed to their work, delivering top-class performance with high levels of motivation. Key factors here are equal treatment for all employees, transparency in everything we do (including performance figures, salaries, bonuses), a share in our success and above all, participation in decision-making. The principle of the majority vote allows staff in every organisational unit to veto decisions taken by their managers. This also applies to the Executive Board. For this reason it canvasses the views of employees when it comes to making important decisions.

Allowing people to take responsibility for their day-to-day work encourages entrepreneurial thinking and creativity, something that ultimately benefits the customer. Customer satisfaction is the prime objective when catering for business requirements in software solutions.

Strategy

Custom software is needed to stand out from the competition or if no standard solution is available for a problem. Ergon positions itself as a supplier of innovative solutions tailored to the needs of its customers. New technological options are explored proactively by the company.

There is potential in selling on existing solutions. This opportunity is taken provided that the client agrees „its“ solution can be sold on, and there is a market for it. For example, a personnel planning project undertaken for Coop was taken a stage further to create the time management solution Zebra. Today Zebra is used by both Migros and Compass Group (Schweiz) AG in Switzerland.

Opportunities

Technological advances face company IT departments with new requirements on a daily basis. Additional applications for growing numbers of terminals need to be realised at the same time as routine operations to maintain the ability to compete. This coincides with a shortage of well qualified IT staff who are capable of dealing with such changes. As an IT service provider with a clear focus on developing challenging applications, Ergon carved out a niche for itself here years ago. Ergon's excellent reputation as an employer means it can easily attract staff with above-average qualifications and so benefit from the growing market potential.

Scrum

Ergon introduced Scrum in 2008 as a process for the efficient development of solutions, and this tool has become firmly established since then. Scrum offers a simple framework which is used by the agile Ergon teams to structure their work. Only a few rules and documents are needed to create maximum transparency about the status of a project. Executable code which is ready for production is created as soon as development starts. This process takes place in small, iterative steps. Customers benefit from Scrum because they receive high-quality software at regular intervals for installation and testing. New or revised specifications can be incorporated in the development until shortly before its release. The software can be used productively at a much earlier stage.



«Products and solutions are developed on the basis of successful projects and tried-and-tested software components. They then mature into software products over time and are constantly subject to further development independently of customer projects.»

Patrick Burkhalter, CEO of Ergon Informatik AG



 **swiss made software**

Airlock

Airlock protects Web applications and Web services against attacks and provides sustainable, centrally monitored security. 200 customers in 8 countries already protect over 5000 applications with Airlock..

Medusa

As a central authentication platform, Medusa offers secure access to data and applications for customers, suppliers, partners and employees. Medusa is used by more than 60 customers.

Taifun

encompasses a comprehensive customer-side end-to-end process for telecommunication service providers, from sales through activation to the settlement of telecom services – including bill presentation, real-time bill analysis and bill management. Throughout Europe 20 installations are in use.

Zebra

Zebra is a web-based system for personnel planning, timekeeping and access management, and is used in the retail, gastronomy, production, logistics and administration sectors. Zebra is used by Coop, Migros and the Compass Group.