



CORPORATE INTRODUCTION



ABOUT GRAPE

140+

Professionals

100+

Unique business applications developed

91%

Returning customers

ABOUT GRAPE

Wide-range, high-quality technological solutions in digitalization & transformation

Innovation & Awards



GRAPE DIGITAL PLATFORM



**E-Mobility
Solutions**



**Automotive & Mobile
Applications**



**E-commerce
Portals**



**Robotic Process
Automation**



**Real Time Decision Engine
& Marketing Campaign
Management**



**Internet of
Things**



**Chatbot and
LiveChat**



**Machine
Learning**



**Business Intelligence
and Big Data**



**Digital
Onboarding**



**UX/UI
services**



**Testing &
Support**

MOBILITY

01

**SMART CITY &
MUNICIPALITY**

02

**FINANCIAL SECTOR
& CUSTOMER
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PROCESS
AUTOMATION



01

MOBILITY





02

**SMART CITY &
MUNICIPALITY**

SOLUTIONS FOR **SMART CITY & MUNICIPALITY**

SYMPHONY The Smart City & POI Solution

Map based smartphone and web application to manage and view POI and dynamic POI including the opportunities to manage smart city related topics

City POI – Sightseeing locations

Dynamic POI locations – Time-based POI visibility – Opening hours

Push notification

Events and Special Locations

Basic Navigation

Registration – User data storage & management

Admin Panel (POI)

E-Mobility – EV Charging Module

Mobility (static) POI location expandability



SOLUTIONS FOR **SMART CITY & MUNICIPALITY**

National Coordination of Waste Management and Asset Management

Comprehensive system consolidation project

Project purposes

Unified system creation
End user support



NHKV

NEMZETI HULLADÉKGAZDÁLKODÁSI
KOORDINÁLÓ ÉS VAGYONKEZELŐ Zrt.

Long-term developments analysis

Smart Bins – RFID
Data Clean-up
Data warehouse



03

**FINANCIAL SECTOR &
CUSTOMER SERVICE SOLUTIONS**



CITIBANK esSense CRM system

Custom-developed data-driven Call Center / CRM software, integrating customer data with over 53 sources. The system focused on customer-based sales and value-based customer retention processes.

It provides the call center user with a 360 ° view of the customers' products and relationship history. The system provides dynamic portfolio filtering with campaign launch capability for personal bankers.



HUNGARIAN POST INSURANCE

Customer data consolidation system

Custom-developed, automated partner master data cleaning software, managing the data deduplication between the live and non-live core systems of the Insurer. Daily bulk feeds and data adjustments are loaded into a single database of the solution. The process de-duplicates the client data based on best potential quality-based data and stores the best quality data into the source systems.

The screenshot displays the Posta Biztosító web application interface. At the top left is the company logo, and at the top right is a greeting: "Üdvözöljük, kedves Abronits Péter. Ön lekérdező, összerendelő és adattisztító jogosultsággal rendelkezik." Below the header is a navigation menu with tabs: "Összesítő oldal", "Lekérdezés", "Összerendelés", "Lekérdezés - Tevékenységek", and "Tevékenységek". The main content area is titled "Összerendelések adatai" and contains the following information:

- Aktuális állapot: lefutott - befejezve ekkor: 2016.03.11 12:35
- Sikeres automatikus párosítások: 6051 db
- Manuális összerendelésre kijelölve: 6 db
- Adattisztításra kijelölve: 5 db

Below this is a section titled "Műveletek" (Operations) with the following links:

- [Manuális összerendelések elvégzése \(6 db\)](#)
- [Adattisztításra váró szuperügyletek \(5 db\)](#)
- [Szuperügyletek lekérdezése](#)
- [Elvégzett tevékenységek](#)

ELMŰ

Unified customer service portal development

ELMŰ is a major Hungarian electricity provider. We have replaced the group's existing portal with an industry standard solution. In this development project, we created ELMŰ's client portal and developed the price calculation interface.





04

IoT

Grape General IoT Platform

Ensures the integration of different IoT devices into any system, which is able to implement two-way communication

2-way communication with IoT devices

Registration & recognition of IoT device types

Creating rules for incoming messages

Sending alerts based on incoming messages

Showing devices & alerts on map

Remote control of devices

The screenshot displays the Grape IoT Platform interface. On the left is a sidebar with the 'grape IoT' logo and navigation options: 'Eszközök', 'Riasztások', and 'Felhasználók'. Below the sidebar are language and user controls: a Hungarian flag labeled 'Magyar', a person icon labeled 'Beállítások', and a 'Logout' button. The main area is titled 'Eszközök' and shows two tabs: 'Típus 1' (with a red dot) and 'Típus 2' (with a red dot). A search bar shows 'Összesen: 432'. The central map shows Budapest with several IoT devices represented by black circles with red dots. One device is labeled '9994' and another '150'. A red dot on the map indicates an alert. The map includes street names like 'Margit-sziget', 'Víziváros', and 'Tereztváros'. A 'Új eszköz' button is in the top right corner.

05

ROBOTIC PROCESS AUTOMATION



SOLUTIONS FOR RPA

Digitalize and automate your rule-based business processes with the use of robots. Increase customer satisfaction and make your employees more productive.

Robotic Process Automation (RPA) is the use of a software, without the need of enterprise infrastructure, that has machine learning and AI capabilities. Robots can perform and mimic those time-consuming human interactions that are repetitive and comes in high volumes.

Incredibly beneficial for :

Customer Service

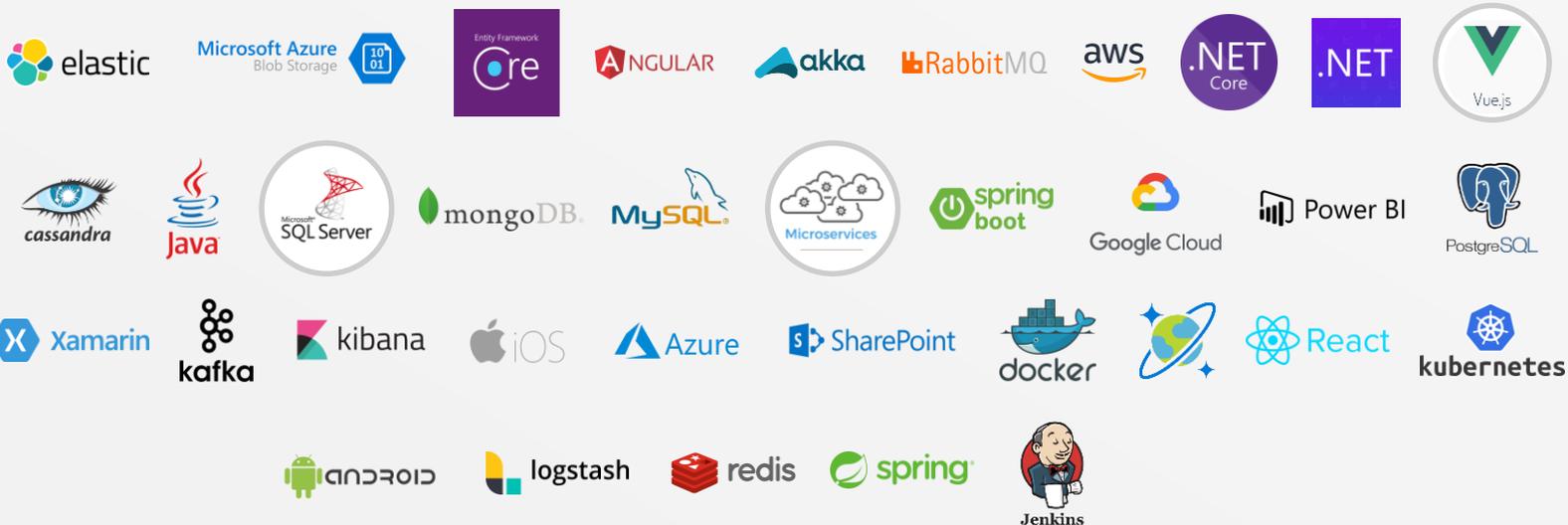
Finance

Administration

Data transfer between old and new systems



TECHNOLOGIES AND COMPETENCIES



REFERENCES





Raisin' Your Business!



HU-1023, Budapest, Óbuda Gate Office
+36 1 880 9200 | info@grape.solutions | www.grape.hu