



# CORPORATE INTRODUCTION

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## ABOUT GRAPE

140+

Professionals

100+

Unique business applications developed

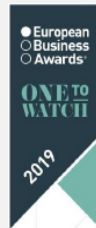
91%

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  
SERVICE SOLUTIONS**

**03**

**TABLE OF  
CONTENTS**

**04** IoT

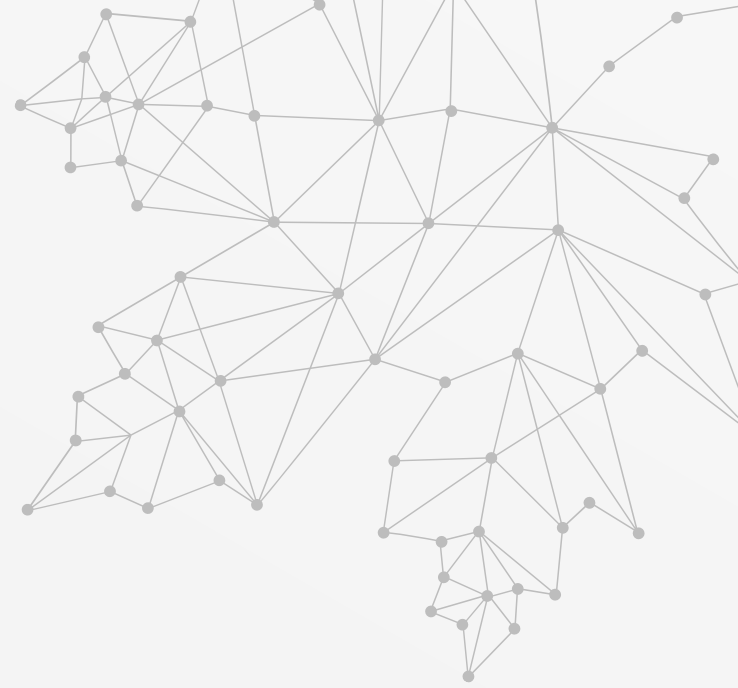
**05** ROBOTIC  
PROCESS  
AUTOMATION



**01**

**MOBILITY**

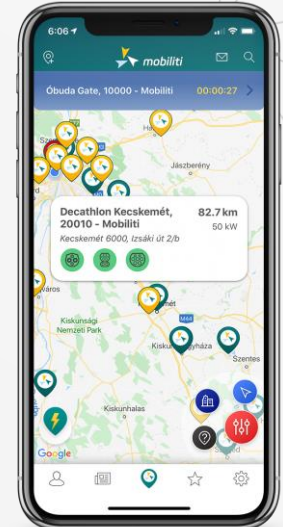
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# SOLUTION FOR MOBILITY

## FULLY CUSTOMIZABLE EV CHARGING SOLUTION

WHITE LABEL MOBILE APP  
GOOGLE MAPS – STATION SEARCH  
CHARGING PROCESS MONITORING  
USER PROFILE  
PUSH NOTIFICATIONS  
BUILT-IN PAYMENT AND INVOICING





**02**

**SMART CITY &  
MUNICIPALITY**

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# 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**

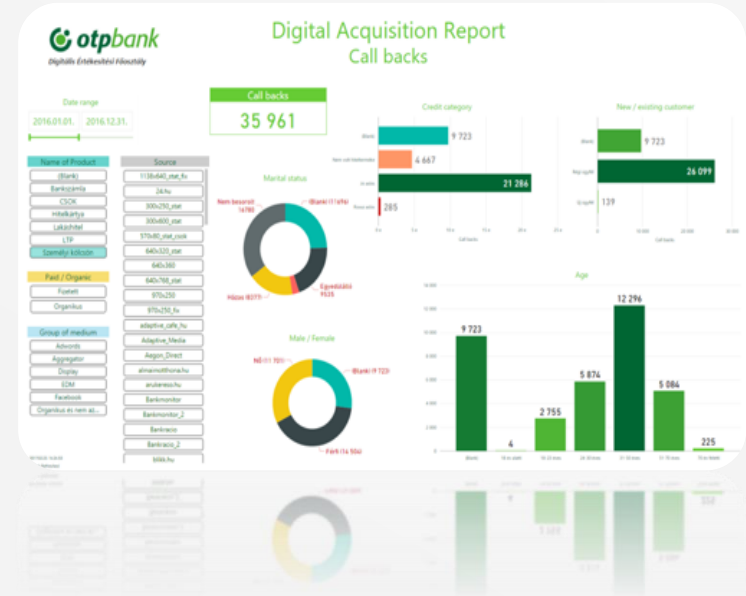
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# OTP BANK

## Digital acquisition reporting

Data warehouse based reporting solution for replacing existing Oracle and Excel reports and also to enhance sales and performance measuring accuracy. We delivered the capability of self service reporting and prepared all the dashboards in line with the Bank's corporate identity. **Our financial solutions are compliant with PCI DSS and were accepted by banking IT security standards.**



# CITIBANK esSense CRM system

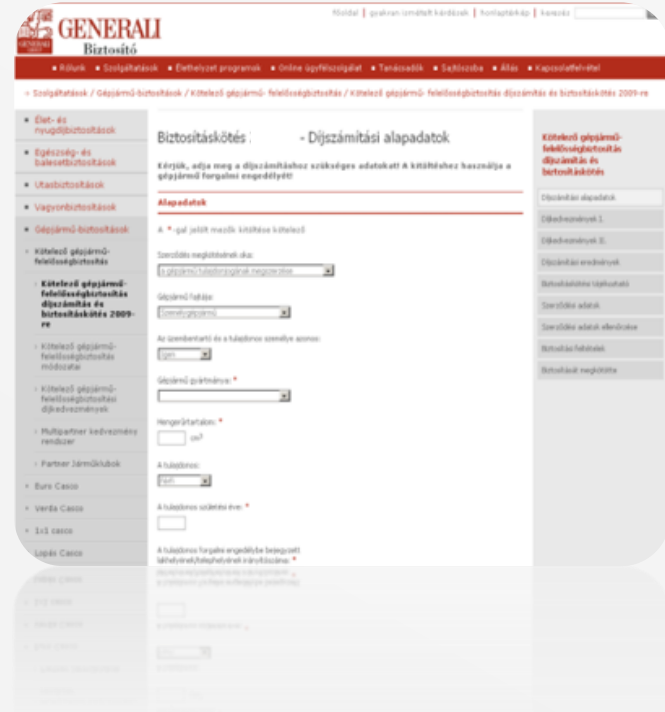
Custom-developed data-driven Call Center / CRM software, integrating customer data with over 53 sources. The system focused on customer-based sales and value-based customer retention processes.

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.



# Generali Call Center / CRM software

We developed customized Call Center / CRM software, which is tailored to the customer's needs and unique processes. The system is focused on the sales and staffing processes of Generali. A visual process designer helps to maintain and launch new processes. Unique deduplication solutions have been implemented to handle client complaints.



# 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.



Posta Biztosító

Üdvözöljük, kedves **Abrónits Péter**.  
Ön **lekérdező, összerendelő és adattisztító** jogosultsággal rendelkezik.

Összesítő oldal | **Lekérdezés** | Összerendelés | Lekérdezés - Tevékenységek

### Összerendelések adatai

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

#### Műveletek

[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

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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, there is a sidebar with the 'grape IoT' logo and navigation options: 'Eszközök' (Devices), 'Riasztások' (Alerts), and 'Felhasználók' (Users). Below the sidebar, there are language and user management options: 'Magyar' (Hungarian), 'Beállítások' (Settings), and 'Logout'. The main area shows a map of Budapest with several IoT devices and alerts represented by circular markers. The markers are labeled with numbers: '9994', '150', and '72'. The map is titled 'Eszközök' and shows 'Tipus 1' and 'Tipus 2' filters. A search bar at the top right indicates 'Új eszköz' (New device). The map shows various districts of Budapest, including Margit-sziget, Újlipótváros, Tereztváros, and others. The total number of devices is shown as 'Összesen: 432'.

05

# ROBOTIC PROCESS AUTOMATION

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## 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

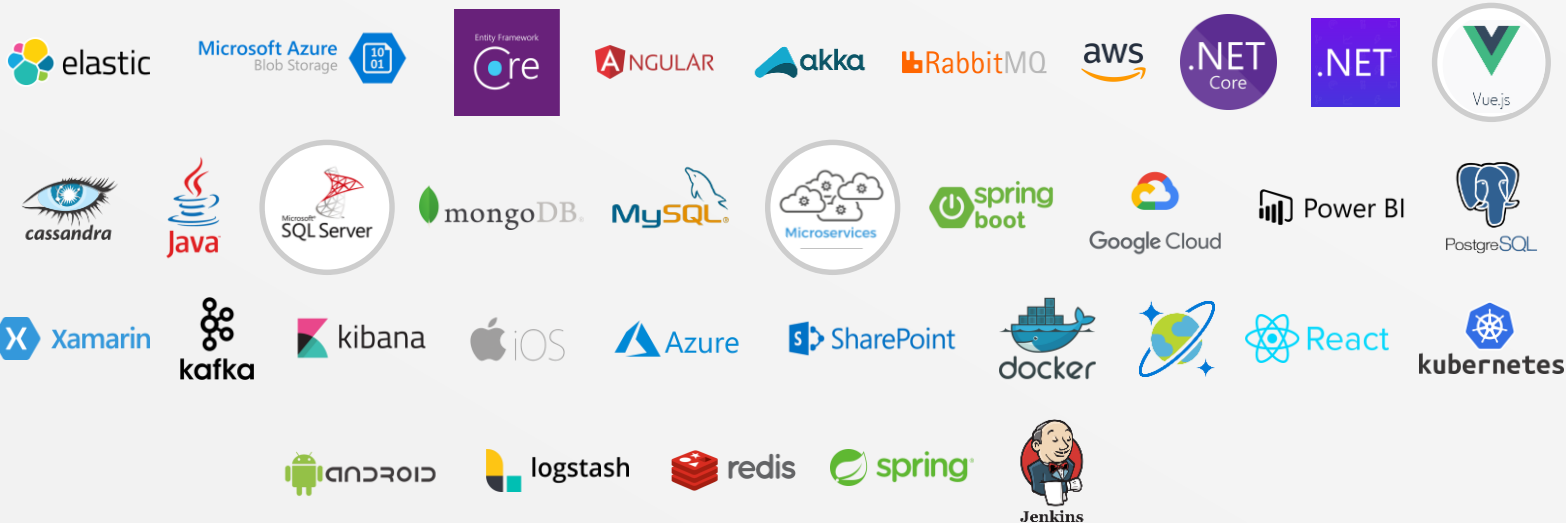
Finance

Administration

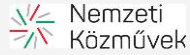
Data transfer between old and new systems



# TECHNOLOGIES AND COMPETENCIES



# REFERENCES





# Raisin' Your Business!



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# Welcome to SignAll

We are the first company in the world to hold automatic recognition and translation technology for sign language. We believe that through education and innovation, we can bridge the gap between hearing and the Deaf/HoH, ultimately creating a more inclusive society.

## SignAll Learn

The SignAll Learn is an integrated computer lab which includes our patented software for learning ASL. It uses specialized equipment to recognize sign language and return immediate feedback to its users.

### Is SignAll for you?

- ✓ Businesses with CSR programs
- ✓ Advocates for new, innovative technology
- ✓ Businesses with ASL or other language classes
- ✓ Businesses with Deaf employees and/or customers



### Diversity in Action

Boost your Deaf hiring as more hearing employees make an effort to learn ASL.



### Innovative Technology

Long term yet cost effective investment with SignAll - the only company with automated translation technology.



### Customer Success Stories

Engage with your Deaf clientele and community at large.



### Employee Engagement

Knowledge of Deaf culture makes employees empathetic and aware.





# Learn ASL with SignAll



## Online Access

Give learners access to hundreds of ASL videos so they can improve their skills from any device.



## Learn

Use the lab as a tool to aid in taught lessons with a teacher or as a part of a class with your Deaf colleagues.



## Practice

Practice your signs at the SignAll Lab to make sure you get your movements right.



## Test your knowledge

Tests at the end of each lesson and games improve memory and make sure you're learning correctly.

“ ”

It resulted in boosting their confidence before actually employing ASL in real life. Other students mention that the system is able to consistently keep them motivated outside the ASL classes. Overall, I am pretty excited and psyched about this whole thing, which has favorable results with our students.

**Dr. Tracy Knight**  
Professor at Sam Houston State

## Become a Partner

<https://www.signall-learn.com/business>

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