



# CORPORATE INTRODUCTION

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## ABOUT GRAPE

140+

Professionals

100+

Unique business applications developed

91%

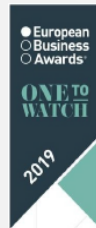
Returning customers



# 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**

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# 01

## MOBILITY

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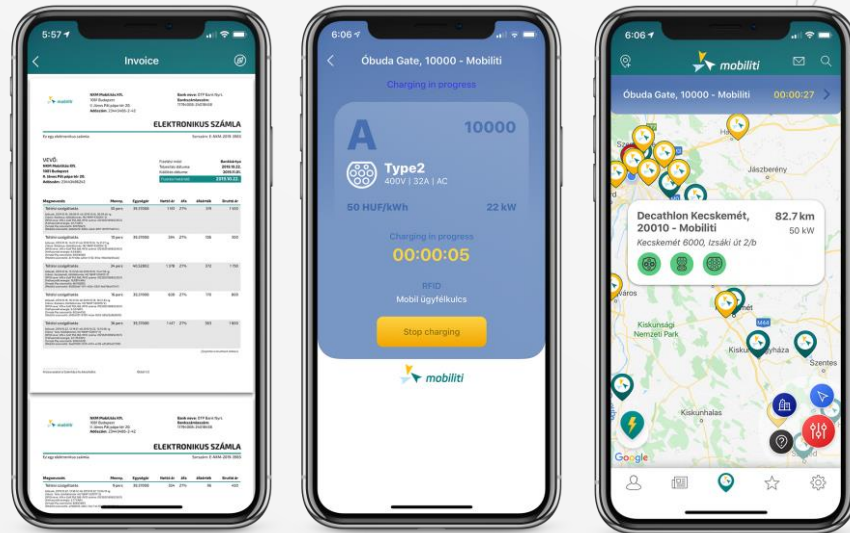




# SOLUTION FOR **MOBILITY**

## 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





An abstract network diagram in the top right corner, consisting of numerous small grey dots (nodes) connected by thin grey lines (edges), forming a complex, interconnected web-like structure.

03

**FINANCIAL SECTOR &  
CUSTOMER SERVICE SOLUTIONS**

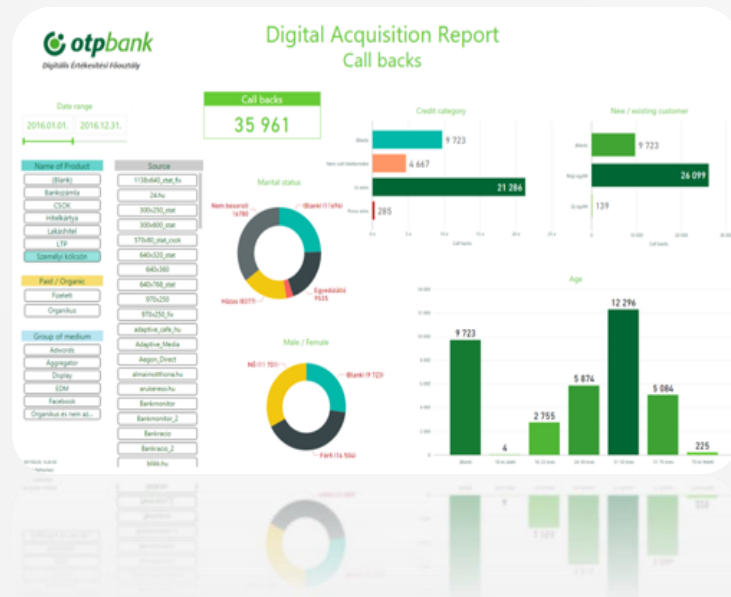
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# OTP BANK

## 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

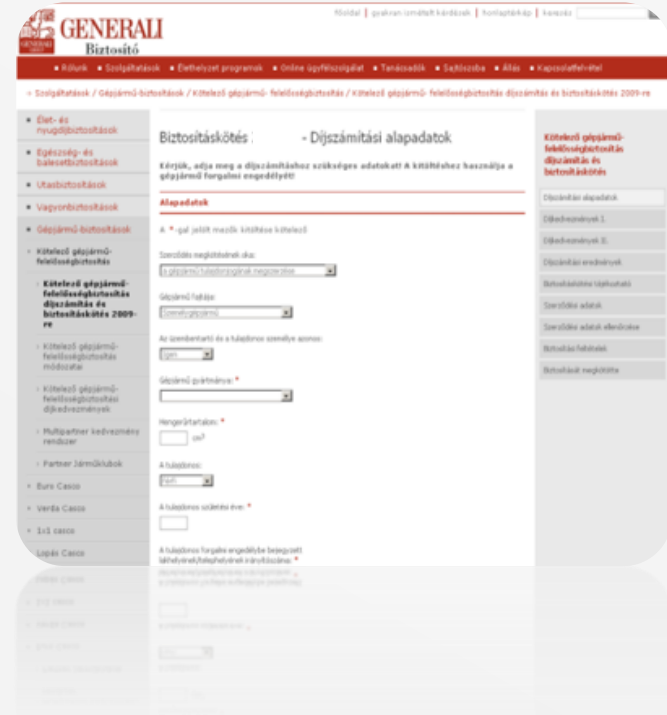
Custom-developed data-driven Call Center / CRM software, integrating customer data with over 53 sources. The system focused on customer-based sales and value-based customer retention processes.

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.





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.





# 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**

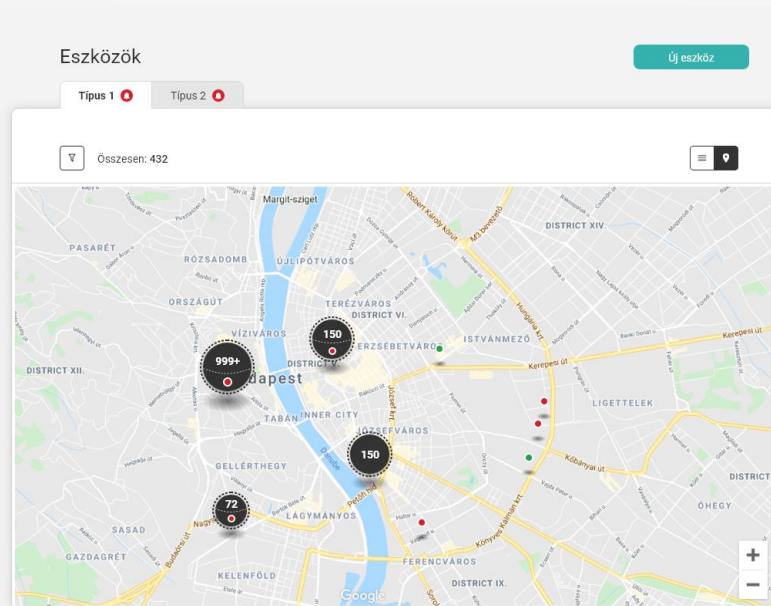
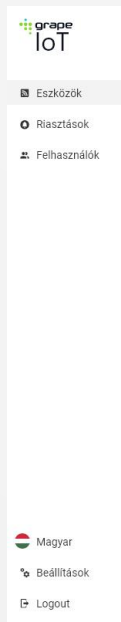
**Registration & recognition of IoT device types**

**Creating rules for incoming messages**

**Sending alerts based on incoming messages**

**Showing devices & alerts on map**

**Remote control of devices**





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

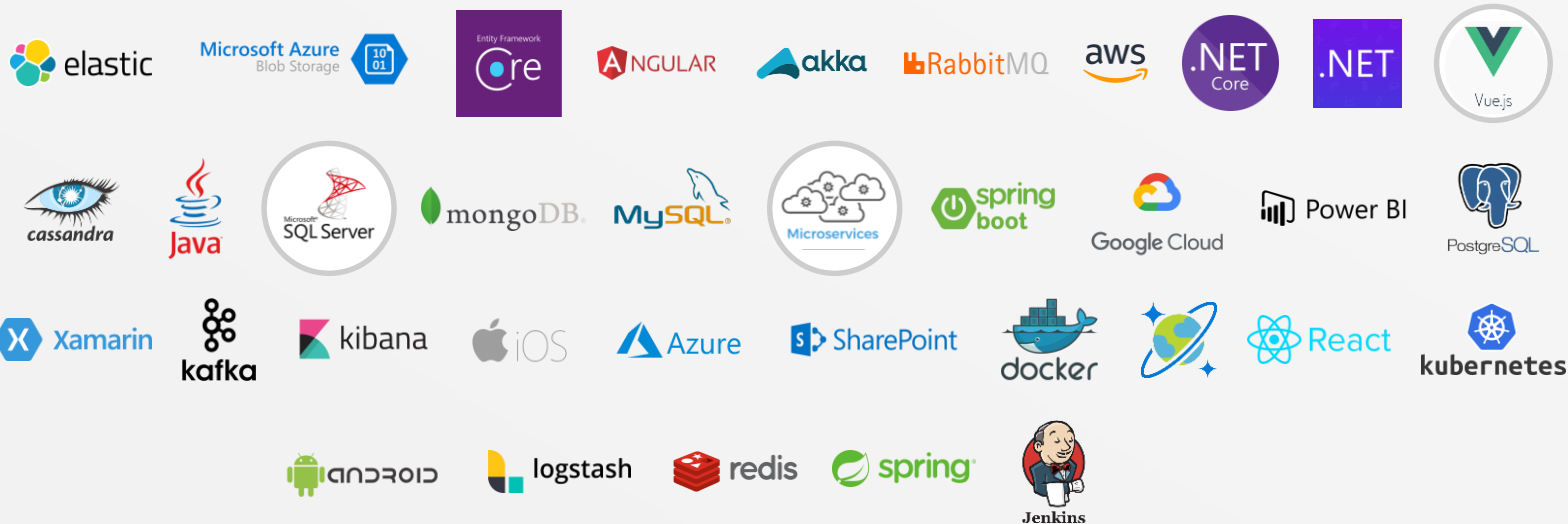
Administration

Data transfer between old and new systems



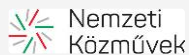


# TECHNOLOGIES AND COMPETENCIES





# REFERENCES







# Raisin' Your Business!



HU-1023, Budapest, Óbuda Gate Office  
+36 1 880 9200 | [info@grape.solutions](mailto:info@grape.solutions) | [www.grape.hu](http://www.grape.hu)