Alliance Brochure
Available non-SAP solutions provided by Techwave

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SAP Gold Partner SAP® Certified in SAP HANA® Operations SAP® Certified in Hosting Operations SAP® Certified in Cloud and Infrastructure Operations

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1. Itiner

If you wish to digitalize your processes within your company, possibly create new processes or even redefine previous processes, then with Itiner you can find what you are looking for.

Or perhaps a better question: is there a process you cannot design easily with this tool? Let's take a look at what you can achieve by using

Itiner is able to serve even the more complex, individual and/or standard business processes of your small or your large company, which are related to basic operation,

Such as - lending, - account opening, - tank installation, - receivables management, - insurance administration, - implementation of professional system functions, etc.

It is aalso worth mentioning that the processes of support related activities, for instance
- contracting matters, - invoicing issues, - procurement activities, - complaint handling, - recruitment and selection processes, - questionnaire, etc., all, can be handled, and managed by **Itiner** quickly and efficiently.

https://andoc.hu/en

2. Jetro

Do you have any difficulty coordinating your business processes in your organization? Maybe the activities of the different departments are not coordinated effectively.

Are the procedures within your company transparent and manageable? /Is the work you need to do for your company transparent and/or manageable? Or maybe the responsibilities are not clear and they might cause confusions, perhaps malfunctions?

Jetro helps your company's management to be focused, which means that all processes are subordinated to a common goal.

This solution supports the management to ensure the continuous, accurate, and accountable activities of the organizational units which are implemented in a unified and trackable system, by defining the tasks and responsibilities of the individuals.

https://www.demmler.hu/en

3. PractiWork

PractiWork is a professional tool in measuring the competence and personal characteristics of the blue-collar workforce based on trainings and development activities.

- Is workforce performance important for your business's production?
- Would you employ only long-term, effective performers?
- Would you get the most out of your existing employees?

PractiWork's objective capability measurement can tell you:

- Which labor is worth hiring, avoiding, or enhancing before employing
- In which areas they are expected to perform outstandingly in the future
- Which skills can be improved to help existing employees be more efficient through targeted development

PractiWork provides development/improvement suggestions for the shortcomings that arise during the ability measurement, and thanks to its authorized 30-hour training, it is able to grant permanent support to the employee in working effectively.

An employer gets an accurate picture of their employee's skills, enabling them to make more secure decisions about job transitions, further development, or even promotion.

In addition, by increasing production and performance efficiency, the workforce employed in a job according to their abilities also brings a lower risk of fluctuation in companies due to the experiences of success.

https://practiwork.hu/index.php?lang=EN

4. Robotic Process Automation (RPA)

Robotic Process Automation is an innovative technology that allows – by software robots – the automation of business processes and tasks that are repetitive, rules-based and of arbitrary complexity. Make work more efficient and error-free. Reduce your costs by optimizing and automating your processes.

4.1. Benefits of **RPA**

- Faster and more effective work, error-free operation
- Increasing customer satisfaction, thanks to the faster and better quality service
- Increasing employee satisfaction by eliminating repetitive and monotonous tasks
- Transparency and easier auditing, due to optimized processes
- Shorter time to market by avoiding complex IT developments
- Lower operating costs - achieve more with fewer resources!

4.2. Technical features

- Supports the digital transformation of the Company
- Stable enterprise platform, with a user-friendly development tool (UiPath)
- Low implementation risk - no need for system integration or change of existing IT systems and applications
- Easy to scale, 7/24 solution
- Expandable with artificial intelligence skills (cognitive RPA)
- Fast implementation

https://rpa.mortoff.hu/

5. Dataxo Group

If a company receives an invoice, it should not mean extra work, yet the companies spend an average of one and half minutes with each of the yearly 790 million invoices. These invoices are filed manually, but a software could also do it!

By using Dataxo Group's **Matching** or **Matching360**, the processing of domestic and international invoices becomes fully automated; whether they come from SAP or from another ERP system, or from a DMS system.

Matching and Matching360 are cloud-based solutions.

5.1. Matching and Matching360 during operation

- The first step is to decide whether the account is domestic or foreign. It then evaluates the invoice using NAV XML or the world's leading **OCR** engine.
- In the second step, it meets individual needs, such as checking the PO or recognizing the order, bank account or other numbers.
- In the third step, it passes that data to the existing DMS / ERP / ECM system as required.

Benefits that are worth implementing:

- Cost and time savings: freed labor and time can be reallocated
- Trustworthy and secure: an **ISO 27001** certified system that uses its own built-in channel
- System-independent and personalized: can work as a plug-in with any purchased or custom system
- Effective and durable: it can send all invoices at once in batches for pairing without manual activity

Solution for everyone:

- 100% data match with the data uploaded to the NAV data service.
- All you have to do is specify the source of the invoices, where Matching and Matching360 can access them, whether they are on machine-readable paper or manual invoices in digital format or digital in the first place
- Minimal data verification requirements, fast implementation time (within a month), and low resource requirements result in a more affordable solution.
- Platform-free solution, which can be connected to any DMS, ERP system.

https://www.youtube.com/watch?v=m5L0IBfyMKI

5.2. Dataxo NAVCOM KIT

Manage the NAV 3.0 mandatory data reporting easily and securely! The **NAVCOM Kit** specifically enables your company to upload invoices and receive messages from the National Tax and Customs Office (NAV) without a single keystroke.

NAVCOM Kit

It offers an error-free and simple solution for instant and accurate invoice submission, query, and retrieval for all users.
Since 2018, our system provides the possibility of real-time data reporting in compliance with the current Hungarian legislations for several Hungarian and foreign invoicing, ERP, and accounting applications. You can even upload your company's export invoice data directly into the NAV's system with 100% accuracy.

Advantages:
You can upload your company's invoices to the system of the National Tax and Customs Office (**NAV**) in a fully automated, quick way without any keystrokes.

- How does the NAVCOM kit make your company's work easier?
- Invoice data is transferred from your own invoicing, ERP, and accounting systems to the system of the National Tax and Customs Office (NAV) via a secure, authenticated channel with 100% accuracy
- After the invoice is issued, the NAVCOM Kit automatically sends the invoice from your own or from the purchased ERP system to the system of NAV
- The software receives and reports electronic error messages sent by the NAV via several channels (e-mail, pop-up, etc.)
- Can be easily integrated into any Hungarian and international invoicing, ERP, and accounting systems
- Performs customizable, convenient operations with your invoices

https://dataxogroup.com/en/

6. Customer Experience

Based on **Techwave's** consideration CX includes but not limited to the topics listed below

1. Digital HealthCheck
2. Middleware
3. Programmatic advertising
4. e-commerce
5. Marketing automation
6. Portal Systems
7. Field Service mobile application
8. Customer service systems
9. CRM systems

6.1. Digital HealthCheck

We offer a popular and very useful opportunity to our existing and future customers when we are talking about a **Digital HealthCheck** Survey and service.

Digital Customer Experience (DCX) is currently the most important area in the diversity of digital transformations, as customer experience delivery plays a critical role in our customers' lives.

There is an increasing emphasis on aligning customers' corporate and IT strategies. The **Digital HealthCheck** will carry out analytical work along these strategies, providing an overview of the status and proposing the next short-, medium- and long-term steps towards modernization.

As part of this type of Techwave service, we would like to draw the attention of our customers to the up-to-dateness of their processes in the light of the benchmarking values of the given industry.

We do all this with the involvement of the best professionals on the market so that the Techwave name continues meeting the usual high standards and keeping their reliability.

https://www.mndwrk.com/services/cx-ux-ui

6.2. Middleware

Each of the products listed below can be combined together using **SICXS** middleware, granting the customer a system with full CX coverage.
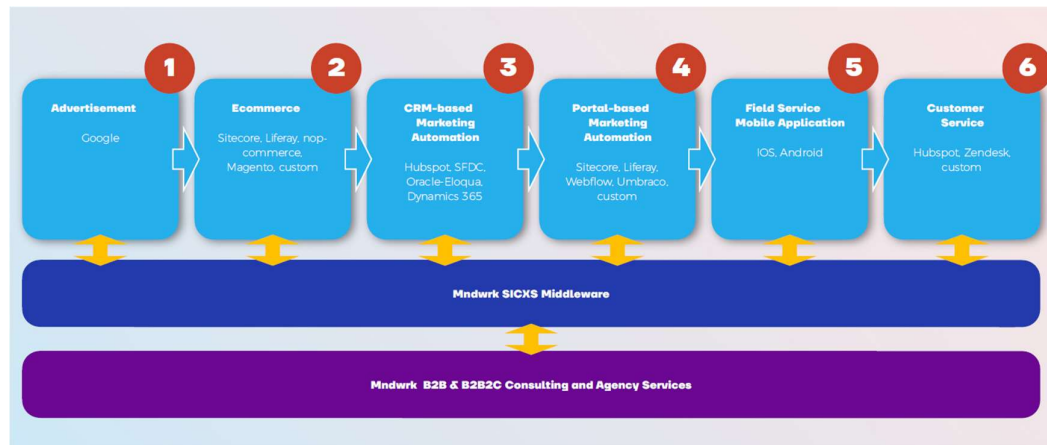
6.3. Programmatic Advertisement

Programmatic Advertisement allows you to manage and display advertisements on various web interfaces. Anyone is able to use it, but a perfect setup and management requires a professional marketing team who knows the trends on how to filter audiences and when to schedule your ads.

SAP alternative solution: not available

6.3.1 Google

Google is the world's best-known and largest Internet Company. It has a wealth of web services, from free web search and analytics (Google analytics) to the map to cloud data services.
Google Ads is one of the best-known ad management services. Ads can appear on almost any website, not just on the Google Platform.

6.3.2 Meta Ads

Similarly, Meta (FaceBook) is a large enterprise like Google, using data uploaded to a social networking site to display user-paid content based on your preference with the help of a built-in profile. It is similar to Google Ads, but can only handle ads that appear through the Meta platform.

6.4. E-commerce

E-commerce systems help and support the company's products by selling them on a web interface. The web stores we support can serve customer needs from the simplest solution (adding and ordering a product) to the most complex ones.

SAP alternative: Hybris Cloud

6.4.1 Sitecore

Sitecore is an e-commerce system running only in its own cloud, similar to Shopify or Hungarian Unas. License is required.

https://www.sitecore.com/

6.4.2 Liferay

Liferay is an e-commerce system operating in its own cloud, performing primarily B2B tasks. Like Sitecore, it is a system similar to Shopify.

https://www.liferay.com/

6.4.3 Nop-commerce

Nop-commerce is an Open Source product, means that the product itself is available free, however you have to pay an expert to set it up andand customize the system. It already has many features by default that can be expanded with add-ons written by yourself or others. (Software written in ASP.NET, so a Windows server is required for it to.)

https://www.nopcommerce.com/en

6.4.4 Magento

It is also an Open Source product. It is written in PHP programming language. Magento served E-bay for many years.
It also has a large number of functions, which can be expanded with functions written by yourself or others.
Magento is now **Adobe Commerce**:

https://business.adobe.com/products/magento/magento-commerce.html

6.5. CRM-Based Marketing Automation

CRM-based Marketing Systems are web applications that store users in a CRM system and can be used to filter (segment) and generate marketing content (newsletter, web product recommendations).

SAP alternative product: SAP Marketing, Emarsys

6.5.1 Hubspot

Hubspot is currently the primary platform for small and medium businesses in the market, as it can be individually configured and has all the features these companies may require.

https://www.hubspot.com/

6.5.2 Salesforce Marketing

Salesforce Marketing is another market leader. Besides the sophisticated CRM it operates a Marketing system. The Marketing system primarily helps to manage newsletters, segmentation, and 3rd-party managed ads.

This is also part of Techwave's portfolio through a contracted partner.
https://www.salesforce.com/eu/?ir=1

6.5.3 Oracle-Eloqua

Cloud-based, primarily helps B2B-based companies, generates leads and manages marketing campaigns.

6.5.4 Sinch

Conversational messaging is the single biggest paradigm shift-taking place in the communication between brands and consumers. Going forward, 50% of businesses will spend more on Conversational Applications than on mobile apps.

Sinch: Engage your customers like never before, on every channel! We are the global leader in cloud communications for mobile customer engagement. Our solutions include CPaaS and APIs for SMS, WhatsApp for Business, OTPs, MFAs and identity verification via message, voice and video.

As a recommended solution for SAP Service Cloud, Sinch can provide the proper communication background (VOIP/CALL CENTER)

https://www.sinch.com/

6.5.5 Dynamics 365

Dynamics has undergone a significant transformation in recent years, with Microsoft noticing the trend dictated by competitors. The look and feel of a CRM system is very similar to Outlook, making it easy to navigate.

It is recommended for companies that do not have SAP and rely heavily on different Microsoft solutions.

https://dynamics.microsoft.com/en-us/

6.6. Portal Systems

Portal systems are web applications that give customers access and the ability to manage matters related to their services through local service providers such as Telekom or Yettel in Hungary.

6.6.1 Sitecore

Sitecore again. In addition to the e-commerce platform, Sitecore is also suitable for managing a portal system. It allows you to create a website, intranet system, portal pages and landing pages within a platform. Only available in your own Cloud.

6.6.2 Liferay

Liferay is a system with similar functionality and requirements to Sitecore.

6.6.3 Drupal

Drupal is written in PHP programming language and is a very widespread, completely free CMS-based system. Users have the option to design the website through a web interface. Most well-known users include NASA, and public universities. It has many of its own accessories; alternatively, you can create your own ones.

6.7. Field Service Mobil Application

The most critical factor in customer loyalty and customer retention is how a company can handle faulty cases. In a market where there is strong competition, customers have high expectations and since they have every opportunity to change brands and products, it is therefore extremely important that employees who come into direct contact with the customer, regardless of their qualifications and previous experience, can

- propose an immediate solution, recommend an immediate solution,
- possible use of smart devices to draw attention and to prevent future errors.

In addition to answering customer questions, mobile interfaces make it much easier to track the work of service personnel compared to a paper-based documentation.

In addition to the fact that mobile interfaces can help answer customers' questions, tracking the work of service personnel becomes much simpler instead of paper-based documentation. With the route planning and GPS function, it becomes easier to record the current position of the employee, even to "re-prioritize" cases during the day, and to notify customers of the expected arrival. With the help of these "smart" functions, the company can significantly reduce its fuel and paper costs and the time it takes to react to errors. Due to the more efficient work, administrative times are reduced and employees can deal with real work instead of administrative tasks.

The Field Service mobile app for Android and iOS is an all-in-one tool for workers who are always on the go. This enterprise-class mobile experience leverages Salesforce in a lightweight design optimized for a modern mobile workforce.

6.7.1 Salesforce Service

Platform-independent, a solution available through a mobile interface that allows back-office information to be easily accessed by employees and provides on-site billing and ordering processes.

6.7.2 Implement the Field Service (Dynamics 365) mobile app for your technicians

Field service technicians often need to see and update their work orders while onsite at a job.

To meet this need, Field Service offers the Field Service (Dynamics 365) mobile app.

6.8. Customer Service Systems

Customer service systems support customer service work, showing a full 360-degree view of customers (previous inquiries, customer history, purchase data, etc.) Customer service systems are mostly omni-channel systems, so the customer can reach customer service via any of the following channels:

- Phone
- email
- chat

SAP alternative solution: SAP Core (SAP Sales Cloud)

6.8.1 Hubspot

By connecting the Marketing system, and by taking advantage of CRM-based operation, we can get a full 360-degree image of the clients. It includes chat and email solutions for primary communication.

6.8.2 Zendesk

Cloud-based ticketing customer service solution, where letters can be channeled and the work of operational staff can be monitored. A classic ticketing system that can also implement L1, L2, L3 functions.

6.8.3 Salesforce Service

A customer service solution with phone, email and chat features. Used in conjunction with a Salesforce CRM system for a complete 360-degree view of customers.

6.8.4 Sinch

As a present solution, it is worth noting that Sinch provides the communication background for SAP Service Cloud, Sinch is a solution that can be used not only in Marketing, but also in Services, which is already used for Techwave customers. (VOIP / CALL CENTER).

6.9. CRM

CRM systems support Sales / Key Account Managers (KAM), and provide a complete picture of customers and their contacts. SAP alternative solution: SAP core (SAP Service Cloud)

6.9.1 Salesforce

The world's first cloud-based CRM system that can be expanded with a number of add-ons available in the marketplace that we can develop ourselves. In addition to its web platform, there is also a mobile version available. Fully customizableand the biggest advantage is the endless number of softwares that can communicate with Salesforce. It is licensed based on the number of users.

6.9.2 Hubspot

The leading CRM system for small and medium-sized companies. Their primary advantage is ease of use and easy integration. It is licensed based on the number of stored contacts.

7. Microsec

7.1. Full probative value without paper and pen

Paper-based business processes limit the operations of companies. They slow down decision-making and make it difficult to communicate with business partners. Thanks to electronic signatures, it is possible to create evidentiary electronic documents without the use of paper and pen. Forget face-to-face meetings, paper contracting, and complicated administrative processes.

Microsec **e-szignó** authentication service the first service provider in Hungary according to eIDAS. Our services are registered by the Nemzeti Média és Hírközlési Hatóság (NMHH https://english.nmhh.hu/) as well as the EU Trusted Listen.

Qualified Trust-based Services:

- AUTHENTICATION

  Issuance of certified signature and stamp certificates

- ARCHIVING

- Qualified archiving service
- TIME STAMP

Qualified time stamp service

- WEBSITE AUTHENTICATION

Issuance of qualified website authentication certificates by Google

Certificate - In accordance with transparency requirements.

https://e-szigno.hu/electronic-signature

8. Doqsys - SAP Ariba e-procurement

DOQSYS Business Solutions Ltd. established in 2005, is an expert in Source-to-Pay automation. Based in Hungary, Central Eastern Europe we are serving customers locally and globally. DOQSYS provides on premise and cloud solutions as well as outsourced intelligent data capture services based on globally proven technology form **SAP Ariba**, Bravosolution, Basware, Top Image Systems and Kofax.

SAP Ariba you can achieve digital transformation from source to pay with SAP Ariba e-procurement and supply chain cloud solutions that are always on and easy to deploy, both large and midsize companies can realize fast time to value.

8.1. E-SOURCING

E-Sourcing is the most effective tool for integrating vendor management into the sourcing processes. From approved requisitions, through RFX, e-tender and relevant steps of vendor rating to price negotiation, you can easily manage the whole process without leaving the platform. E-Sourcing solutions helps you to get the real market price and choose the ideal supplier. All the data throughout the sourcing process is saved in the system, and can be reached anytime in the future, providing you have real-time feedback and full transparency.

8.2. e-Tender

Selecting the best supplier is undisputedly the most important part of sourcing. Nowadays, most companies are still focused on operative tasks rather than turning their attention to strategic targets. Collecting information (RFI) and proposals (RFQ) are still paper-based, or managed via emails, however, there are several solutions for the automation of the sourcing processes. E-Tender provides centralized, integrated surface where buyers and potential suppliers can communicate with each other, vendors can upload their information and proposals. This closed system provides high efficiency and transparency in strategic sourcing.

8.3. e-Auction

E-Auction is a widespread online tool, and the most effective solution to get the lowest price on the market from your potential suppliers. In the case of sourcing of any products or services, it provides a safe and transparent environment to make vendors compete for your business, offering the best

possible price. Our well prepared and experienced professionals support both sides (buyers' and suppliers' as well) to reach an agreement based on mutual satisfaction.

8.4. Vendor management

Vendor management solution is not only about enabling you to handle your supplier data and performance in a lifecycle model, but it also enables the user to monitor and maintain supplier performance and data in real time. Suppliers receive periodic online requests to update their information that appear after verification on the procurement side. Procurement professionals can rate suppliers' performances easily by an established rating system (that can be configured) and in addition, real time graphs and reports can be generated from the available data.

8.5. Spend analysis

Expenditure analysis solution is an integrated tool that automatically collects data and information based on predetermined aspects during the whole procure-to-pay process, and provides interactive dashboards and reports (based on real-time data) to professionals and decision makers. Expenditure analysis is an essential tool for accurate cost planning and absolutely necessary for effective and efficient sourcing.

https://www.doqsys.com/en/

9. Magic /Onyx

9.1. Magic xpi integration platform

Magic xpi is Magic's code-free integration platform, that lets you streamline business processes quickly and easily, integrating them across diverse applications, platforms, and databases. Magic xpi enables you to integrate your business information, logic, and data into cross-organizational, cross-platform business processes. Smooth running business processes reduce operational costs and increase revenue and reduce business risks.
The most important advantage of Magic xpi is that, keeping in mind the dynamically changing business needs, databases and applications with heterogeneous technology can be connected in such a way that the possibilities are not limited to the most well-known applications and standards, but instead it is possible to create customized adapters and complex, non-standard applications to be converted into a custom format.With the possibilities of technology, internal processes become more transparent, the investment in software will certainly pay off quickly from a business point of view.
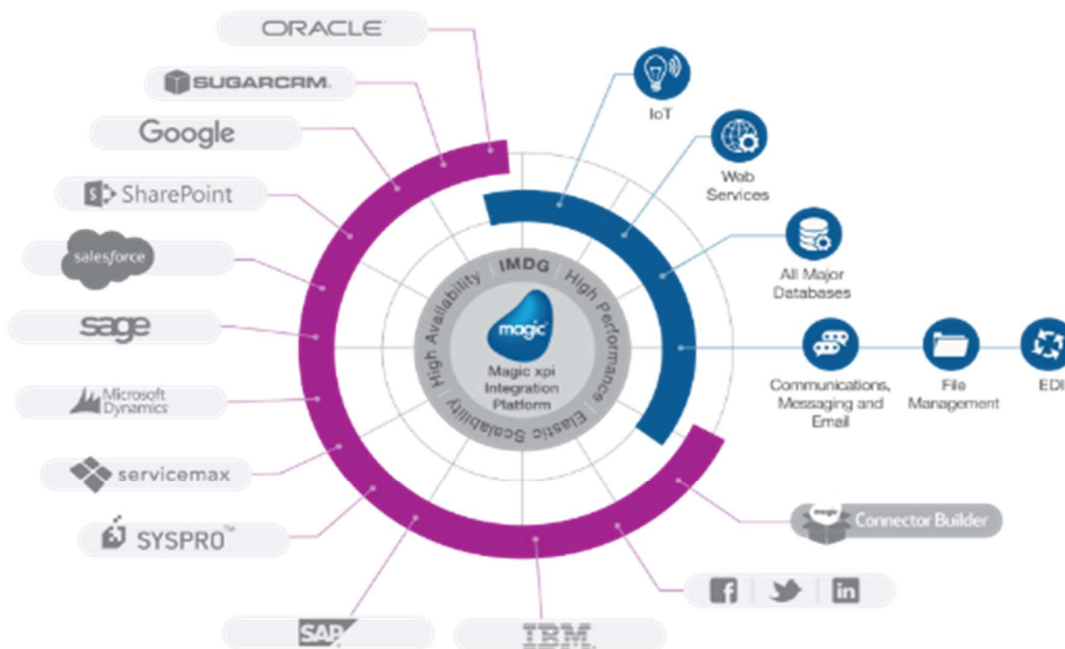
9.1.1 Integration capabilities of Magic xpi

With the wide range of integration capabilities of Magic xpi, interoperability between heterogeneous databases can be implemented, also to work on the same process with different databases is possible. Magic xpi supports the technologies listed in the table below (the list is not complete):

Technology	Supported
Platform and OS	iSeries, pSeries, Linux, Windows, SUN, HP, .Net, J2EE
Databases	DB2/400, DB2, Informix, Oracle, SQL-Server, ODBC, Pervasive.SQL
Communication standards	SOAP, WebServices (WSDL), Directory Services (LDAP), HTTP/S, FTP, POP3, IMAP4, MAPI, SMTP, SNMP, File System, Network
Köztes rétegek	WebSphere, MQSeries, EJB, JDBC, JMS, MSMQ, ODBC, CORBA, WebLogic, Jboss, Sun
File formats	MS Office, printing files, HL7, FIX, EDI, text files, tab-delimited and separated by another delimiter, HTML, XML

www.magicsoftware.com