

A hand holding a smartphone is the central focus, set against a background of a cityscape with glowing lines and a bright light source. The image is split into two main color zones: an orange-tinted left side and a blue-tinted right side.

fornax.ict

INFORMATION
TECHNOLOGY
**THROUGH
AND THROUGH**

FORNAX COMPANY GROUP

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THE FORNAX world

fornax
Tradition of Innovation

since
1990



Our **MISSION**



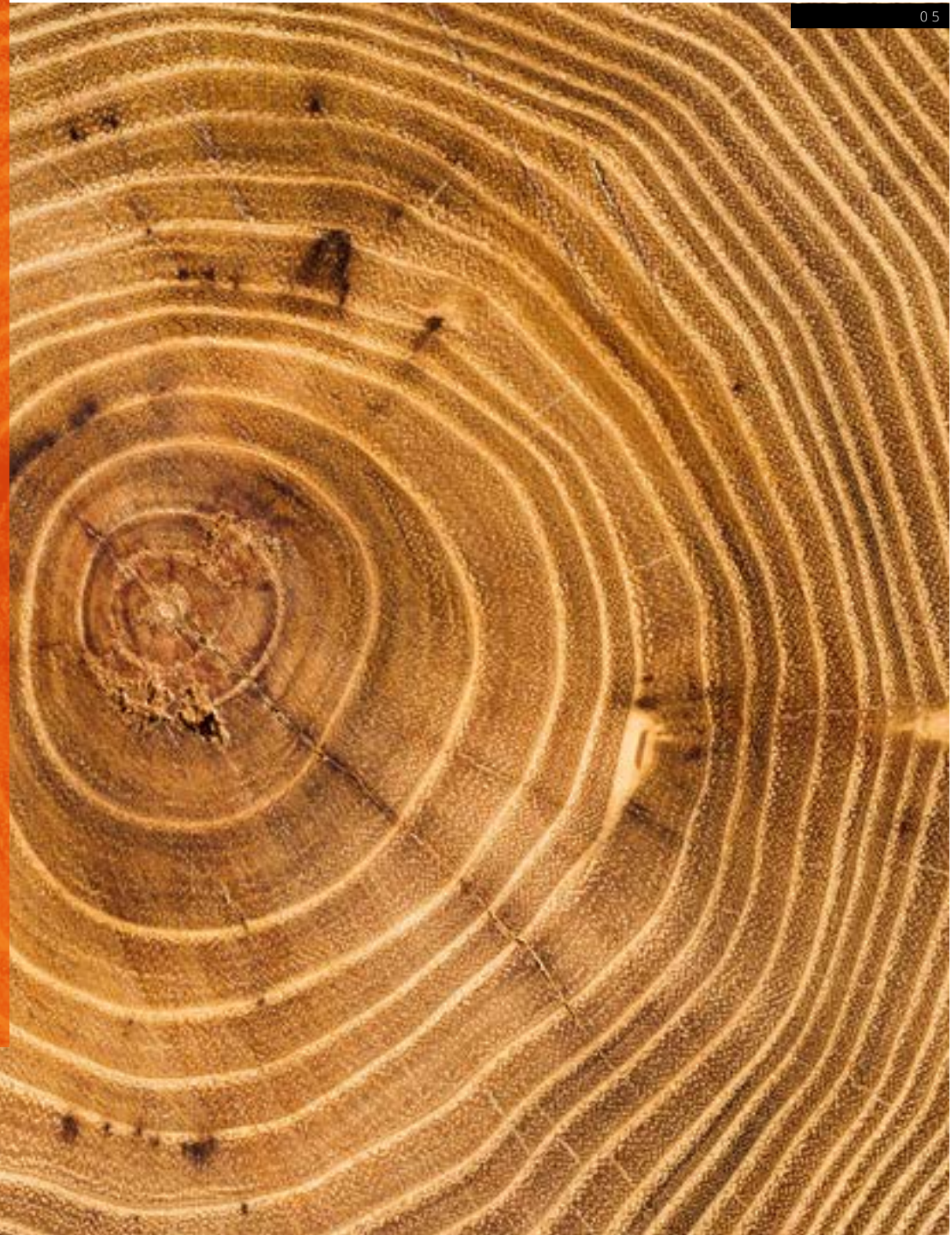
Many of our colleagues have more than ten years of professional experience. Together, they cover a wide range of areas. Consequently, Fornax ICT's competencies extend beyond technical management and include the overall coordination of projects, the planning, organization and optimization of back-office processes, administrative and support tasks, and the management of related implementations.

During our operations, we have acquired in-depth knowledge and outstanding know-how in a number of IT areas. We have successfully completed projects in areas such as complaint management, HR, number portability, technical troubleshooting and automatic fault correction processes, contract handover management, systems for monitoring complete technical and general workforce management, and global B2B and B2C integration.



HISTORY

of Our Company



Fornax ICT started its operations in 2007. Its 100% Hungarian-owned mother company, FORNAX, already had a prestigious professional background and a network of contacts due to its steady activity of over 30 years.

From the start, Fornax ICT has been working on complex projects for Hungarian and foreign corporations. It has been involved in software implementations, mainly workflow and workforce management solutions, the integration of third-party products, as well as consultancy related to these and other products.

Fornax ICT uses high quality management systems for its operations. The company complies with the ISO 9001 quality management system, a prerequisite for its operation and a tool of achieving high quality tasks on time. In 2014, FORNAX was among the first companies in Hungary to implement and apply the new ISO 27001:2013 Information Security Management System.

FORNAX's own Eventus system was the silver winner of the Global Excellence in Workflow Awards of the Workflow Management Coalition (WfMC), Giga Information Group and the Workflow and Reengineering International Association (WARIA), the most prestigious organisations in the workflow management industry. Eventus later won an IT Business Leadership Award in 2008. Besides FORNAX, companies such as HP, Microsoft and Ericsson were among the winners.

In 2012, the company won first prize at the European Software Excellence Awards in Berlin, one of the most prestigious competitions for software developers in Europe. The company was among the best in Europe in the Enterprise Mobility Solution category for its Eventus-based mobile workforce management solution.

FORNAX celebrated its 30th anniversary in 2020. At that time, Eventus supported more than ten million customers and managed the work of more than 10,000 employees every day.





Solutions,
SERVICES



Fornax ICT offers in-depth and diverse expertise in a number of areas.

IT AND BUSINESS CONSULTING

Thanks to our various successfully completed and ongoing projects, we are able to enrich our professional knowledge every day, broadening our range of competencies. As a result, our experts can meet almost any specific development requirements.

The areas of consultancy include:

- BPM, BPR, project and program management;
- project audit, organizational change management;
- creation of strategy;
- introduction of quality control systems;
- consolidation of applications, systems;
- system design.

CUSTOM SOFTWARE DEVELOPMENT

Whatever the size or complexity of the company, we always deliver the optimum solution for the customer's needs.

- Software design and development;
- customization of off-the-shelf products, applications.

SOFTWARE AND SYSTEM INSTALLATION

Software and systems implementation is a real team effort and requires the full commitment of both parties and a high level of project support by the leadership. To ensure smooth collaboration and effective communication, our experts are at our customers' disposal for everything, from planning and decision preparation, through development and implementation, to training, live operational support and further upgrades.

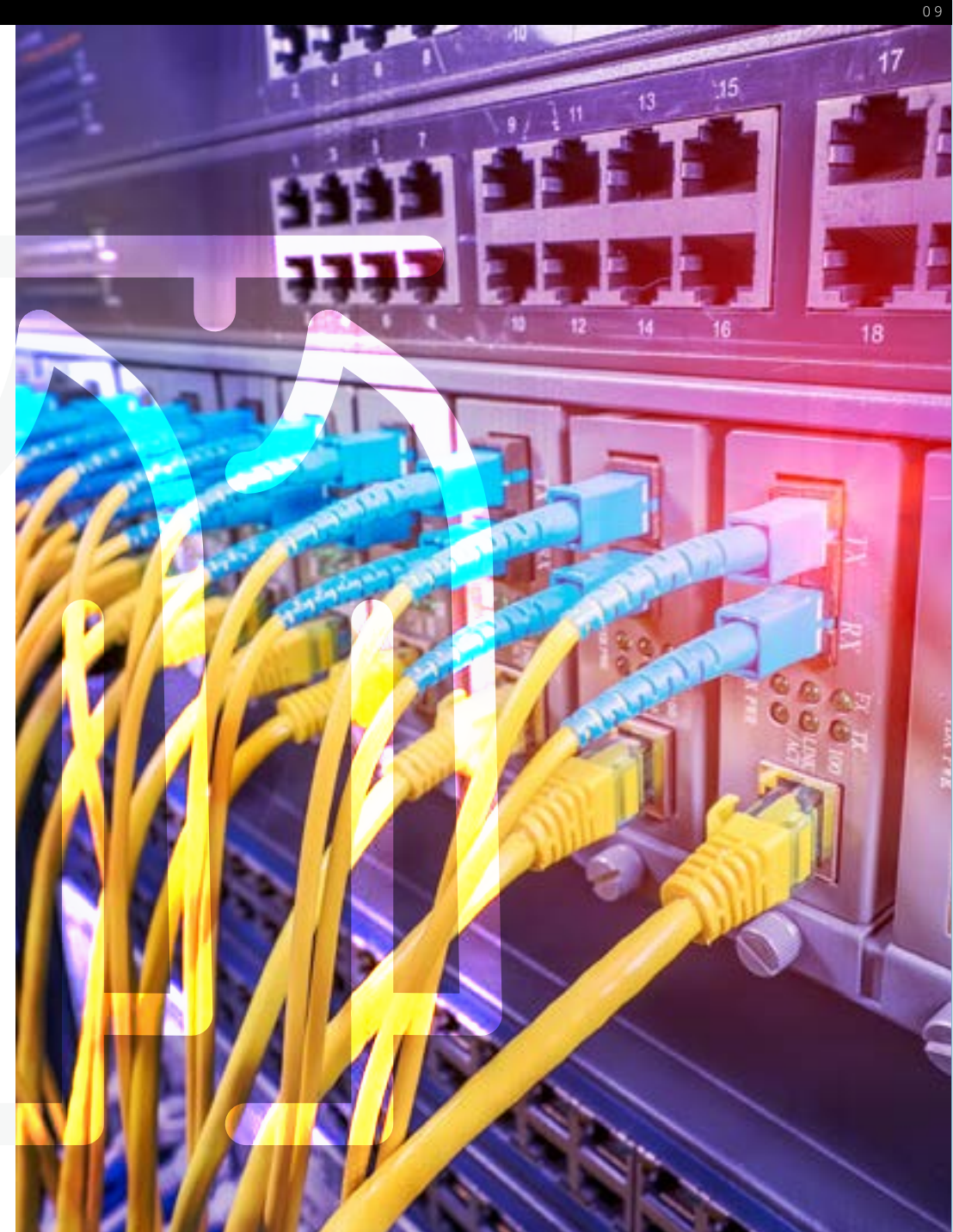
SYSTEM AND APPLICATION INTEGRATION

Our firm offers the following solutions to system optimization challenges:

- Tibco Active Matrix parameterization;
- Installation, development and support of Lobster;
- Planning software integration;
- Custom technical integration;
- Custom functional integration.

SUPPORT

The efficiency of integrated systems, developed software and implemented systems can be significantly increased with good background support. This can help your company to reduce costs and generate more profit, not to mention the time and resources saved. We provide customized product support for all the products we sell.



SOLUTIONS

Our firm delivers solutions in the following areas:

- logistics (order, shipment tracking, storage process);
- support and automation of back-office and front-office processes;
- support and automation of HR and approval processes (travel, procurement, compensation, expense clearing, etc.);
- coordination and optimal control of technical workforce;
- support and automation of workflows between organizations;
- NFC solutions;
- GIS solutions;
- support and development of sales processes;
- fraud management;
- support and automation of customer contact office processes;
- support and automation of commerce (marketing and sales workflows, vehicle tracking);
- network troubleshooting;
- number portability;
- enterprise complaint handling;
- service provisioning, handling, fault resolution;
- SLA management;
- network management, network and service directory.



EVENTUS



Eventus is FORNAX's proprietary, award-winning enterprise workflow and workforce management solution designed to help companies achieve a significant improvement in efficiency during their activities. Although Eventus is primarily designed for large enterprises, it can also be applied to mid-sized businesses in any industry where accurate management of workflows, tasks and staff is critical.

The main features of the Eventus:

- full range workforce and workflow management;
- smart phone/ tablet client for on-site employees;
- integrated map/telemetric data processing on the client side;
- eOBU;
- map-based central task dispatching (manual, semiautomatic, automatic);
- integrated barcode reading;
- personal inventory management;
- handling of camera in hand-held device for photo documentation;
- NFC data integration options;
- automated fault correction engine for systems controlled by electronic devices capable of TCP/IP communication;
- support of several languages.

The benefits of introducing Eventus:

- centrally defined processes, strictly enforced rules;
- getting a bird's eye view of complete business processes;
- all areas become measurable and assessable;
- Keeping customers informed – even in real time;
- improved customer experience;
- quick introduction of new products and services;
- optimal use of resources;
- simple operation and maintenance;
- turnkey implementation;
- quick return on investment;
- cost optimization in areas supported by Eventus.



- 2003** WfMC „Global Excellence in Workflow“, silver award
- 2008** IT Business Leadership Award
- 2011** Eventus was picked as one of the 11 most innovative Hungarian developments
- 2012** European Software Excellence Awards
- 2013** FORNAX was invited to be the first Hungarian presenter to the Oracle OpenWorld event
- 2016** The E.Fault@CC module of FORNAX was shortlisted by the Nice TM Forum for their Outstanding Contribution to Enabling Improved Customer Centricity Award.

Eventus AWARDS





Main
PARTNERS





AH NET Zrt. (earlier MVM NET Zrt.)

E.ON Hungária Zrt.

**Institute of Geodesy,
Cartography and Remote Sensing**

Hrvatski Telekom

HungaroControl

Invitel

Hungarian Telekom

MÁV GSM-R

Montenegro Telekom

National Tax and Customs Administration

National Waste Management Directorate

Nation Ambulance Service

UPC Magyarország Kft.

Vodafone

development of directory system for optical services

introduction of system to record working hours for the electricity and gas lines of business

implementation of working hours recording system

launching WWMS, the workflow and workforce management system

development of new Service Control module

Installation of TSS (Troubleshooting System)

implementing an award-winning integrated workflow and workforce management system and TSS

complex system support of GSM-R network

implementation of working hours recording system

development and support of the Operational System for the Coordination and Support of Enforcement Procedures

development of Waste Management Baseline System

creation of Patient Transport Control System

launching a workflow and workforce management system

workflow support of front-office and back-office processes at the company

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FURTHER INFORMATION

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