

PRODUCT OVERVIEW · AI AGENTS

AI handles the routine, **people decide.**

A significant share of working time is spent on repetitive, rule-based tasks: scheduling appointments, answering recurring customer questions, and retrieving data. Omnit builds AI agents, assistants, and chatbots that take over the routine work while preparing important decisions under human control.

This is not the hype around "fully autonomous" agents. We build responsible, coordinated AI agents because control is not optional in enterprise environments. Every agent is designed for a specific business process and use case.

Elemzés & riport

Documentumok

Ugyféligények

Ütemezések

Jelentések

Naptár

Beállítások

Teljesítmény

82%

74%

68%

71%

77%

Feladatok

Adatfeldolgozás

Ellenőrzés

Válasz generálás

Kövérhagyásra előkészítés

Ertesítés küldése

control

the final decision remains human

RAG

company knowledge, not hallucinations

coordinated

multiple AI agents working together

tailored

built around your processes, not off-the-shelf AI

An Implementation Partner, Not a Consultancy

We build systems that solve real business problems — tailored to existing operations, sustainable in the long term, for mid-sized and large enterprises. We do not pursue the most fashionable solution; we pursue the best value for money.

Three Pillars, One Partner

AI Factory

Practical AI for enterprise environments: document processing, automation, customer service, image and video analytics, prediction, intelligent search.

Data Solutions

Reliable reporting starts with well-managed data: ETL, BI, master data management, migration, Data Governance.

Custom Development

Business applications, system integrations, process digitization — from frontend to backend, cloud and hybrid.

What Makes Us Different

- **The team that assesses the project also builds it** — from the first workshop to production.
- **We build systems, not disconnected APIs** — frontend, backend, databases, integrations.
- **We start from real operations, not templates.**
- **Modular approach** — complete systems or individual components.
- **We specialize in projects where the challenge is difficult to define.**

KEY MESSAGE

We start with assessment and finish with a working system — and the same team carries the project from the first workshop to production.

Practical AI with Real Business Value — Not Hype

A generic AI subscription is not the same as AI built around a specific business problem, measured and integrated into enterprise operations. We build the latter: complete AI processing pipeline from your data, testing multiple models on the same dataset and selecting the best value-for-money solution.

Core AI Capabilities

- **Document Processing** — invoices, forms, contracts (typically 80% processing time reduction).
- **AI Automation** — replacing repetitive manual processes.
- **Customer Service & Contact Centers** — AI-assisted responses in Hungarian.
- **Image & Video Analytics** — manufacturing and visual quality control, performance measurement.
- **Predictive AI** — quality and behavioral forecasting.
- **Intelligent Search (RAG)** — enterprise knowledge search with source references.

Ready-Made AI Products

- **AI Invoice Posting** — rule-based, audit-ready coding from images and PDFs.
- **AI Conveyor Monitor** — video analytics for operational performance.
- **Intelligent Chatbot** — hallucination-free, RAG-based knowledge assistant.
- **Intelligent Search Engine (RAG)** — answers from documents, not lists.

Every product and service at a glance

AI Factory brings together AI services; Data Solutions creates order in enterprise data; Development builds custom systems. Every engagement starts with a fixed-price assessment.

AI Factory ARTIFICIAL INTELLIGENCE

ENTRY AND LEVELS

AI Opportunity Check

€1,450 • 1 week

★ ENTRY

AI Compass Audit

From €4,950

ADVANCED

AI Pilot

From €7,950

ADVANCED

CAPABILITIES

Document Processing · AI Automation ·
Customer Service & Contact Center · Image & Video
Analysis · Predictive AI · Intelligent Search (RAG) · AI
Agents & Assistants · Customer Behavior Analytics ·
Anomaly Detection · AI Consulting & Training ·
CRM Solutions

READY-MADE SOLUTION

AI Invoice Posting · AI Conveyor Monitor ·
Intelligent Chatbot · Intelligent Search Engine

Data Solutions DATA MANAGEMENT

ENTRY

Data Assessment

From €1,450 • 2–3 weeks

★ ENTRY

CAPABILITIES

Data Preparation & Processing (ETL) · Business
Intelligence & Reporting · Data Cleansing & Validation ·
Master Data Management · Data Migration Management ·
Data Analytics · Oracle & Database Expertise · Specialized
Data Project Management · Data Governance

READY-MADE SOLUTION

CER — Material Master Data Gateway: SAP master
data framework (45 days → 4.5 days)

Custom Development CUSTOM DEVELOPMENT

ENTRY

Solution Concept

From €1,450 • 2–3 weeks

★ ENTRY

CAPABILITIES

UI/UX Design & Business Application Development ·
System Integration · Document & Workflow Management ·
Cloud & Hybrid Solutions · Data Protection & GDPR
Compliance · Handwriting & Form Digitization

READY-MADE SOLUTION

DOCMAN: Enterprise Document Management (Case
Management, QES, Company Gateway)

Responsible, coordinated agents — not autonomous hype

AI agents that take over routine work while preparing human decisions — all in three roles.

- 1 Takes over routine work**
Performs well-defined, repetitive tasks autonomously from start to finish.
- 2 Prepares human decisions**
Does not decide ambiguous or high-risk cases; instead, it prepares them and hands them over to a person.
- 3 Responsible, coordinated**
Not autonomous hype — controlled, auditable operation aligned with your company's rules.

IMPORTANT DISTINCTION

The market is full of hype around "fully autonomous" AI agents that act without human supervision. We deliberately build responsible, coordinated agents: routine work is fully automated, but important or ambiguous decisions always remain under human control. This is not an off-the-shelf product — every agent is built around a specific business process, your company's systems, and its rules.

Three situations where routine work consumes capacity

- 1 Too much time spent on routine**
The team's time is consumed by repetitive tasks; as volume grows, waiting times increase, reducing valuable capacity.
- 2 The same questions over and over**
60–80% of customer enquiries fall into the same few categories — an agent can resolve these independently.
- 3 Knowledge lives in people's heads**
Internal and customer support depend on individuals; responses vary, and onboarding takes longer.

BOTTOM LINE

Skilled working hours wasted on routine tasks and slow, person-dependent service cost money every day — even though 60–80% of those repetitive tasks can be handled by a responsible AI agent.

Three perspectives, one solution — and where the impact is measurable

Where there are many repetitive, rule-based tasks and recurring customer questions, AI agents deliver the greatest value. Business and operational teams own the decisions, while IT is the implementation partner.

COO / Customer Service Manager

The team's time is spent on routine work — the agent takes it over, allowing people to focus on higher-value cases.

Operations / Support Manager

Faster, more consistent service and newly available capacity are the primary business benefits.

CIO / IT

The key is responsible, auditable operation built on top of existing systems.

Where change becomes measurable

Freed-up capacity

Routine work is handled by the agent, allowing people to focus on more complex, higher-value tasks.

Faster, more consistent responses

Recurring questions are resolved immediately and consistently, at any time of day.

Control retained

Critical decisions always remain with people, every step is auditable, and operations never become a black box.

What AI Agents do in practice — core capabilities

AI Agent

Performs well-defined, repetitive tasks end-to-end: data retrieval, notifications, and status updates.

VoiceBot

Handles inbound and outbound calls in natural language, across multiple languages — and joins Microsoft Teams calls.

Chatbot / Assistant

Answers common questions instantly using your company's knowledge (RAG) and escalates when needed.

Voice-Driven Workflows

Voice-controlled calendar management, web search, and email generation — employees dictate, the agent executes.

AI Database Error Detection

Generates SQL from natural language, checks the database, and detects inconsistencies — corrections remain human.

AI Search

Semantic product and item search: finds the right item based on meaning, even when different names are used.

— THE DIFFERENTIATOR · RESPONSIBLE OPERATION

Three principles — responsible, controlled, auditable

1 Built for a Specific Process

Not an off-the-shelf product: every agent is built around a specific process, your company's terminology, and its rules.

2 RAG — Based on Trusted Knowledge

Responses come from trusted company knowledge, with source references — not unrestricted AI generation.

3 Human Control

Routine work is automated, while decisions with business impact are always made by people.

WHY IT MATTERS

A responsible AI agent is built on three principles: process-specific operation, RAG based on trusted company knowledge, and human control at key decision points.

Proof of Expertise

Core Architectural Principles

Built for a Specific Process

Not an off-the-shelf product: every agent is built around a specific process, your company's terminology, and its rules.

RAG — Based on Trusted Knowledge

Responses come from your company's own trusted knowledge, backed by sources — not unrestricted generation or guesswork.

Human Control

Routine work is automated, but important decisions are always made under human control and approval.

What Makes AI Agents Different

Not Autonomous Hype

AI handles the routine, while control and decision-making always remain with people.

Multiple Agents Working Together

AI agents collaborate and hand tasks over to one another within the same business process.

RAG — No Hallucinations

Responses are based on verifiable company knowledge, not guesswork.

Built on Existing Systems

No system replacement — AI agents build on your existing processes and systems.

ABOUT PRICING — HONESTLY

There is no fixed price list — every project is priced according to the business process, use cases, and integration requirements. The real question is not the project cost, but the cost of repetitive work and person-dependent service — something a responsible AI agent can significantly reduce.

— NEXT STEP

How much time is lost on repetitive tasks?

In a 30-minute consultation, we identify which routine process is the best candidate for your first responsible AI agent — with measurable business results. If AI Agents are not the right fit for your organization, we will tell you that honestly.

Responsible

AI handles the routine, people decide.

Proof: Controlled handover to a person whenever necessary.

Tailored

Built around your company's processes and rules.

Proof: Not an off-the-shelf AI agent.

Trusted

Built on your company's knowledge, with source references.

Proof: RAG — no hallucinations.

WEB

omnit.hu

SERVICE

AI Agents · voicebot ·
chatbot · human control

COMPLIANCE

ISO 27001 + 9001

[Request a consultation →](#)

