

80% WYSIWYG



20% Magic

WHO WE ARE

Meet the tools, skills, and people you need to achieve digitalization goals and build resilience for the future.

Our cutting edge solutions

Team as a service

Align your IT initiatives with your business goals and skyrocket your delivery by our seasoned developers, architects, analysts, testers, DevOps engineers or agile facilitators.



DevOps

We drive enterprise digital transformation with agile, DevOps and cloud native solutions.



Zenith DXP

Zenith is a customizable, secure, and modular digital experience platform (DXP).



Atlassian

Transform shared work into smooth workflows with a tool designed for your development, operations, and support teams.



Pulze Digital

Level up digital capabilities together to shape the future.



Custom Solutions

When boxed solutions fall short, custom software development provides the flexibility to bridge digital workflow gaps –even using LC/NC environments.



Multi-Agent AI Enterprise Evolution

Beyond AI playground

Searching for viable business and IT use cases



AI is also a channel / interface like website, mobilbank or branch



Current AI features are a huge stepback in functionality



Do NOT lift & shift processes!

Evolution of enterprise grade AI implementation
is a journey of exploration full of traps and dead ends.



Implementing AI in enterprise

Keep both architecture evolution and decision making development in focus.



Phase 1:
AI Washing

Organizations deploy
superficial AI solutions



Phase 2:
AI Islands

Business-driven use
cases emerge



Phase 3:
AI Backbone

Hundreds of workflows
and multi-agent systems



Phase 4:
AI Black Mirror

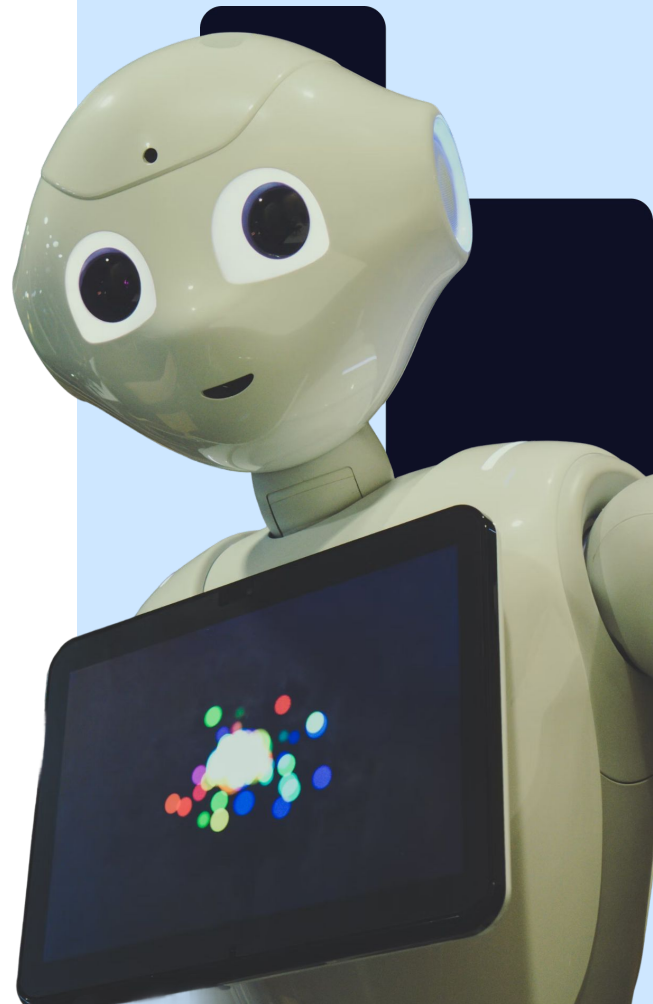
AI evolve from basic
labor to valued experts



Phase 1: AI Washing

AI solutions for marketing purposes without real value

Creating scripted chatbots masquerading as true AI while lacking genuine implementation knowledge or vision.





Phase 2: AI Islands

Isolated developments of artificial intelligence

Business-driven, but limited use cases emerge with in-house competency development and conscious vendor selection, creating targeted solutions like effective customer profiling systems.



Phase 3: AI Backbone

Scaleable AI solutions capable to solve complex problems

Organizations that developed internal competencies earlier gain significant advantage over those attempting to shortcut with off-the-shelf solutions.





Phase 4: AI Black Mirror

Blurring the lines between human and AI

AI agents evolved from basic labor to valued experts. Supporting both customer service and internal processes, while collecting data, making decisions, executing tasks.

Reframing the question: "Which process steps truly require humans?"

Gartner **warning!**

By 2028, Gartner predicts that 33% of enterprise software applications will include agentic AI, up from less than 1% in 2024, with at least 15% of day-to-day work decisions being made autonomously through AI agents.

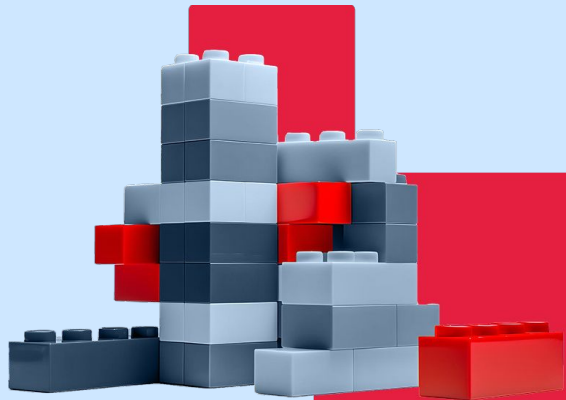
On which side do you see yourself in the AI-driven landscape of 2028?

Digital leaders must understand how to effectively implement this technology to innovate business models and drive growth.

Gartner®



Platforms? Ready!



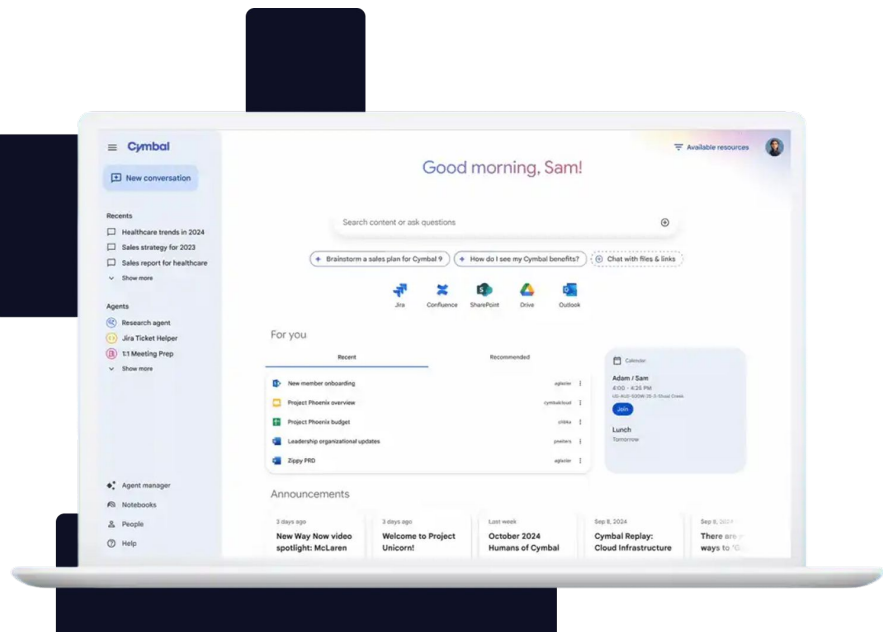


Atlassian Rovo AI

Jira already got all the project data

Agents are ready to deal with human tasks, like search, organize tickets or documents, plan sprints, analyse, correct mistakes.





Google Agentspace

Google can use all of the internet...

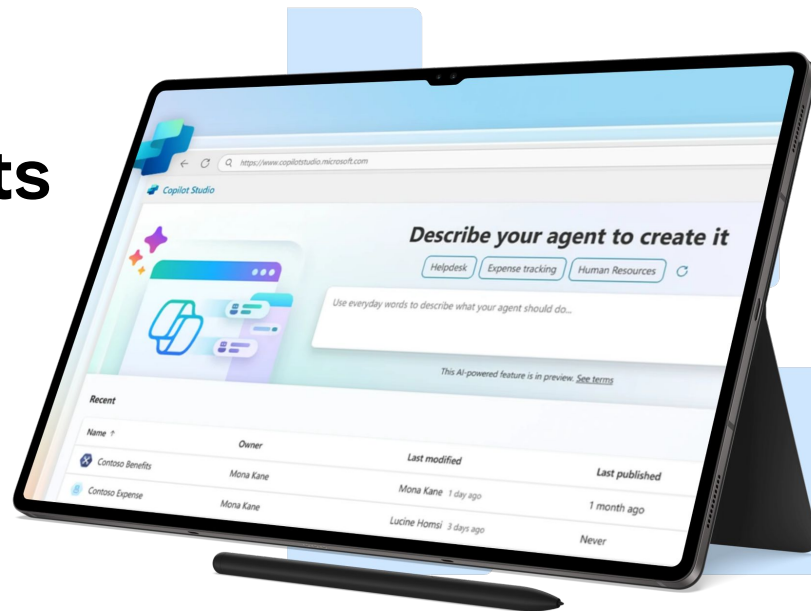
Enterprises can scale AI by providing a single location where employees can easily discover and access agents for their organization. Soon, employees will be able to use a low-code visual tool to build and tune their own expert agents on Google Agentspace.



Microsoft Copilot Agents

Describe your agent to create it

Integrate all of your company office data,
workflow organization and boost it with
Powerautomate.



Use Case

from chatbot to digital concierge

An AI chat application was deployed to assist the call center, but user interaction had an unexpected impact.



Expectation Gap

Customers aren't seeking basic information or troubleshooting —they want expert advisors.



Beyond pimped IVR

Traditional implementations failing to meet the evolving customer expectation.



The not-so-far-future vision is

Multi Agent Automation, a digital expert pool with specialized agents working in concert.

Client is talking to a concierge who is backed by a team of experts in a meeting room, listening, taking notes, and handling specific tasks, while the concierge maintaining a unified customer conversation.



What to expect in the next 3 years?

Digital leaders must understand how to effectively implement this technology



Evolution, Not Revolution

The challenge isn't new. Customers still seek solutions...

and AI can help delivering faster, better results —like physical branches, websites or mobile devices.



CustomerXP Remains King

The goal continues to be more efficient, engaging...

omnichannel customer service that delivers meaningful improvements to the user journey.



Own Your AI Backbone

Using platforms is beneficial, but...

outsourcing your AI backbone to service providers raises the questions: Does a shortcut worth giving away all your customer data?

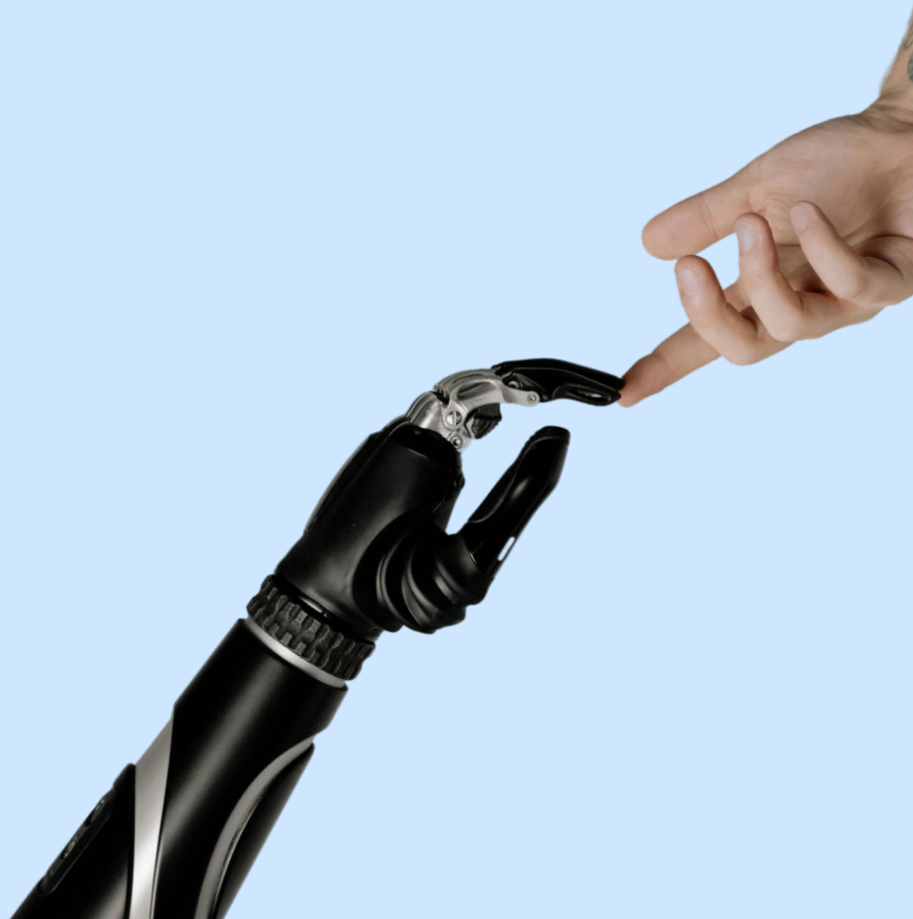


Knowledge Sharing is Key

Capability development and knowledge sharing are key.

Without widespread competency, your process becomes unscalable and reaches a dead end.

Chief Agentic Officer





Let's talk

More Shiwa stories and solutions:

www.shiwaforce.com



Kállai "Colos" Gábor
CTO

36 (70) 364 7203
gabor.kallai@shiwaforce.com