



T-LABS VIEWS ON WALLETS

Jörg Heuer, Mar 2014



LIFE IS FOR SHARING.

T-LABS DEVELOPMENT HISTORY

A JOURNEY FROM EARLY MOBILE WALLET COMPONENTS TOWARDS A CONVERGENT CROSS-OPERATOR WALLET SUPPORTING ONLINE AND PROXIMITY TRANSACTIONS AND VALUE ADDED SERVICES.



MORE THAN PAYMENT

THE FOCUS OF A DIGITAL WALLET IS SHIFTING...

Payment ... still can be improved through digital wallets, aggregating various cards and coupons in the transaction, advanced receipting and improving general transparency and ease of use.

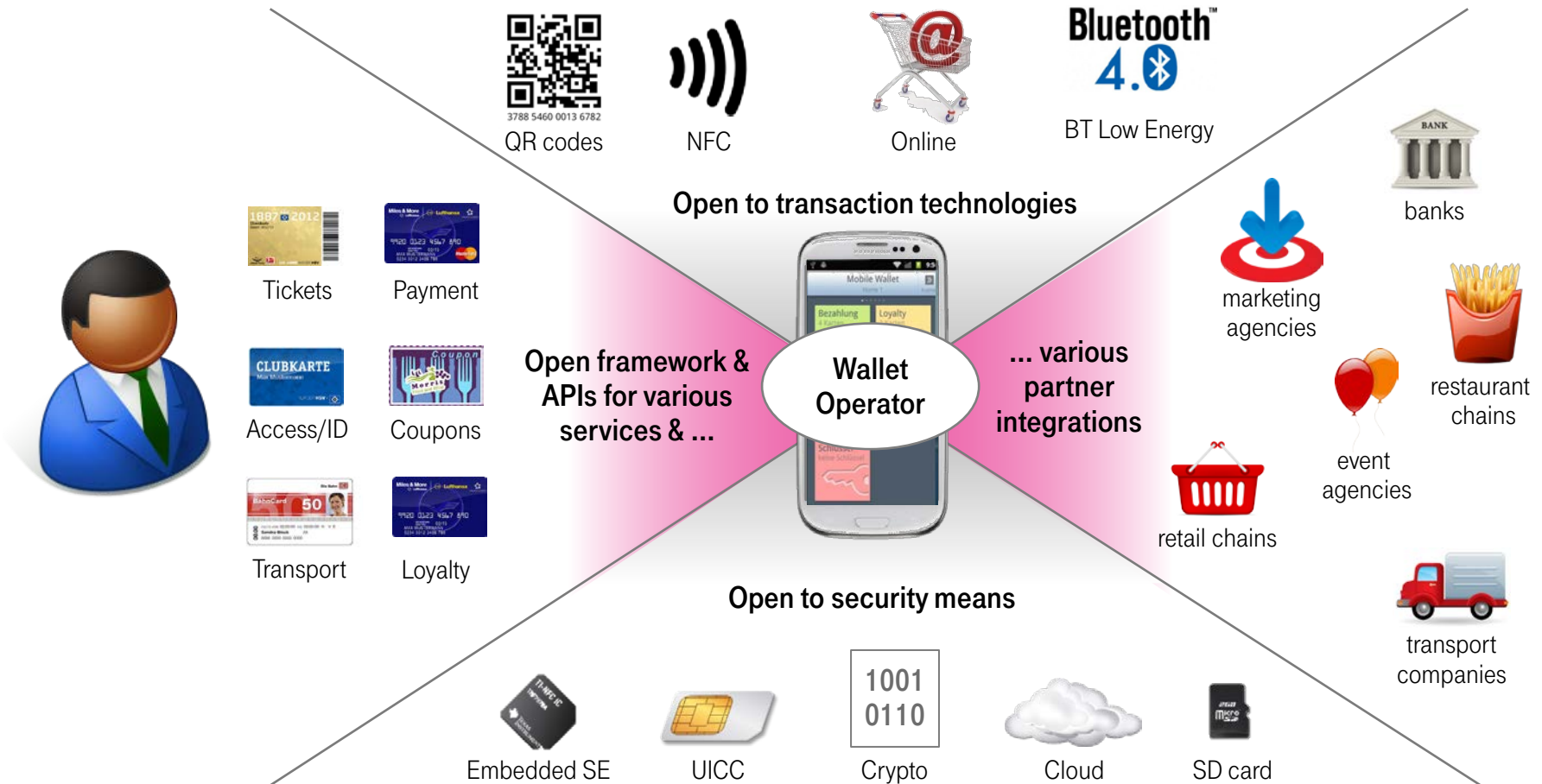
Ticketing ... can save money for operators of many services, but also offers many options to improve user experience.

Coupons – Wallets can remove numerous hurdles in acceptance (pick up coupons via NFC, QR/Barcode or from web pages) – and digital coupons don't take up space!

Identity/Loyalty – Proving identity and logging into services is the main hook for integration of online services – and it is identical to today's loyalty cards.

➤ **Convergence between physical and online world will allow for exponential growth of options and opportunities, combining online deployment with real world usage and vice versa!**

WALLET VISION – TECHNOLOGY-NEUTRAL AND OPEN USER-CENTRIC WALLET AS A PARADIGM



FUTURE WALLET DEFINITION

DIGITAL ITEMS AND THE ECOSYSTEM

Wallet Anatomy

We have come to the conclusion that a wallet worthy for the 2020ies needs to encompass various devices, communication technologies, web and cloud service aspects. The main constituents are:

- **Items** – digital objects containing identity and security credentials and functions
- **Security** – can be realized in various ways, most of them can be conveyed through the wallet
- **Communication** – can take place via NFC, optical or acoustic code, most importantly: APIs and IP

Wallet Ecosystem

- **User** – the center of the design; if it's not the user's wallet to contain everything needed, it's no wallet
- **Wallet Provider/ Operator** – trusted entities in a market with proper technical means and access to customers
- **Service Provider: Issuer** – provides content like cards, tickets, keys, coupons into the wallet
- **Service Provider: Acceptor** – receives items – or their communication – from the wallet to identify, authenticate, authorize, ...

AN ABSTRACT VIEW ON A WEB TECHNOLOGY-BASED WALLET FOR THE VIRTUAL – AND THE REAL WORLD

