

Conduent Seamless[®] Transportation System



This breakthrough universal system is compatible with all mobile phone operators, is easy to install and offers the same security guarantees as conventional contactless ticketing. Commuters can use their Near Field Communication (NFC)-enabled smartphone on trains, buses, trams and any service that is equipped with Seamless[®] tags.

Conduent Seamless[®] Transportation System is an easy-to-use solution for public transport mobile payments that provides citizens and transport operators with a new level of urban mobility.

It has the potential to transform the travel experience by providing users with an alternative payment system that is both simple and secure. This technology, which is compatible with all mobile phone operators, and could be used for trains, buses, trams, park-and-ride facilities and carpooling, making it attractive to a broad range of commuters. Two key advantages:

- The solution is universal. Designed independently of SIM cards and compatible with all mobile phone operators. It can be installed quickly and easily by both the transportation operators and the user while offering the same security guarantees as conventional contactless ticketing.
- The solution removes barriers to people using an unfamiliar transport system. Tourists, for example, could easily access services without having to know about local ticketing conventions.

How the system works

Operators simply install NFC tags provided by Conduent on their transport network. The tags are technically much simpler than most other ticketing validators. They use a patented method, developed by our research and development team, to secure the encrypted transactions and transmit them from places even if there's no network connectivity.

“Traditional validators require an Internet and power connection, often making it both complex and expensive for transportation operators to install,” said Jo van Onsem, group president at Conduent. “With Conduent Seamless[®] Transportation System, the tags can be easily installed without either of these.”

It comes with a smartphone app making it easy for customers to manage their travel, simply download the Seamless[®] app and register. Billing will be processed automatically, based on the trips completed on the various transport providers.



Step 1a – NFC Tags Installed:

Operators install tags provided by Conduent on their transportation network.



Step 1b – Seamless® App:

Traveler downloads the Seamless® App on their NFC-enabled phone and registers as a customer.



Step 2 – Seamless® NFC Tag:

To travel the user taps their phone on any Seamless® NFC tag. During the tap the tag creates and stores an encrypted transaction. This transaction does not contain any personal or sensitive information.



Step 3 – Transactions Uploaded:

Seamless® Tag communications the encrypted transaction to the Seamless® App.



Step 4 – Encrypted Transactions:

Encrypted transactions are sent to the server when the traveler's phone is connected to the network.



Step 5 – Payment Process:

The system bills the customer bills the customer at regular pre-determined intervals on behalf of the transport provider.



About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents. Learn more at www.conduent.com/transportation.

Contact

877-414-2676

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