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) or Bluetooth Low Energy (BLE)-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, can 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 the transportation operators 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 / BLE tags provided by Conduent Transportation 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 is no network connectivity.

Traditional validators require an Internet and power connection, often making it both complex and expensive for transportation operators to install. 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/BLE Tags Installed
Operators install tags provided by Conduent Transportation on their transportation network.

Step 1b – Seamless® App
Traveler downloads the Seamless® App on their NFC/BLE-enabled phone and registers as a customer.

Step 2 – Seamless® NFC/BLE Tag
To travel the user taps their phone on any Seamless® NFC/BLE 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 communicates 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 at regular pre-determined intervals on behalf of the transport provider.

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