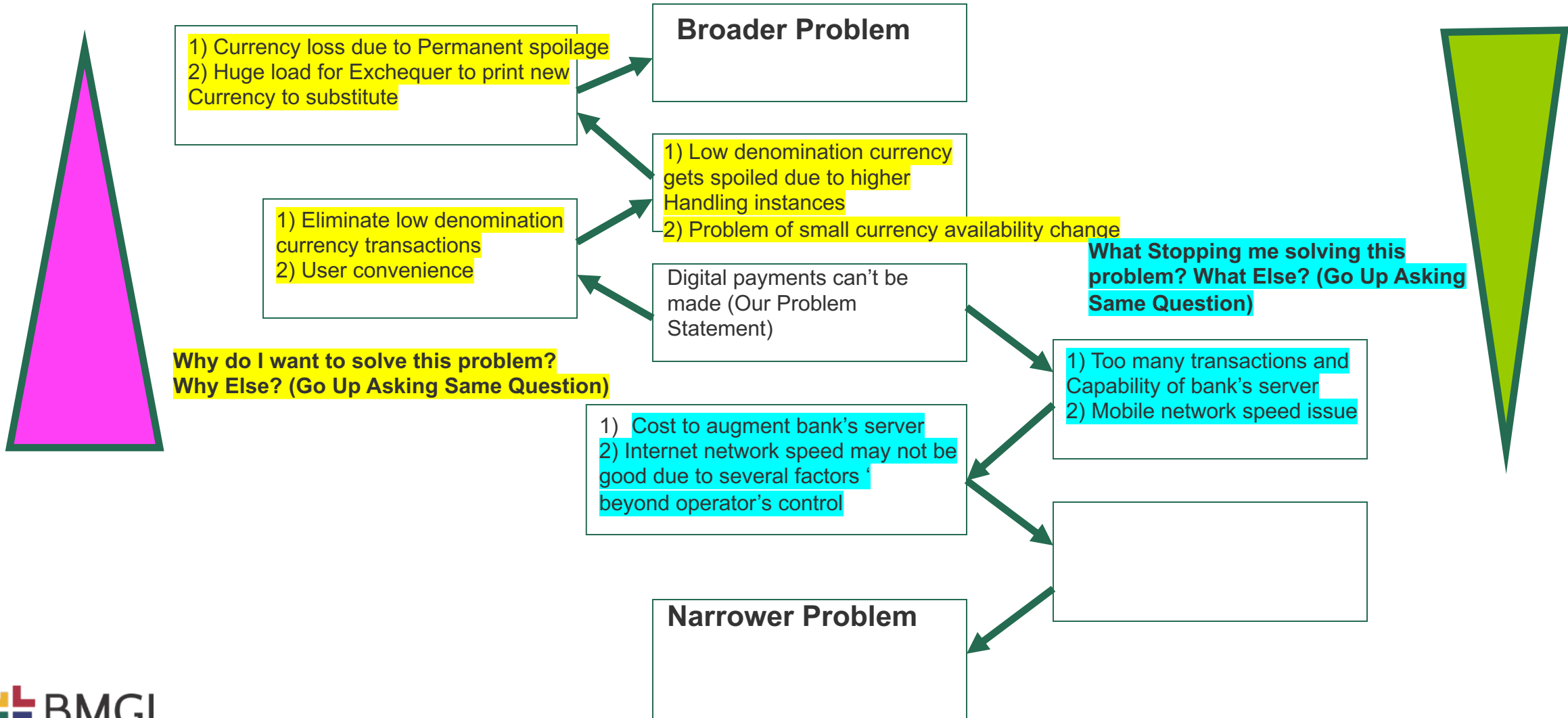


Digital Wallet Contradictions



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Scoping The Digital Payment Problem



Business Contradictions



Original Specific Problem
Thing we want to improve

Sometimes transaction through digital wallet doesn't go through as payer and receiver bank's server & systems are non-responsive due to the load, they may be handling

Matrix Parameter(s)

Communication Flow
(Business Parameter 26)

Original Specific Problem
Thing that stops us or worsens

This happens because there are huge number of payer / receiver transactions that are going throughout the day

Matrix Parameter(s)

Amount of Information
(Business Parameter 25)

Inventive Principles

02,37,04,15,28,07

Solution Clues

02- Extraction – Take a portion of money out from customer's bank (just like we do it and keep money in the wallet)
37 B – relative change – make different parts of a system act differently in response to changes
04 B- Asymmetry – Change an entity or system to suit external asymmetries
15 A – Allow an entity or system to change to achieve optimal operation under different conditions
07 A – Put one entity or system inside another

Converged Solution

See on Page 7

Original Specific Problem
Thing we want to improve

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Matrix Parameter(s)

Communication Flow
(Business Parameter 26)

Original Specific Problem
Thing that stops us or worsens

There are multiple interfaces involved while making digital payment which hampers communication flow due to its sheer volume Payer_App>>Payer_Bank>>Receiver_Bank>>Confirmation of successful transaction to the user & receiver

Matrix Parameter(s)

System Complexity
(Business Parameter 29)

Inventive Principles

12,25,04,29,06,18

Solution Clues

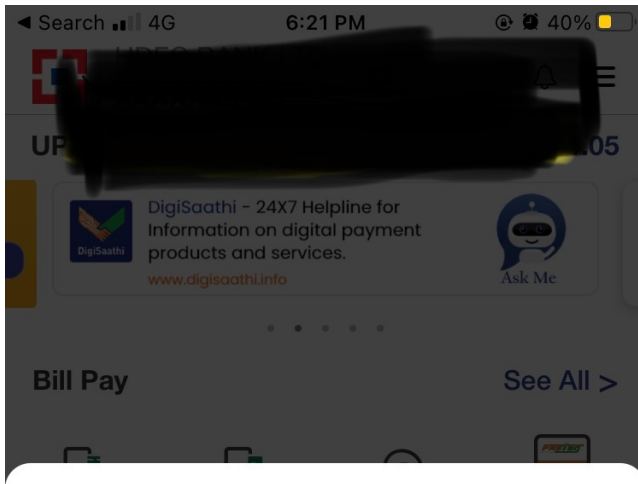
25A – Enable an entity, process or system to organize, manage, change or transform itself
25 B – Make use of unused or under-utilized resources within or outside the current system

Converged Solution

See on Page 7

Ideas





Top Up Reminder

Please add money to your UPI LITE as your balance is less than Rs. 200.

Would you like to top-up your UPI LITE Account now ?

Don't show this message again.

Remind me
Later

Top-up Now

Ideas in UPI Lite

1. They have extracted amount from payer's bank account (#IP2 Extraction), so you have a bank account with large amount and a wallet for small amounts which is local (#IP4 Asymmetry).
2. Another example of #IP2 extraction is they have extracted (eliminated) the step that app must make with the payer's bank server and authorizing the transaction by entering PIN. Now due to local wallet this is not required
3. Any transaction less than INR 200 can be made (#IP15 Dynamization, #IP 37 Relative Change) using local wallet embedded in app (#IP7 Nesting) they have expanded BHIM app capability to act as a local wallet (#IP 25 Self Service) the payer and the app doesn't have to connect with the user bank's server
4. Digital currency (which will be exchanged between users on their cell phone, the amounts can get increase to say 25,000 INR, no need to connect with bank's server, blue tooth or near field communication technology etc) (Probable Future)

Problem Solved

1. Reduced number of interactions with the payee's bank which reduced the load on the servers and bank's system. Freeing up server's capacity. Thus, bank has also saved cost by optimizing server capacity (if the amount is less than 200)
2. Make digital payments possible for small payments
3. Get more share of digital business payments
4. User convenience
5. No need for user to carry small denomination currency which usually get spoilt because of frequent exchanges
6. Preventing permanent value loss because of bad currency. Respecting the currency
7. No need to have system for exchanging spoiled currency with a new one

Thank You

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