## Devices are created for practical purposes An Apple Watch is not just a watch

Consumers hire a tool to do much more than its original intent. Your business model better evolve to address the new reasons you are being hired.



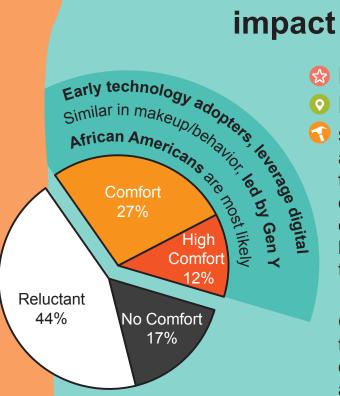


## Queuing



Consumers
leverage digital
tools to plan or
queue daily
activities,
purchases or
manage life.

## Data sharing attitudes impact behavior



- & Brand,
- location and
  - software/apps are the starting points for consumers sharing data. Build trust and demonstrate value here before bridging to other areas.

Consumers recognize the value of their data. Attitudes shift as consumers see value in sharing.



Don't focus on loyalty, focus on **positive engagement** 

Engagement is the gateway to loyalty. The promise of Digital Context cannot just be to speed things up. Context must improve the well-being of people.

## **Understanding**The Digital Consumer

Data sharing, the Internet of Things and Reliance on Queues



The Digital Consumer Collaborative is a partnership involving non-competing industry leading companies joining together to go deep into the lives and decision-making processes of people who are digitally engaged.



