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## Problem

Keeping local businesses at the heart
of the transformation
Behavioral change for sustainable
development

| Embracing social cohesion through technological innovation

# Three Principles

### **Susta**inability

Inclusive Smart City Design

#### Commerce

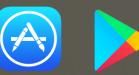
### Community







## Map My Munich



#### | Data Driven Al

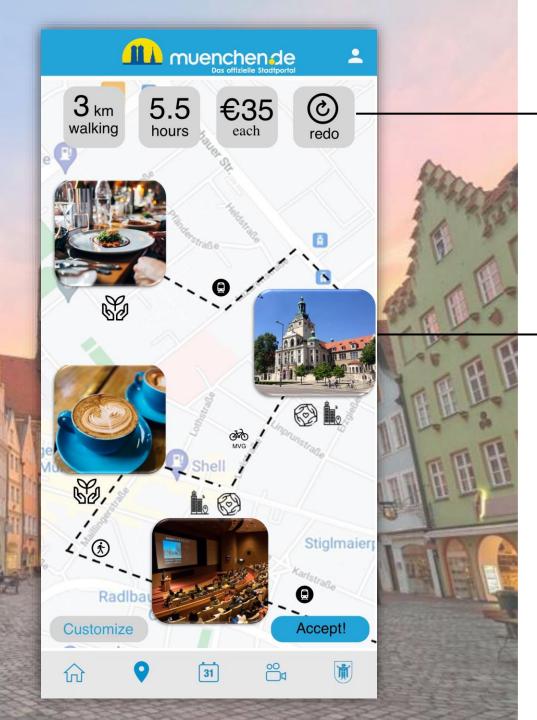
**Experience Generator** 

| Digital Nudge Engine

	muenchende Das offizielle Stadtportal	
	When?	24
	Today 15:00	
	6 hours	14466
	What?	E CE
	Number of People   4 - +	and the
	Any Activity Low Cost Free	1 les 1
	Both Inside Outside	TAF
t	Meet new people?	The
	Invite your friends?	MAR
	Transportation	
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	Map My Munich!	an alles
	Picky? See More Options	A State
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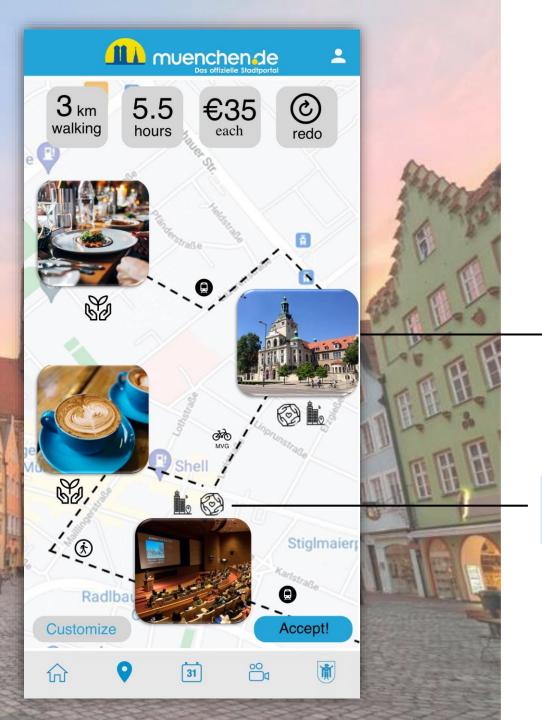
Users can input their search parametres for a day out in town.

Sustainable modes of transportation are enabled by default.



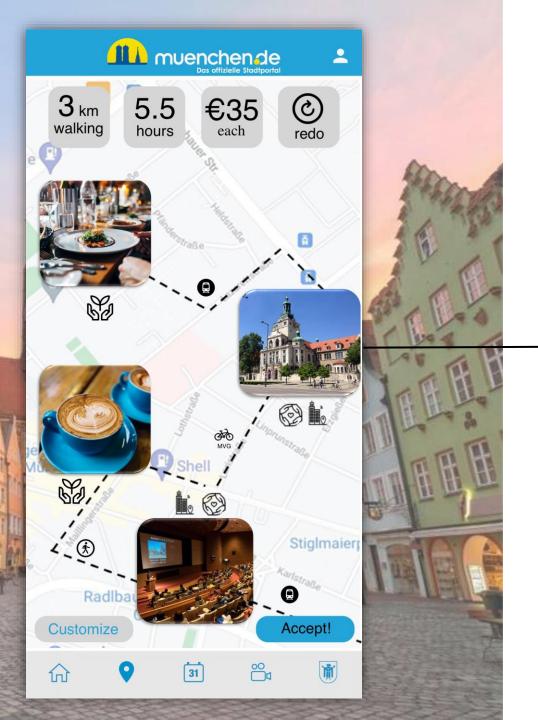
Parameters that were preselected by user and editable upon clicking. Users can 'reshuffle' to generate a new journey proposal.

Each stop is a 'moment' suggested to the user by AI based on our design criteria



Moments are recommended based on physical proximity and local ownership

Selection criteria are made transparent to the user in the display



Users can view and choose alternatives for each part of the journey by long clicking on a moment or journey section.

#### **Munich Smart City App**

#### Seamless integration

**Existing Inventory** 

100K users



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München Maps

M-WLAN

Smarter Togel

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M-Login. An offer from SWM.

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### **Customer Value Proposition**

Talks Activities Ralleys Shopping Finding Markets Events Restaurant Exhibitions Bars Gigs Orientation Convenience Time Saving Scheduling Reservations Routing Planning Booking Tickets

# Conclusion

Builds on existing infrastructure & goals

Smart & transparent behavioral insights

Innovative customer value proposition