

Service definition document

Digital Wallets discovery, alpha, procurement assurance and delivery

Service description

This service supports public and regulated organisations in understanding, designing and delivering digital wallet services and verifiable credential ecosystems. It covers discovery, alpha, procurement assurance and early delivery, enabling organisations to adopt wallet-based identity and attribute solutions safely, interoperably and in line with recognised standards and policy frameworks.

We provide independent, vendor-neutral advisory and assurance services focused on reducing delivery risk, improving decision-making and ensuring solutions are fit for purpose before large-scale investment or deployment.

Delivery of trusted wallet-based services

We specialise in helping organisations design and deliver trusted wallet-enabled services that support secure data sharing, credential issuance and verification across organisational boundaries. We recognise the technical, governance and assurance risks associated with emerging wallet technologies and help clients address these risks early.

Our work considers trust across multiple dimensions, including the authority of credential issuers, the integrity of wallets and presentations, and the assurance needs of relying parties. We support services delivered through digital, assisted and organisational channels, ensuring that wallet solutions integrate effectively with existing processes and systems.

Discovery and alpha for digital wallets

We undertake structured discovery activities to identify user, stakeholder and policy needs for wallet-based services. This includes understanding current processes, pain points, data flows and trust relationships, and assessing where digital wallets and verifiable credentials can deliver value.

During alpha, we help clients validate proposed wallet use cases, user journeys and architectures through workshops, design reviews and iterative testing. This reduces uncertainty, avoids premature technology choices and ensures that designs are evidence-based before progressing to procurement or delivery.

Definition, design and assurance of wallet architectures

We support the definition and assurance of wallet architectures aligned to recognised standards and frameworks. This includes issuer, holder and verifier roles, credential lifecycles, trust registries, governance models and interoperability requirements.

We provide technical and architectural assurance to ensure proposed solutions are scalable, secure and capable of operating within wider ecosystems, including cross-sector or cross-border contexts. Designs emphasise open standards, modularity and future adaptability.

Procurement assurance and intelligent customer support

We provide vendor-neutral procurement assurance to support clients through market engagement and supplier selection. This includes defining requirements, assessing supplier responses, reviewing proposed architectures and identifying delivery risks.

Acting as an intelligent customer, we help organisations make informed decisions, avoid vendor lock-in and ensure that procured solutions align with strategic objectives, standards and long-term operating models.

Onboarding, engagement and ways of working

Engagements begin with a planning phase to confirm scope, outcomes, deliverables and stakeholder involvement. Work is delivered through a combination of workshops, analysis, design reviews and written artefacts.

We work collaboratively with client teams, balancing user needs, policy constraints, security, privacy and technical realities. Findings and recommendations are shared through regular checkpoints, ensuring transparency and stakeholder alignment throughout discovery, alpha and procurement phases.

Example roles and responsibilities

We can perform a range of roles depending on client need, including discovery lead, wallet subject matter expert, enterprise or technical architect, and intelligent customer during procurement and early delivery. Our consultants provide independent advice and assurance, working alongside client teams and delivery partners.

Example work package

A typical work package may include stakeholder discovery, analysis of existing processes and systems, definition of wallet use cases, design of target architectures and trust models, procurement assurance activities, and development of a roadmap from alpha to delivery.

Example deliverables

Deliverables may include a digital wallet strategy, as-is and to-be models, architecture and assurance assessments, use case definitions, procurement documentation, risk and issue logs, and an implementation roadmap.

Reporting and service management

Progress is reported through agreed checkpoints, with regular updates covering activities completed, risks identified, issues requiring decision and next steps. All services are delivered by experienced consultants, with flexibility to tailor scope and depth to client needs.