Telecoms & Digital service providers can evolve their role in creating data driven insights by collating:

- Location
- Proximity
- Identity and behavioral patterns
- Health status

How to track and contain the spread of COVID-19?

Who are the leading contributors to the use cases?
- Telecommunications service providers, device manufacturers & regulators
- Digital payments providers
- Healthcare policy makers and service providers
- Transport policy makers and service providers

What are the three main categories of use cases?
- Enforce quarantine
- Trace COVID-19 contact
- Map safe zones

What critical GDPR factors are challenges of track & trace use cases?
- Anonymity of data
- Consent of data owner
- Retention period of data

How citizen personas drive use case applicability?
- Young and tech-savvy
- Older and tech-familiar
- Blue collar
- Senior citizen

From the learnings of the use-cases and identifying synergies across the digital ecosystem, we outline four short and long term steps that help us navigate the now and win the future.

- Enhanced track and trace capabilities driven by data points gathered across the telecoms and digital platforms
- Proactive and forward looking policy initiatives by the regulators
- Cross sectoral citizen journeys by health and transport sectors
- Mobile phone upgrades
- Use of apps & social media
- Use of credit cards

What does the future demand?

- Digital orchestration and national digital programs by the governments
- Enhanced track and trace
- Anonymity of data
- Consent of data owner
- Retention period of data