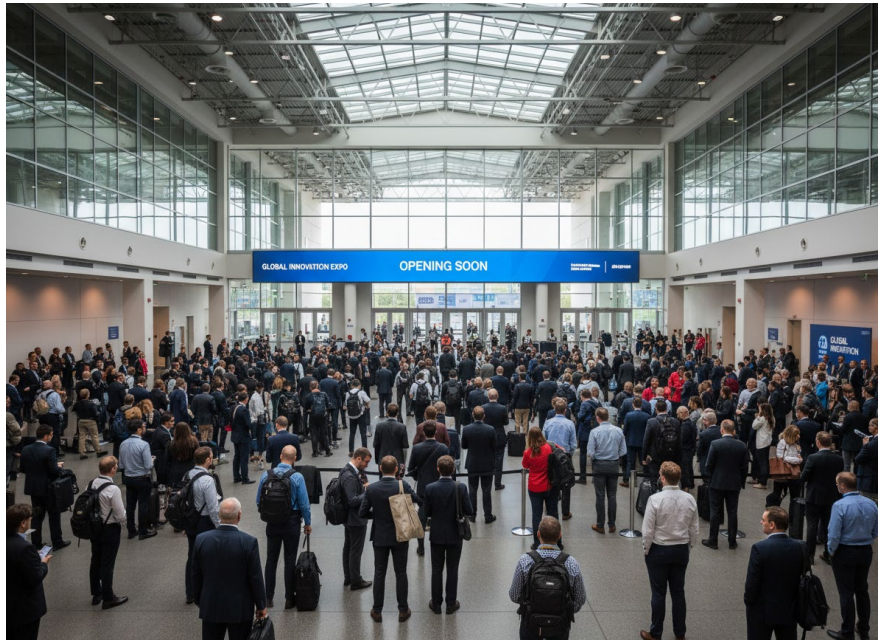
Handheld Use Case: Ticketing

Initial situation

In order to make admission to events such as trade fairs more efficient while significantly improving the user experience for visitors, many event organisers were faced with the challenge of modernising existing ticketing processes. Traditional QR code scans require active interaction, opening apps or PDFs, and are prone to delays when visitor traffic is high. This leads in particular to queues at entrances and limited throughput in time-critical phases.



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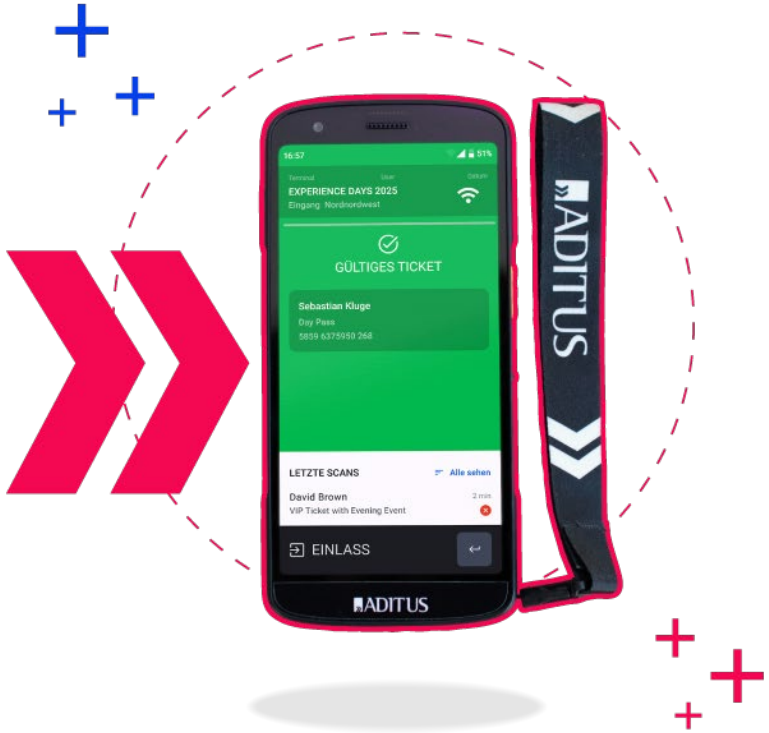
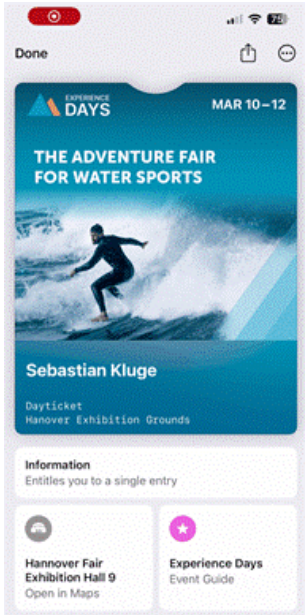
Solution

An NFC*-based ticketing solution is used with the **Zebra TC27** and the **Admission-App** developed **by ADITUS**. The handheld's integrated NFC function enables contactless ticket verification directly from **Apple Wallet** or **Google Wallet** – without the need for a QR code or camera access. Visitors simply hold their smartphone or smartwatch up to the device (‘Tap & Go’), which significantly speeds up the admission process.





* Near Field Communication

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The challenge: speed and reliability in the admission process

Especially at events with high visitor traffic, it is crucial to validate tickets quickly, clearly and without errors. Delays caused by poorly readable displays, untraceable email attachments or faulty QR codes are all issues that need to be addressed. This NFC based solution ensures that tickets can be read reliably even without active display interaction, thus minimising misreads and unintentional operating errors by admission staff.

Hardware and software setup

The robust **Zebra TC27** with an integrated NFC interface serves as the central terminal device. In combination with the **Admission-App of ADITUS**, the system supports both **Apple VAS** (Value Added Service**)** and **Google Smart Tap**, enabling secure, fast and cross-platform ticket validation. The solution is designed for professional continuous use and can be seamlessly integrated into existing ticketing and event systems.

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Results and benefits

By introducing the NFC wallet ticketing solution, event organisers benefit from significantly faster admission and reduced waiting times. The completely contactless process increases throughput, minimises sources of error and ensures a modern, future-proof ticketing infrastructure. Visitors enjoy intuitive and convenient access using only their smartphone or smartwatch – no need to search for tickets or switch apps.

Ticketing takes many forms. NFC-based wallet tickets are particularly suitable for scenarios with high visitor traffic, such as concerts, sporting events or trade fairs.

QUAD GmbH
Advanced Systems
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Your Advanced Systems team are here to support you in the development and integration of powerful ticketing solutions that rely on state-of-the-art NFC and handheld technology.