

# Terminal Estate Management

## Seamless Deployment

From defining the initial integration and personalization requirements, to establishing maintenance, cost control and reporting parameters, Ingenico's experienced project management capabilities are integral to the success of its projects. Compromising technical experts, systems architects and consultants, the team supports the client through every stage of the deployment - delivering the right terminal estate management solution, on time and on budget.

## Proven Service Management

The ability to secure and cost-effectively manage thousands of remote terminals while allowing POS customisation and 24/7 terminal upgrade is a challenging business. Ingenico's terminal estate management service simplifies the administration and control of extensive POS estates, providing complete asset visibility, slashing total cost of ownership and assuring successful POS upgrade - first time, every time.

## Assured Infrastructure Security



Ingenico manages the secure transfer of all upgrade data from the central platform to the terminal. Dedicated and redundant servers and industry standard encryption deliver complete assurance.

## Global Reach, Local Control

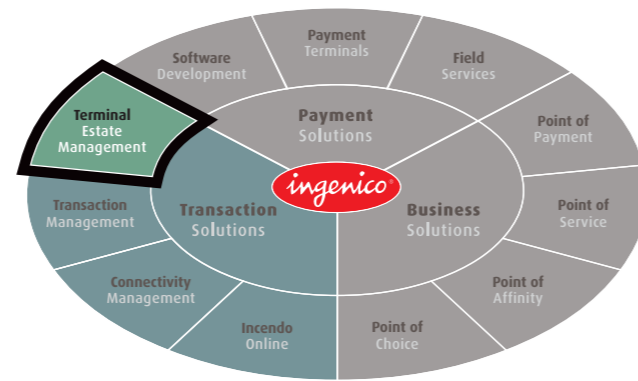


Guaranteeing standardized hardware and software management across dispersed terminal assets and in multiple locations is a complex task. It demands significant global expertise combined with in-depth knowledge of domestic markets. Ingenico is the only provider with the scale to meet this challenge. Thanks to its unique installed base of 15 million terminals in more than 120 countries, Ingenico has the unique expertise to understand and leverage best practices for the benefit of its customers in more than 120 countries. Such an approach eliminates the 'global/local' issues while massively reducing the cost and complexity of managing a global terminal estate.

### Terminal Estate Management

Ingenico's comprehensive Terminal Estate Management Solutions deliver powerful estate-wide remote terminal and software management across any geography, anywhere in the world. From end-to-end security management to undertaking remote software updates, Ingenico removes the cost and complexity associated with managing an in-store payment infrastructure. Centralized estate management eliminates the constraints of local administration and maintenance, while minimizing the risk of a single point of failure. Rapid campaign implementation, along with all inclusive terminal asset management, becomes simplicity itself. Complete visibility of the POS fleet is made available through a uniquely customizable e-Portal that provides detailed estate reporting on POS fleet status.

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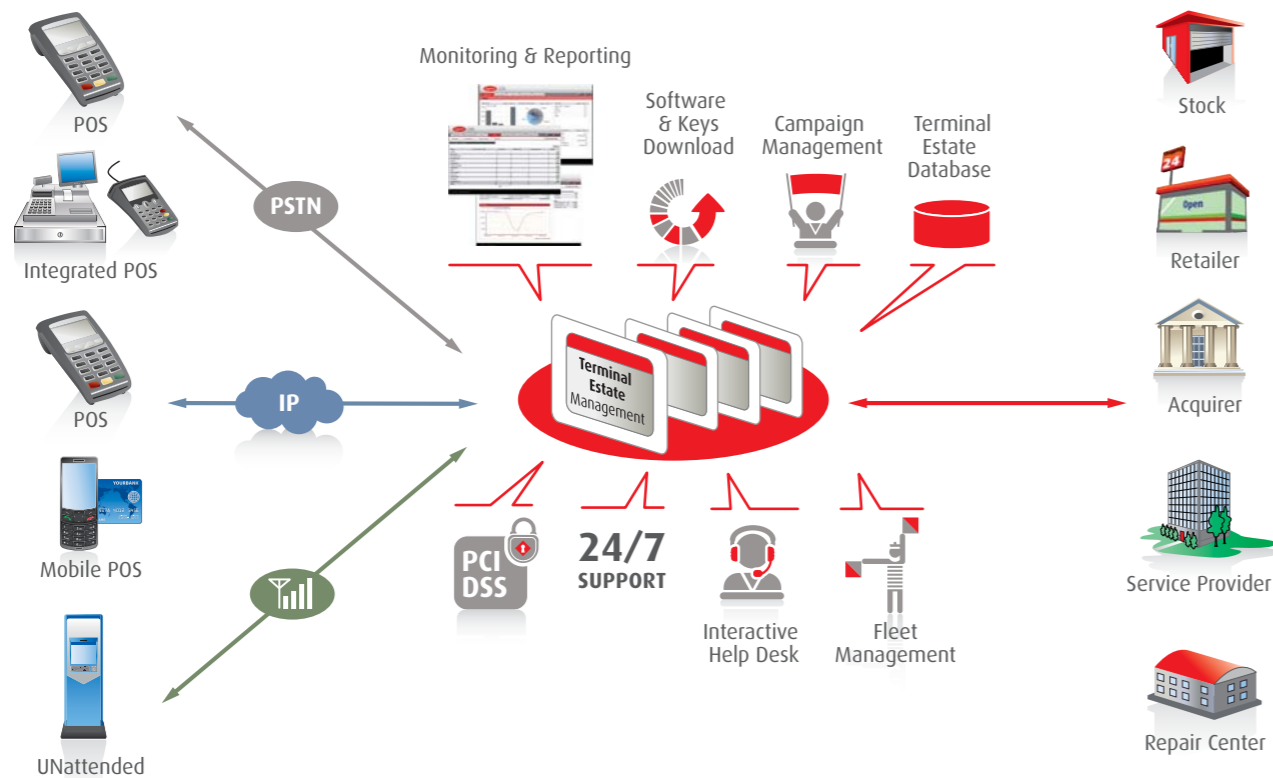
## Customer Needs

Responding to changing consumer behaviour, gaining competitive advantage through service differentiation, while slashing the cost of ownership and eliminating security risks are critical challenges in today's global payment arena. Multi-national retailers, retail banks and payment service providers need to be able to rapidly roll out new services, simplify worldwide terminal deployment, while controlling the maintenance and administration costs associated with 'through-life' management of remote POS terminals.

## Features

- Remote software provisioning of the terminal in the field (OS, applications and parameters)
- Flexible, remote key injection to ensure SSL, PIN encryption and transaction encryption certification
- Widest range of terminals supported
- Comprehensive remote terminal asset management and control, including configuration, field initialization, remote diagnostic and repair
- User friendly and intuitive e-portal delivers full visibility on terminal hardware, software and reporting
- Global geographical coverage with a single tool
- User friendly and intuitive customer portal delivers full visibility and control of payment infrastructure

## The Solution



## Stay in control with the Ingenico Customer e-Portal

Featuring customisable dashboards and multiple profile management, Ingenico's unique customer e-Portal delivers the visible control today's businesses need to ensure their financial health and to manage the strategic direction of their payments infrastructure.



### In real-time, businesses can:

- Provision the service
- Manage the fleet
- Achieve full visibility (Statistics, Reporting, Diagnostics)
- Manage download campaigns
- Remotely install new terminals
- Remotely activate/deactivate terminal and/or services
- Remotely set new secured keys