TNS Resolves Reliability Problems for Columbus

**Business Challenge**

Columbus Data Services (CDS) has over 80,000 ATM terminals connected to its network. It provides financial institutions and ATM owners and operators with a wide range of solutions to meet their transaction processing needs.

CDS was experiencing service and connection problems with its ATM transaction network provider. The company wanted a network provider which specialised in data services and would provide a complete and secure solution, including service support, through one point of contact. It turned to TNS.

**Solution**

TNS has established a resilient, secure connection into Columbus Data’s host to provide them with a fully managed end-to-end solution, including TNSLink, to ensure maximum uptime and reliability of its ATM estate.

TNSLink enables secure, high-speed and bi-directional connectivity for ATMs. The fully managed service reduces capital and operating costs, and wireless installations can be augmented with special SIMs that link to multiple telco networks and automatically select the carrier based on the strongest data signal.

TNS’ technology is based on a specialised architecture and message handling. It provides high availability with back-up and flexible routing capabilities. The TNSOnline portal gives operators full end-to-end visibility into their estate with a wealth of real-time management and troubleshooting information.

**Outcome**

Ron Schuldt, President and Chief Executive Officer for Columbus Data, said:

“I like to work with people I’m comfortable with and people who deliver. TNS does both and that is why I’ve remained happy with them over the years and continue to do business with them.”
Why Choose TNSLink?

Benefits Delivered

- Improve terminal uptime, through superior network availability, hardware performance and multiple failover options.
- Significantly reduce Total Cost of Ownership (TCO) for all terminals connected to the payments community, ask us how.
- Simplify operations by leveraging from TNS’ full end-to-end managed services, covering the complete value chain from ‘ordering to operations’.
- A highly secure end-to-end PCI-DSS compliant solution, utilising TNS’ PCI-DSS level 1 certified managed network, to transport transactions with low latency.
- Maximise flexibility through TNS’ commercial structure, instant SIM management and delivery of a ‘zero-touch’ and telco independent connectivity solution.

Key TNSLink Features

- Works with dial, serial or IP customer terminals and supports wired or wireless broadband access methods, including DSL, cable, CDMA and GPRS.
- Access to multiple network connectivity failover options, e.g. dual SIM, DSL to wireless, router reset configuration and domestic roaming SIM availability.
- Access to TNSOnline portal for instant customer troubleshooting, helpdesk support and near-real time reporting.
- Access pooled data plans, ability to instantly up/downgrade plans and activate/de-activate SIMs. Includes a complete range of end-to-end value add services and the option for self-installation or on-site professional installation.
- Offers a single point of contact for service and support and 24x7x365 monitoring and management by TNS network professionals.

For More Information Please Contact Us Today!

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