TNS Appointed by ATM2GO in Multi-Year Deal

Business Challenge

Founded in 2011, Australian ATM operator ATM2GO’s owners have over 25 years combined experience in the ATM industry. Its fleet of user friendly retail and mobile ATMs are operated by franchisees who can offer an added level of local knowledge and on-site expertise. A significant proportion of its 270-strong ATM estate covers mobile sites which frequently change.

Solution

ATM2GO has migrated its entire ATM estate to TNS in a multi-year deal that includes 4G coverage for both mobile and retail ATM sites. ATM2GO will use the TNSLink for ATMs solution to handle communications from the diverse range of locations its terminals serve which includes clubs, food outlets, festivals and sporting tournaments among others.

TNSLink is a fully managed service which helps to maximise uptime and reliability, while reducing capital and operating costs. The integrated TNSOnline and TNSVision analytic tools provide crucial visibility into ATM fleet performance in near real-time.

Outcome

Jenny Marsh, Director at ATM2GO, said:

“We’re enjoying an exciting period of sustained growth and expansion and needed to work with an ATM communications specialist that recognises the unique needs of our industry. We have chosen TNS because of its proven and reliable hardware, its reputation and the 24/7 support it offers.

“Many of our mobile terminals are deployed at weekends so as well as the ability to handle high traffic volumes we needed a network that came with round the clock support for peace of mind.”
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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