MEPS Engages TNS For Scale and Reliability

Business Challenge
Since its formation in 1997, Malaysian Electronic Payment System Sdn Bhd (MEPS) has become a significant player in the Malaysian financial services sector and is the only interbank ATM network service provider in Malaysia that supports domestic, development, Islamic and foreign banks.

MEPS is establishing a new breed of ATMs across Malaysia after launching Malaysia’s first non-bank ATM in 2013. The company has ambitious growth plans to deploy the technology across the country, which will see 1,000 ATMs live by 2022 as MEPS rolls out nationwide coverage. However, MEPS’ network provider was not scalable enough to support the growth plans and experienced reliability challenges that were carrier dependent.

Solution
MEPS was able to leverage TNS’ relationships with wireless carriers in Malaysia to realize a scalable, carrier independent, wireless communications solution for its ATM fleet across Malaysia. Utilising TNSLink's fully managed, dual (telco independent) SIM solution has removed the need for MEPS to manage: configuring, testing, repairing, and operating their routers and activating/de-activating, installing, and tracking the wireless SIMs.

Since transitioning to TNSLink, MEPS has been able to double the size of its ATM estate, and reduce unforecasted visits to its ATM estate by more than 25%.

Outcome
Michael Kumar, Group Managing Director, MEPS, said:

“We selected TNS to support our ATM network because of its global expertise in wireless ATM connectivity, proven service level achievement, and the high standards of security it adheres to through its PCI DSS certification. TNS’ 24x7x365 support provides mission critical cover and the real-time status and visibility reporting through TNSOnline helps us ensure efficient operations of our network.”
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, just 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 config 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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