

Euro Automatic Cash Achieves Cost Savings, Improves Reliability, Redundancy and Network Visibility with TNSLink for Unattended

The Situation

Euro Automatic Cash (EAC) deploys approximately 1,500 ATMs throughout Spain, in 2022 it completed a review of its connectivity requirements and identified that a new connectivity partner was required to deliver on the business' aims and ambitions for the future.

The goal was to find a partner that was focused on providing quality service and enhanced levels of reliability, resilience, and redundancy for its nationwide fleet.

Owned by Grupo Santander and Euro Information – Credit Mutuel, EAC began a search for a provider and became aware of TNS and its reputation as a trusted partner for financial institutions and ATM deployers throughout Europe and across the globe.



The Complication

EAC faced the age-old challenge of a desire to balance costs without impacting the quality of its service. The company has a publicly stated aspiration - to be available whenever and wherever its customers need its services.

To turn aspiration into reality, EAC required a partner capable of delivering a high-quality service that would deliver near 100% availability for its ATMs and that would provide improved visibility and monitoring of a geographically diverse fleet of ATMs.

These non-negotiable requirements also had to be delivered within a carefully structured budget that met the expectations of its shareholders from a profit and loss perspective.

The Solution

TNSLink for Unattended

With EAC's focus on quality of service, security, reliability, and cost-effectiveness, TNS proposed TNSLink for Unattended, a fully managed connectivity solution that is specifically tailored to the needs of unattended terminals such as ATMs.

The TNSLink for Unattended service deployed for EAC, provides resilient, secure, fully managed wireless access to TNS' Level 1 PCI DSS certified network through a Global Wireless Access (GWA) SIM. GWA SIMs provide multi-carrier roaming, uniquely optimized for payments devices, through a single SIM. This configuration provides enhanced resilience, improved uptime, and redundancy for the fleet of ATMs through intelligent, rapid automatic network switching to the best available network.

EAC also benefits from enhanced visibility, provided through TNSOnline, a self-service reporting and monitoring portal. The portal provides access to real-time status for troubleshooting and monitoring with complete information for each ATM including wireless statistics and signal strength. Additionally, as a fully managed service, EAC's fleet of ATMs are proactively monitored and managed by specialists based in TNS' Network Operation Centers (NOCs) around the world.

“We work with ATMs, sometimes they break and lose connectivity,” said José Rincón, Managing Director of Euro Automatic Cash. **“When that occurs, we need a partner that can respond quickly and efficiently. TNS understand our needs and are always willing to go the extra mile to solve any situation as it happens.”**



The Outcome

Through partnering with TNS, EAC has been able to achieve significant cost savings and improve the availability of its ATMs versus its previous solution.

TNS helped EAC achieve:

- **Cost savings of 20-30%**

Through the economies of scale offered by partnering with TNS, EAC has been able to significantly reduce its operational costs, while delivering on expectations of uptime and availability.

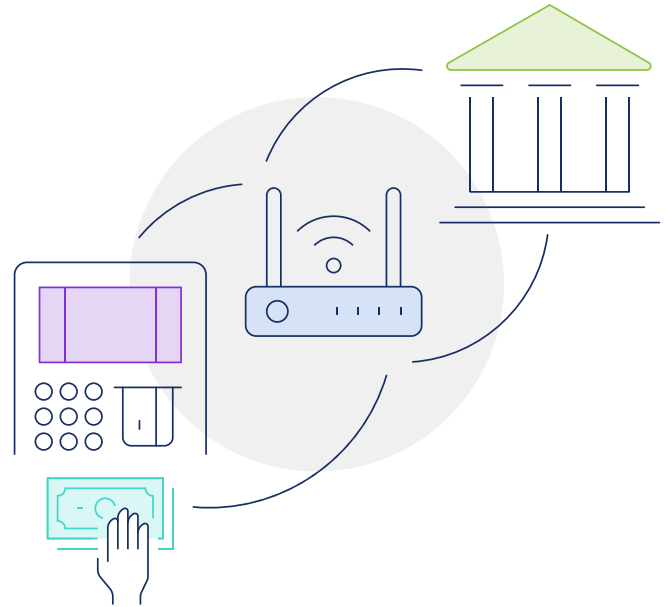
- **Greater visibility of estate and individual device status**

With access to TNSOnline and with the reassurance of TNS' 24x7x365 proactive monitoring and management, EAC benefits from value added services that were unavailable with its previous supplier.

- **Efficient migration of nationwide estate**

With 1,500 ATMs spread throughout Spain and its islands a 12-month migration strategy was agreed. Progress was so efficient, and cutover so successful, that the full estate was migrated in just six months.

“TNS understood clearly what we needed and put everything they had into this project to make it successful,” said Rincón. “It’s not enough to make cost savings if we don’t also receive quality. With TNS we have direct communication with the team in Spain and we can access a range of services that are a differentiator and add value for our business.”



About TNS

TNS is a leading global provider of Infrastructure-as-a-Service (IaaS) solutions to the payments market. TNS payment infrastructure accepts, connects, and securely processes transactions for businesses around the globe to enable them to focus on growing and maintaining their business.

Its payment acceptance, connectivity and orchestration services are unmatched in breadth, security, and flexibility.

From its offices around the world, TNS is a trusted payments infrastructure partner, servicing a client base that spans a range of sectors, including leading retailers, acquirers, ATM deployers, airports, parking operators, retailers, and local government organizations.

To learn more about TNS' connectivity solutions, please contact our team.

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