



Leading fuel retailer rolls out 8,000 Android-based terminals in just nine months

Discover how one of APAC's biggest fuel retailers transformed their payment reliability, manageability and extensibility.

Company overview

A leading APAC fuel retailer aspired to allow consumers to pay at pump or in-store at point of sale – providing motorists a one-stop, full-service convenience retail experience while facing five distinct challenges.



Business challenges

- 1. Changing consumer behavior:** New payment methods required (APMs, QR and loyalty) as the fuel retailer could only process a limited number of payment methods, putting them at risk of falling behind changing consumer habits and limiting the scope for innovation.
- 2. Modernizing payments infrastructure:** Payment assets had reached end of life, concurrent with technology cloud migration and 3G network shutdowns.

- 3. Operational inefficiency:** Seven vendors created major administrative burdens, generating unnecessary complexity and costs.
- 4. Reduced resilience and redundancy:** Legacy terminals made parts difficult to source, pump terminals malfunctioned and software updates only actionable on-site, making innovation inefficient taking upwards of 12 weeks to roll-out new software updates.
- 5. Data security:** Extremely focused on data protection of payment card and personally identifiable information.

Solution

TNS' Complete Commerce modernized the retailer's payment ecosystem, end-to-end. With a single partner solution that offers a full-stack payment and network capability, TNS simplified the retailer's payment landscape while also improving resiliency and planning for continued growth.



Modern technology – IPT and OPTs

Latest, Android-based terminals: TNS rolled out 2,000+ indoor payment terminals (IPTs) and 6,000+ outdoor payment terminals (OPTs) across the fuel network.

Best-in-class hardware: TNS designed and produced OPT retrofit kits for the retailer's various pump models, each featuring a full-color touchscreen driving customer engagement with targeted promotions and advertising.

Increased revenue from multimedia advertising:

OPTs were integrated with a multimedia advertising digital platform, so the retailer could push their own adverts or sell the space to others. Making the most of their forecourt real estate.



Meeting consumer behavioral demands

Accept more payment methods: The new solution increased integrations with banks – enabling its terminals to accept a wider variety of payment options including traditional cards and new contactless payments, fleet cards, Google Pay, Apple Pay, QR code, GrabPay, Boost, WeChat Pay, Alipay and Touch 'n Go.

Scale quickly: Using TNS' cloud-native payment orchestration platform also means the retailer can scale quickly and easily adapt their payments strategy in the future, so it can move faster on new and emerging innovation opportunities to address consumer behavior changes.



Increased resilience, redundancy and security

Higher uptime and improved security: Using TNS' full suite of payments products and services, the retailer now benefits from higher uptime due to fewer points of failure. The retailer increased network uptime through TNS' PCI DSS certified network and is the first in the market to benefit from an improved security posture via P2PE (point-to-point encryption).

Lower costs: The end-to-end payment transformation from TNS is built on a seamless, integrated solution featuring an open-source Android terminal platform provided at competitive pricing.



Operational efficiency

Faster installation and updates: TNS refined the physical terminal replacement process down to 20 minutes and further increased efficiencies with zero-touch remote software updates. Additionally, the retailer saves time and cost on IPT and OPT scaling and innovation that can be in-market within hours, rather than weeks.

Reporting capability: TNS introduced reporting capability so individual merchants can track device and business performance.

Key results and KPIs



Broadened acceptance of payments, accepting contactless payments: QR codes, APM's, digital wallets, fuel and loyalty cards and traditional payment types



Increased efficiencies with zero touch remote updates, that allow IPT and OPT scaling and innovations to be in-market within hours, rather than weeks



Successful rollout of 8,000 next-gen Android-based terminals in just nine months



Reduced payment terminal software upgrade time from 4-5 hours (on-site) to 15 minutes (remote), reducing time to innovate from up to 12 weeks to one day



Refined the physical terminal replacement down to 15-20 minutes



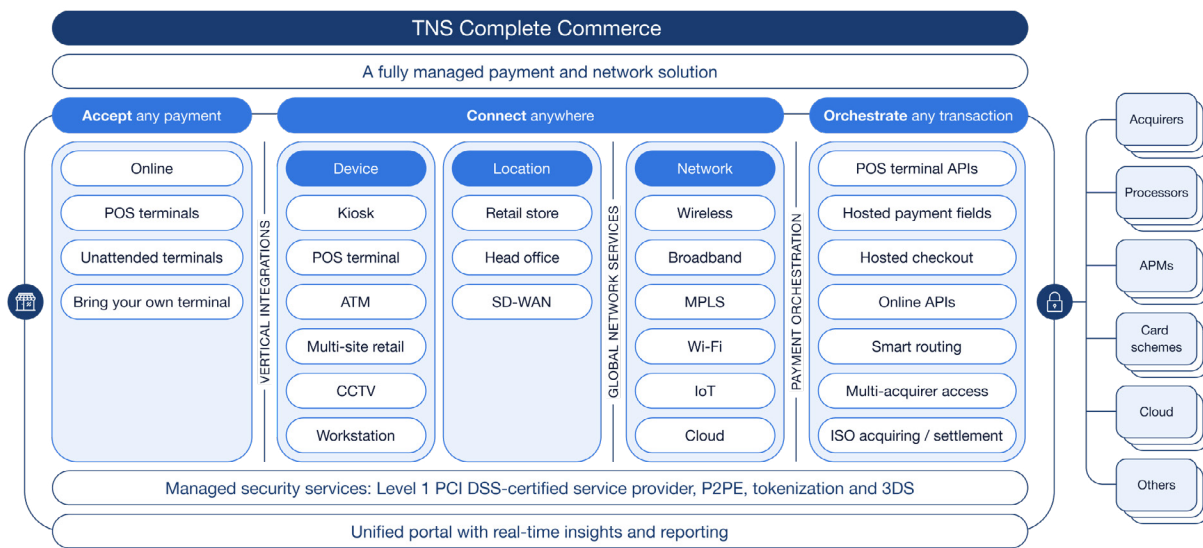
Reduced operational complexity by rolling up five solutions (IPT, OPT, EPS, payment gateway and network connectivity) to one partner with full accountability for service delivery

Complete Commerce: A full-stack payment and network capability delivered as a managed service.

Accept payments: Allow customers to choose their preferred way to pay, online or in-person with TNS' range of POS terminals – unattended, at the pump or in-store

Connect anytime: Securely connect payment devices, sites or cloud environments via its range of managed connectivity services to any destination with a secure PCI DSS certified and carrier-agnostic global network

Orchestrate transactions: Process and route any transaction, to any payment provider, globally, via its cloud-native payment platform



Talk to us about **your custom solution**