

How TNS Complete Commerce Modernized Parking Payments for Major UK Parking Provider



TNS Complete Commerce - Transforming Parking Across the UK

For more than 15 years, one of the UK’s leading parking providers has partnered with TNS to modernize its payments systems. With nearly 800 sites nationwide and more than 25 million transactions processed every year, the parking provider plays a central role in how millions of drivers pay to park.

What the parking provider had...	What Complete Commerce delivered...
Reliance on cash payments	Multiple payment options across estate
Outdated hardware	Unified, secure and flexible hardware and system
High operating costs	Managed service with reduced TCO
Frequent downtime	Exceptional stability with minimal downtime
Limited revenue enablement	Pre-booking platform and dynamic pricing

Business Challenge

The leading parking provider had a fragmented and costly to manage payments system:

- Many sites still relied heavily on cash, exposing the operator to theft and requiring expensive cash-handling and frequent “truck rolls” to empty machines
- Outdated hardware contributed to machine downtime, frustrating customers and staff, and increasing engineering burden

These challenges were compounded by several factors such as:

- Drivers expecting seamless, digital-first payment methods
- Payments via mobile apps or contactless card at barriers
- Online pre-booking platforms
- Loyalty rewards for frequent use

The parking provider’s existing systems were not designed to deliver this level of flexibility. Complex upgrade cycles made it difficult to keep pace with change, and resilience was often fragile.

This created real business risk: for airports, city centres and entertainment venues where parking revenues are significant. Inefficient and unreliable systems threatened cashflow, occupancy, and customer loyalty. As a leading parking provider, the business needed to transform its approach to payments or risk falling behind both consumer expectations and competitive providers.



Solution

TNS Complete Commerce for Parking, a platform that unifies payments, reduces reliance on cash, and streamlines operations at scale, was chosen as it allows parking providers to accept virtually any form of payment – in person, online, or mobile – while connecting securely to acquiring banks and loyalty systems.

The full-stack payment and network solution bundles together the best unbundled solutions across TNS' three payments product portfolios:

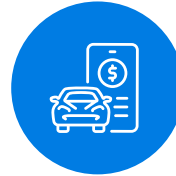
- **Accept**
- **Connect**
- **Orchestrate**

For the parking provider, the solutions bundled included: TNSPark Reservation and TNSPay for Unattended. Each solution provides its own benefits to the provider's entire parking and payments infrastructure.

The Complete Commerce model not only provides the best unbundled solutions, but also enables the parking provider to:

- Consolidate 25M + annual transaction into a single accountable, fully managed service delivery framework
- Take advantage of APIs and global barrier integrations that come with new features and reduced time to market for hardware
- Provide built-in support for PCI DSS across its payments infrastructure providing robust security, protecting sensitive cardholder data and reducing its compliance burden
- Rely on TNS' 24x7x365 monitoring and proactive support

TNSPark Reservation

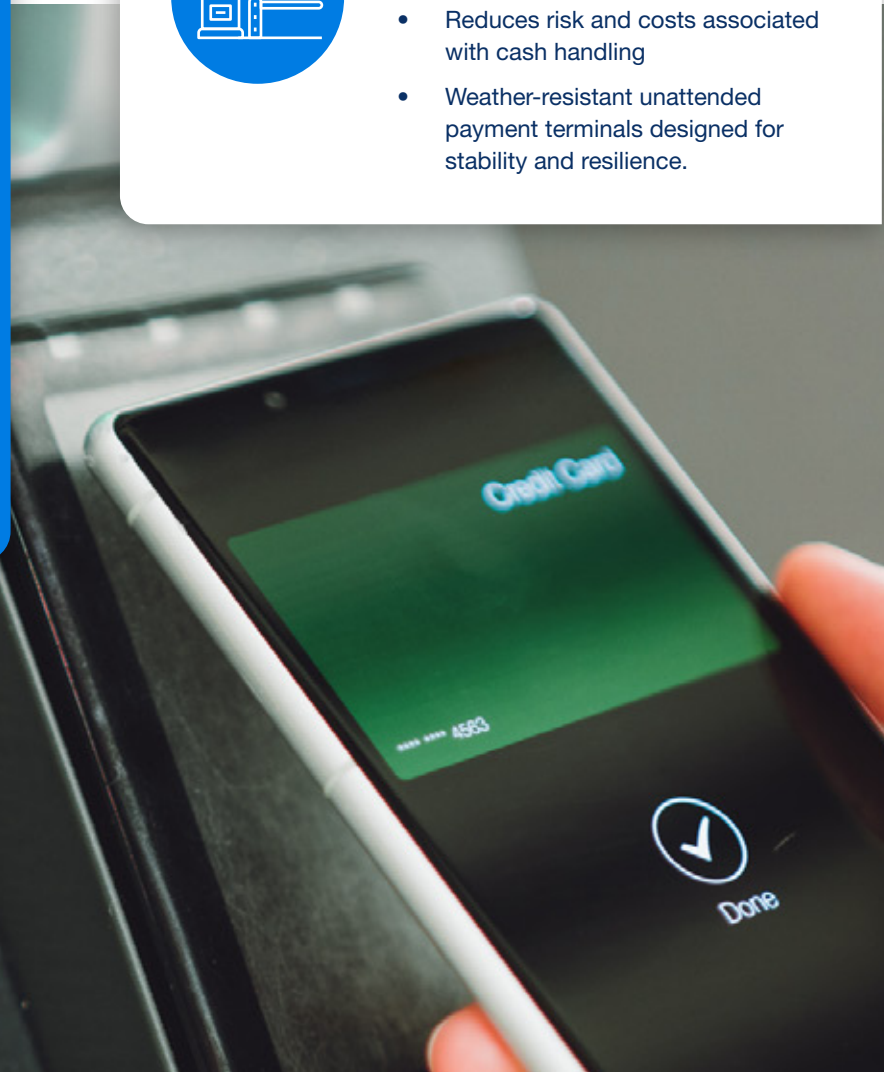


- Pre-book platform across parking estate
- Dynamic yield management adjusting pricing on occupancy, booking lead time, seasonality, time of day the booking is placed, time the booking is due to start, promotional campaigns and more
- Provides greater flexibility to maximize occupancy and optimize revenue

TNSPay for Unattended



- Delivers fast, reliable transaction times
- Reduces risk and costs associated with cash handling
- Weather-resistant unattended payment terminals designed for stability and resilience.





Outcome

The results of this transformation have been significant.

The provider now operates a payments system that is both secure and scalable, deployed across a significant portion of its UK estate and processing over 20 million transactions annually.

- Stability and uptime have improved markedly
- Parking booking and payment is now more convenient and cost-effective for drivers
- Increased customer loyalty
- Pre-booking is a key revenue stream

The financial impact has been clear. With dynamic pricing tools, the parking provider can optimize occupancy and maximize revenue, while simplified upgrades and fewer service calls have cut operational overheads. The result is a system that not only protects a vital revenue stream but also generates new opportunities for growth.

Just as importantly, the provider's platform is now future-ready. With Complete Commerce for Parking, the provider can respond quickly to new payment methods, regulatory changes, and evolving customer expectations. What began as a project to replace outdated infrastructure has become a foundation for long-term digital transformation.



25M+ annual transactions processed



15+ years partnership with TNS



488 sites supported with TNS Complete Commerce



£100M+ processed annually

Why Parking Providers Choose TNS

Multi-layer security

Highly available

Specialist guidance

Complete scalability

Cost efficient

24/7 global expert support

TNS is a global leader in providing full-stack, modern and secure payment solutions, offering managed services to more than 1,400 organizations in over 50 countries.

TNS Complete Commerce is an award-winning full-stack payment and network solution that enables enterprises to accept any transaction at terminals and online, connect POS terminals and retail stores with our managed network service solutions and orchestrate payment transactions via our cloud-native platform.

Discover how TNS Complete Commerce can transform your payments and network infrastructure today.

Learn how TNS Complete Commerce can remove the complexity associated with payments infrastructure for your business by visiting <https://tnsi.com/solutions/payments/complete-commerce>.

Explore our industry-leading payments across our Accept, Connect and Orchestrate product portfolios.

Or get in touch with a member of the TNS Payments Market team to see how our solutions can help your business at solutions@tnsi.com

