

How TNS Complete Commerce Enhanced Parking Payments for Popular Atlantic City Casino Resort



TNS Complete Commerce – Modernizing Parking Payments at an Atlantic City Resort

One of the most popular casinos in Atlantic City operates a 10-13 story parking garage located directly on the Boardwalk, making parking the first guest touchpoint and a significant revenue source.

By deploying TNS Complete Commerce for Parking, the casino implemented robust unattended terminals that can withstand coastal conditions, expanded digital payment options and gained a proactive, transparent service partner to ensure reliability, compliance and growth readiness.

What the casino had...	What Complete Commerce delivered...
Expiring certifications and aging infrastructure	A compliant, future-ready payments platform
Coastal exposure leading to hardware failure	Robust weather-resistant unattended terminals
Limited responsiveness and lifecycle visibility	Proactive communication and certification clarity
Heavy dependence on cash-based transactions	Contactless, mobile wallet and chip-and-PIN acceptance
No innovation roadmap	Foundation for QR and pay-on-foot enhancements

Business Challenge

As its previous parking system approached certification expiry, the casino faced growing operational risk. Outdated terminals raised compliance concerns, with potential interruptions in transaction processing that could impact revenue.

The resort's location one block from the ocean exposed equipment to salt air, humidity and extreme temperature variations. Combined with high weekend traffic and occasional physical impact in a high-emotion casino environment, devices experienced accelerated wear.

The casino also struggled with:

- Limited system performance visibility
- Certification timelines and lifecycle planning
- Communication from previous payments vendor

In an environment where uninterrupted guest payment experiences are critical, leadership required a secure, durable and transparent partner.



Solution

The casino selected TNS Complete Commerce for Parking to modernize its payment infrastructure and improve reliability.

TNS deployed robust outdoor payment terminals designed for heavy usage and use in harsh conditions. These devices support a wide range of payment options to reduce reliance on cash, including:

- **Chip and PIN cards**
- **Contactless cards**
- **Mobile wallets such as Apple Pay and Google Pay**

TNS differentiated itself through a customer-led service model. Account managers conducted on-site visits in Atlantic City, collaborating directly with the casino teams to tailor the solution. Lifecycle timelines, certification requirements and system updates were clearly communicated, enabling informed operational decision-making.

The casino and TNS are now evaluating future enhancements including:

- **Pay-on-foot terminals within the resort's skybridge areas**
- **QR code-based payment option for additional guest convenience**





Outcome

Within six months of deployment, the casino began processing 10,000 – 15,000 transactions per month, generating approximately \$125,000 in monthly parking revenue. Since launch, the solution has delivered six months of uninterrupted service, validating its resilience.

Resort leadership reports a marked improvement in vendor responsiveness, with questions addressed the same day and clear communication throughout lifecycle and certification processes.

The parking operation, once viewed as a risk area due to aging systems and compliance exposure, is now a stable, scalable and guest-friendly digital touchpoint.



10,000 – 15,000 transactions per month



Six months uninterrupted service



\$125,000 in monthly parking revenue



Robust, weather-resistant unattended terminals

Why Hospitality Brands Choose TNS

Multi-layer security

Highly available

Specialist guidance

Complete scalability

Cost efficient

24/7 global expert support

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.

