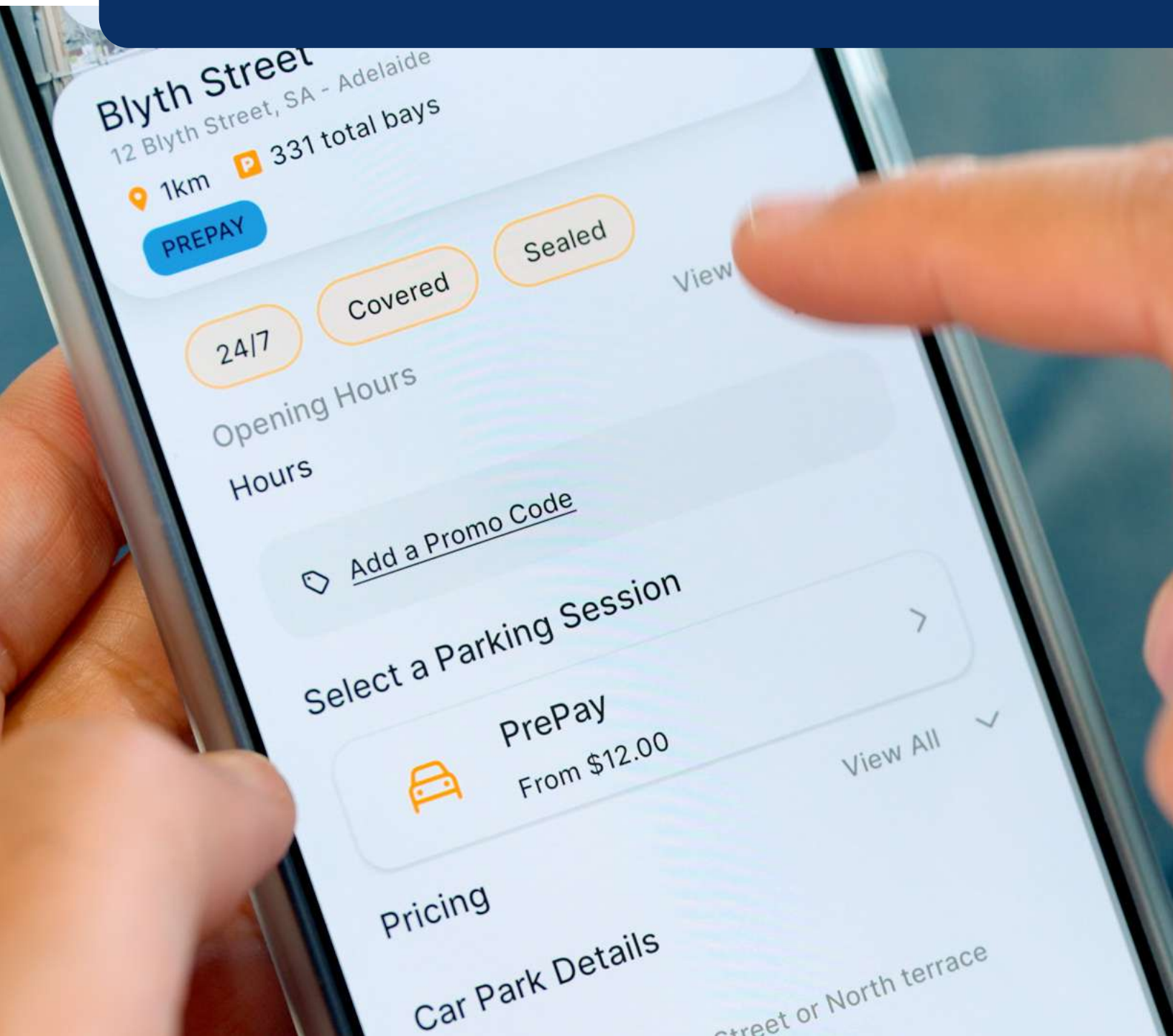


# How TNS Complete Commerce Modernized Parking Payments for Care Park



# TNS Complete Commerce - Creating a Digital-First Parking Experience

Care Park, the second-largest parking operator in Australia with a global footprint of more than 400 sites, needed to modernize its outdated payment infrastructure to meet rising customer expectations for seamless, digital-first parking. Faced with compliance risks, legacy systems and inefficient vendor management, Care Park partnered with TNS to unify payments, improve resilience and create a future-ready platform for growth across the Asia-Pacific region.

| What Care Park had...                       | What Complete Commerce delivered...                  |
|---------------------------------------------|------------------------------------------------------|
| Non-compliant legacy card readers           | Fully compliant, secure payments infrastructure      |
| Reliance on ageing pay-and-display machines | Unified digital-first platform via Complete Commerce |
| Fragmented vendor landscape                 | Managed service with reduced TCO                     |
| Revenue leakage and poor reconciliation     | Exceptional stability with minimal downtime          |
| Limited digital capabilities                | Pre-booking platform and dynamic pricing             |



## Business Challenge

Care Park operated a parking estate built on two decades of incremental upgrades, where legacy pay-and-display machines and coin/card readers dominated across many open-air sites. Replacing outdated card readers, to meet PCI compliance requirements, required costly replacement, while onerous manual reconciliation processes made it difficult to track and protect revenue across regions.

Minimal digital enablement created barriers to customer adoption in an increasingly app-based market, and multiple third-party vendors across sites created operational fragility and reduced cost efficiency. As consumer expectations shifted toward online convenience and contactless payments, Care Park struggled to meet demand with its existing infrastructure.

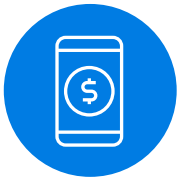
These challenges became critical as the business set its sights on becoming the leading operator in the APAC region. Without a scalable, compliant and customer-centric platform, expansion risked customer dissatisfaction, revenue loss and heightened regulatory exposure. Care Park required a comprehensive transformation in how parking payments were accepted, connected and orchestrated.



## Solution

Care Park selected TNS Complete Commerce for Parking, a cloud-native, fully managed platform that consolidates acceptance, secure connectivity and payment orchestration into a single solution. This removed vendor complexity and reduced compliance risk by standardizing payments infrastructure under one accountable partner.

**Through TNS Complete Commerce, Care Park introduced new digital-first capabilities, including:**



### All-in one parking app

An all-in-one app, enabling mobile-based payment, prebooking, parking membership and session parking, with account-driven access



### Centralized reporting and management

Centralized reporting improving accuracy and revenue tracking



### Unattended payment acceptance

Supporting secure, weather-resistant unattended payments terminals



### End-to-end secure services

Global network and payment processing certified to the highest industry standards



### Payment orchestration

Secure and reliable payment processing

**With TNS's fully managed service model, Care Park now benefits from 24x7x365 monitoring, PCI DSS certified environment and a scalable platform for future innovations including dynamic pricing, automation and yield-based optimization across APAC.**

| TNS Complete Commerce for Parking Bundled Solutions | What it enables for Care Park                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TNSPark App</b>                                  | All-in-one account-driven parking app: Mobile payments, prebooking, membership and session parking, enabling: <ul style="list-style-type: none"> <li>• Car park navigation</li> <li>• Yield optimization</li> <li>• Seamless start-stop casual parking experience for barrierless and on-street car parks</li> <li>• Different subscription models, tailored offerings and customer insights</li> </ul> |
| <b>Unattended Payment Terminals</b>                 | Fast, secure on-site acceptance across all weather conditions                                                                                                                                                                                                                                                                                                                                           |
| <b>Payment Orchestration</b>                        | Unified acquiring, processing and reconciliation across regions                                                                                                                                                                                                                                                                                                                                         |
| <b>Managed service model</b>                        | Reduced operational burden with a single accountable partner                                                                                                                                                                                                                                                                                                                                            |

# Outcome



With TNS Complete Commerce for Parking, Care Park now operates on a modern, secure and scalable platform designed to support regional expansion across APAC. Security and compliance risks have been mitigated, vendor complexity has been eliminated and digital engagement via TNSPark App is steadily increasing.

The full rollout of the pre-booking capability across Care Park's other sites forecasts higher pre-booking volumes and creates new revenue pathways through dynamic pricing and occupancy optimization.

- Compliance secured across legacy pay-and-display portfolio
- Operational efficiency from simplified vendor management and centralized reporting
- Steady digital adoption through app-based customer journeys
- Revenue protection and reduced leakage through unified reconciliation
- Scalable platform ready for APAC expansion
- What began as a compliance and modernization challenge has become a foundation for long-term digital growth, resilient operations and enhanced customer experience.

*“TNS provided us with a windows up experience, giving positive experience to our customers when they are in our car parks. Payment happens in the background without them having to think about it. TNS has just transformed our payment process by just making it easy. We now have something that works and I can sleep easy at night knowing that payments are processed in a PCI DSS compliant manner and they are coming into the right bank account seamlessly and easily.”*

**Paul Feltrin, CEO – Care Park**

## 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 [tnsi.com/parking](https://tnsi.com/parking)
- 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](mailto:solutions@tnsi.com)**

