

How TNS Enabled a Resilient Payments and Connectivity Foundation for Cantaloupe Systems Australia



Empowering Cantaloupe Systems Australia with Unified Payments and Connectivity

Cantaloupe Systems Australia (CSA) is an independently owned Australian technology company and the exclusive provider of the Cantaloupe platform and related unattended retail solutions across Australia. The company delivers locally managed payment services, software, telemetry, hardware and customer support to vending and unattended retail operators nationwide.

As demand for digital and contactless payments continued to grow, CSA sought a scalable infrastructure partner to support secure payment processing, resilient connectivity and flexible device integration across its expanding installed base.

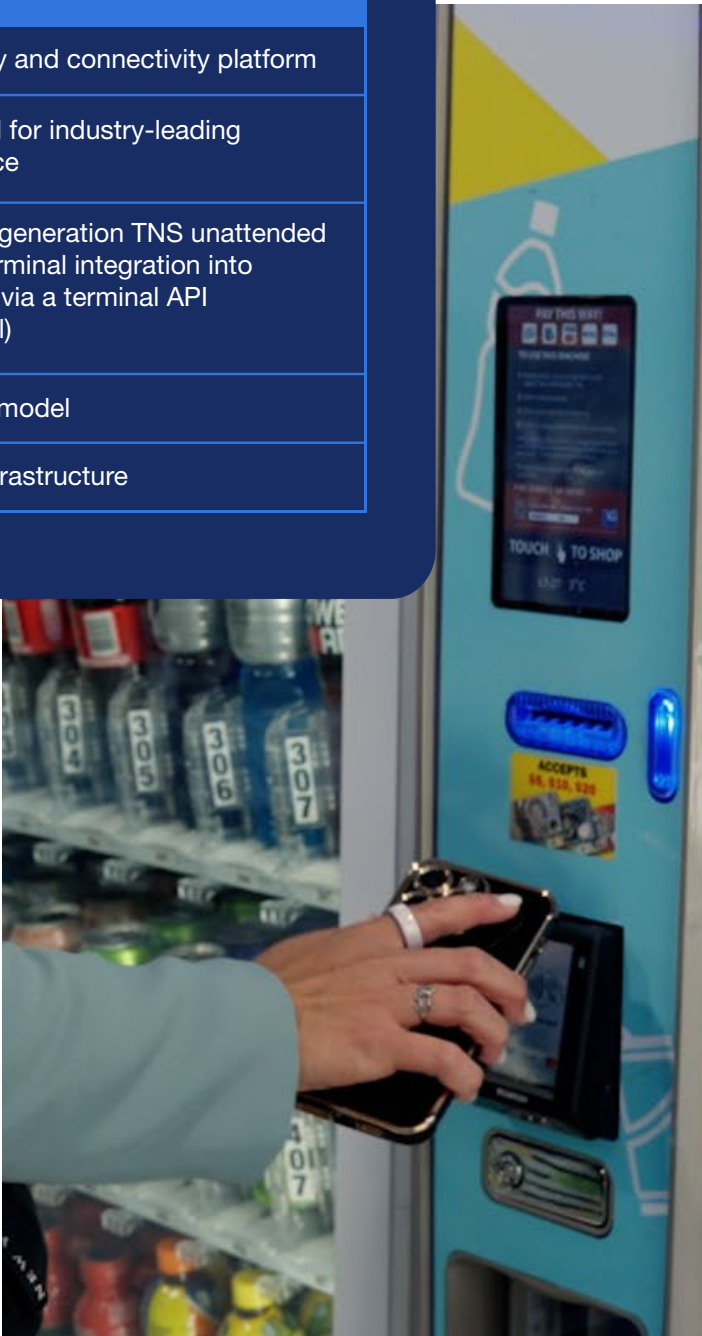
By integrating TNS's payments and connectivity services into CSA's broader payment ecosystem, the company strengthened payment reliability, simplified operations and established a scalable platform for future growth.

CSA business requirement	What TNS delivered
Simplify payments and connectivity	Unified payment gateway and connectivity platform
Improve network resilience	Smart multi-network SIM for industry-leading connectivity and resilience
Maintain hardware flexibility	Options for robust, next-generation TNS unattended terminals or customer terminal integration into TNS's payment gateway via a terminal API (Bring Your Own Terminal)
Reduce operational complexity	Single managed service model
Support future growth	Cloud-ready, scalable infrastructure

Business Challenge

As CSA's Australian customer base expanded, managing multiple payment processors, telecommunications providers and hardware platforms became increasingly complex. The business required a trusted infrastructure partner capable of delivering secure payment processing, resilient connectivity and flexible device integration while allowing CSA to continue delivering its own Australian payment services, software platform and customer support.

CSA also wanted to preserve hardware flexibility, minimize supplier complexity and ensure a smooth transition away from legacy 3G connectivity, creating a modern platform capable of supporting continued innovation and growth.



Solution

CSA selected TNS as a strategic infrastructure partner for their ability to unify payments, connectivity and device management within a single trusted platform, enhancing its own payment ecosystem.

- **Payment Gateway Services** – Provides secure, PCI DSS-compliant transaction processing and multi-acquirer routing, to reduce complexity and help improve success rates.
- **TNS Smart SIM** – Leverages multi-network approach for seamless, uninterrupted service by automatically and autonomously switching carriers when a network disruption is detected, helping ensure continuous payment acceptance by automatically selecting the most reliable available carrier connection.
- **TNSPay Unattended** – Delivers robust, pre-certified payment terminals purpose-built for vending and unattended environments, supporting EMV, contactless and mobile wallet acceptance.
- **Bring Your Own Terminal (BYOT)** – Provides flexibility to integrate CSA's preferred payment hardware while preserving existing investments.
- **Managed Services** – Provides 24x7x365 monitoring, lifecycle management and technical support from a single infrastructure provider.





Outcome

By combining CSA's locally managed payment platform, software and customer support with TNS's secure payment gateway and connectivity infrastructure, which form the foundation of the solution, the business has created a resilient, highly secure and scalable solution for Australia's unattended retail industry.

"With TNS, we have one partner, one phone call we can make, and we can get the right people in a room literally the same day with any problem we may be having or anything we want to solve."

Chris Pollard, Director
Cantaloupe Systems Australia



Unified Platform – Simplified management of payments and connectivity through a single, accountable infrastructure partner.



Scalability – Future-proofed the solution to support future growth and new payment technologies.



Reliability – Improved network resilience and transaction reliability.



Efficiency – Reduced operational overhead and faster customer deployments.



Flexibility – Support for multiple payment hardware options.



Partnership – An ongoing partnership focused on innovation, reliability and customer success.

Why Unattended Retail Providers Choose TNS

Multi-layer security

Highly available and resilient

Specialist guidance

Complete scalability

Cost efficient

24x7x365 global expert support

TNS is a global leader in providing full-stack, modern and secure payment solutions, offering managed services to more than 2,800+ organizations in over 50 countries.

TNS payment and network solutions support 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 payments and connectivity solutions can transform your payments and network infrastructure today.

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

Explore our industry-leading payments and connectivity 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.

