

Technical Advisory Forum

June Edition

Housekeeping Rules



All lines are on mute for a better listening experience.



This presentation is being recorded for later playback and sharing.



Use the Questions Box during the session.



Feedback forms are provided at the end of event



Your Speakers Today



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Agenda

1. Introduction
2. Product Updates
3. Customer Success Updates
4. Customer Service Updates
5. Q&A

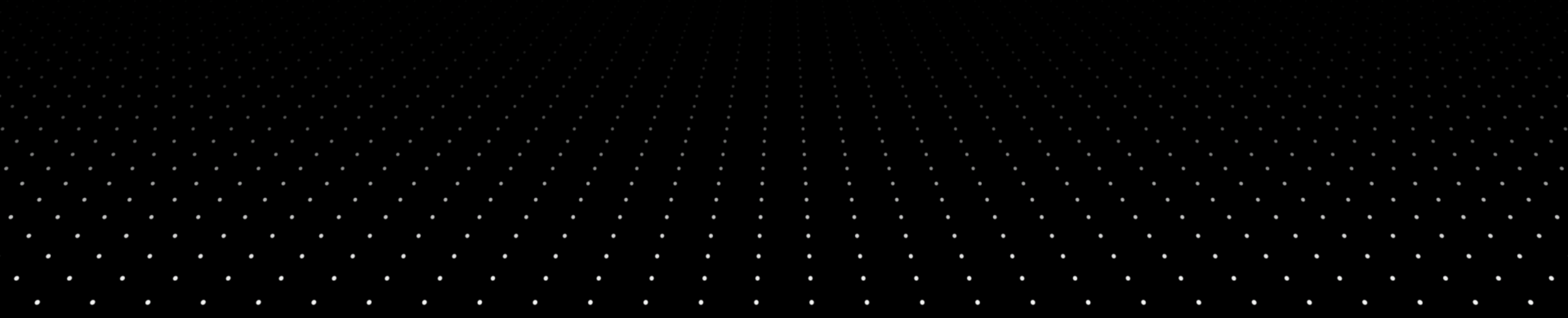


Introduction





The Future of Payments is Boundless



Boundless payments grid

Hides
complexity



a single point of access unlocks
hundreds of integrations

Removes
barriers



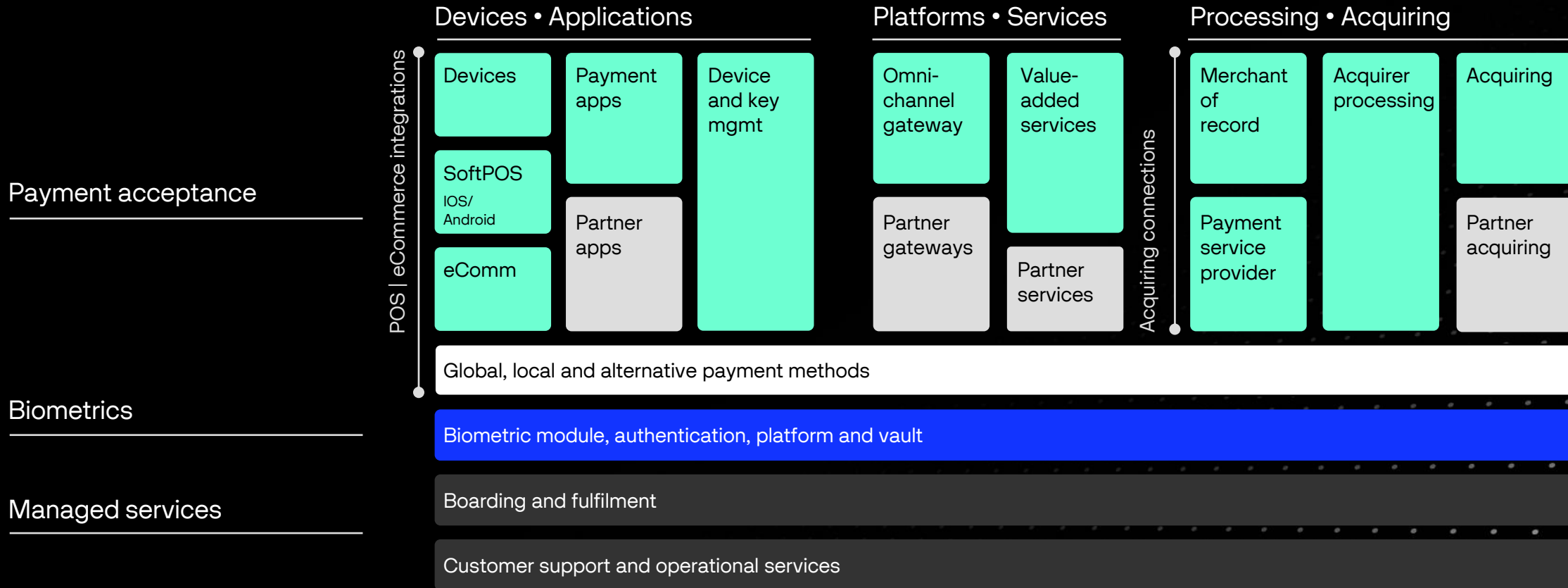
Nordic and Global modalities to
open new markets

Expands
possibilities



all payment methods, channels,
gateways, devices, processors,
acquirers, POS, more

Boundless payments grid powered by Verifone



Product Updates



Verifone Pay

- All-in-one payment solution with Verifone powered acquiring
- Latest devices, Nordic gateway and established reporting and settlement capabilities
- LIVE NOW in Finland, Sweden and Norway
- Available in Denmark in August
- Acquiring revenue sharing capabilities – reach out to your partner manager to discuss opportunities!



Verifone Pay
Allt ingår - till ett lågt månadspris

TERMINAL + INLÖSEN + KUNDSUPPORT

The graphic features three icons: a payment terminal, a bank building with a Euro symbol, and a customer support headset. Each icon is accompanied by a plus sign and a label below it: 'TERMINAL', 'INLÖSEN', and 'KUNDSUPPORT'.

Verifone Devices – Market Introduction!

V660P Android – now connected to Nordic Gateway and Verifone Pay!

- Powerful portable touch-screen device with Android 13
- On-device integrations with PSDK
- Effortless migration path - no development effort if PSDK already completed for similar form factor device



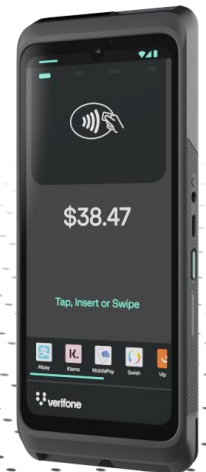
P630 – available as Engage (Linux based) and Android

- Robust semi-integrated pinpad
- Compact form factor
- Multiple integration options – VIM, Finnish protocol, PSDK



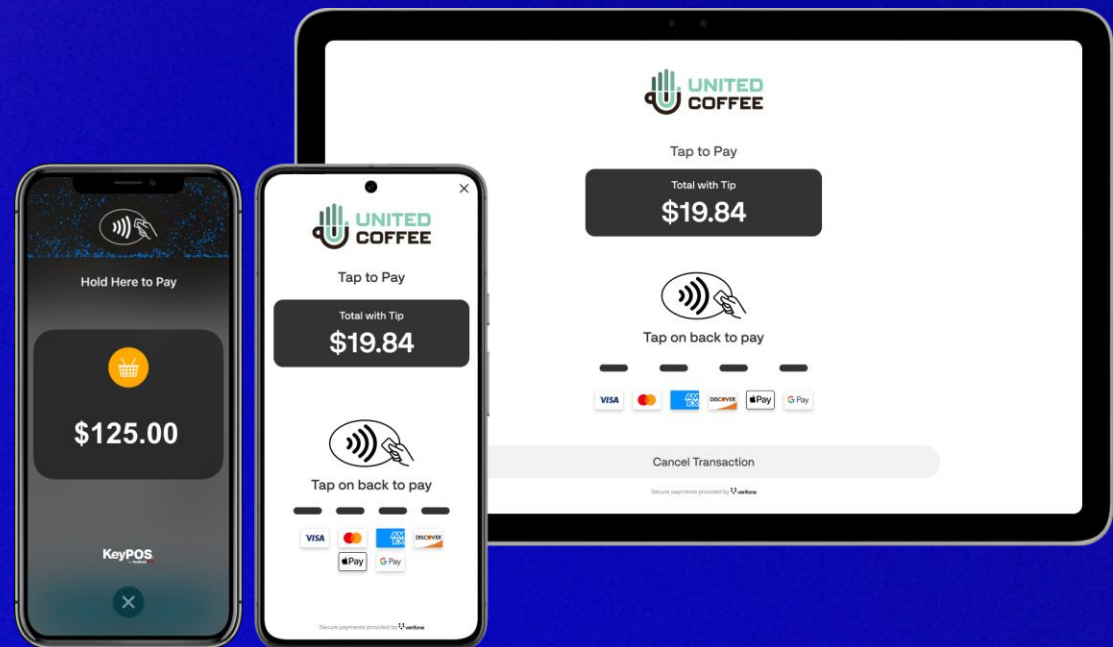
Coming up – Victa series on Android!

- First out – portable (with printer) and mobile (without printer)
- Large 6.7” touchscreen, NFC read behind the screen for enhance usability and touch and feel



Introducing Verifone Tap

With unmatched flexibility and security, Verifone Tap transforms everyday devices into secure, scalable payment solutions.



Unlock payments in everyday devices.

Verifone Tap enables acceptance of physical cards to digital wallets anywhere.

Enable tap-to-pay anywhere

Enable effortless payment anywhere with a simple tap on NFC-enabled iOS or Android mobile devices.

Meet customers where they are

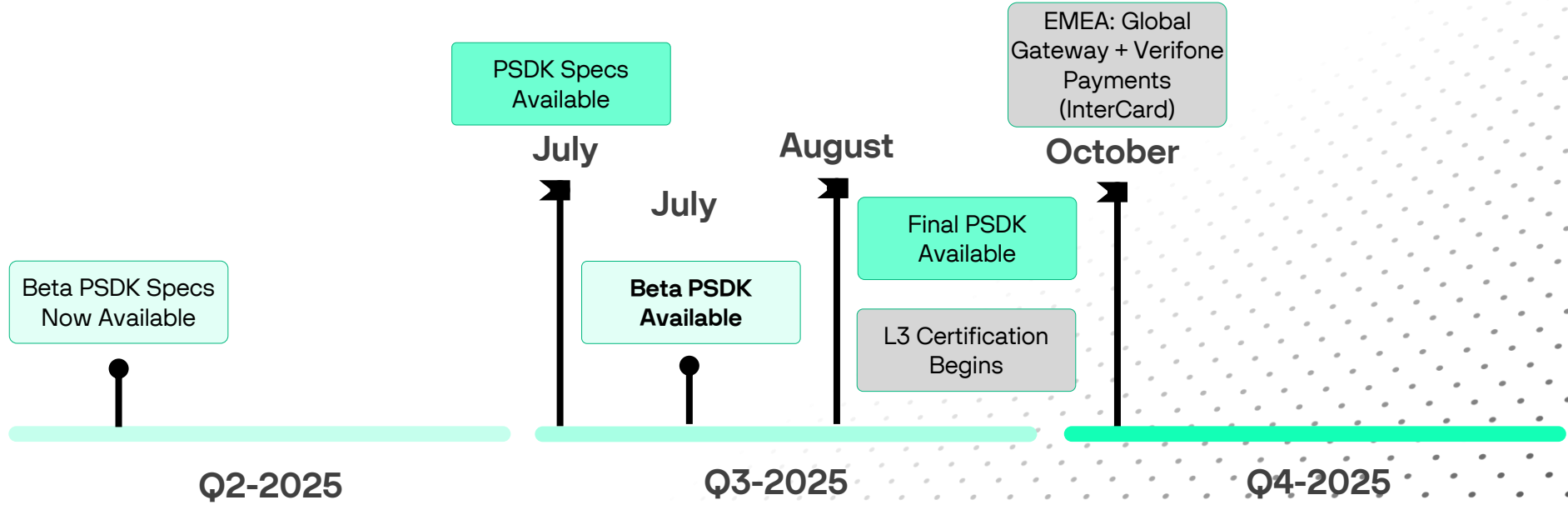
Empower merchants wherever their customers take want to pay, such as in-store, delivery, pick-up.

Scale quickly and cost-effectively

Merchants can meet demand easily without hardware commitments and connect the acquirer and gateway of their choice.



Verifone Tap Timelines

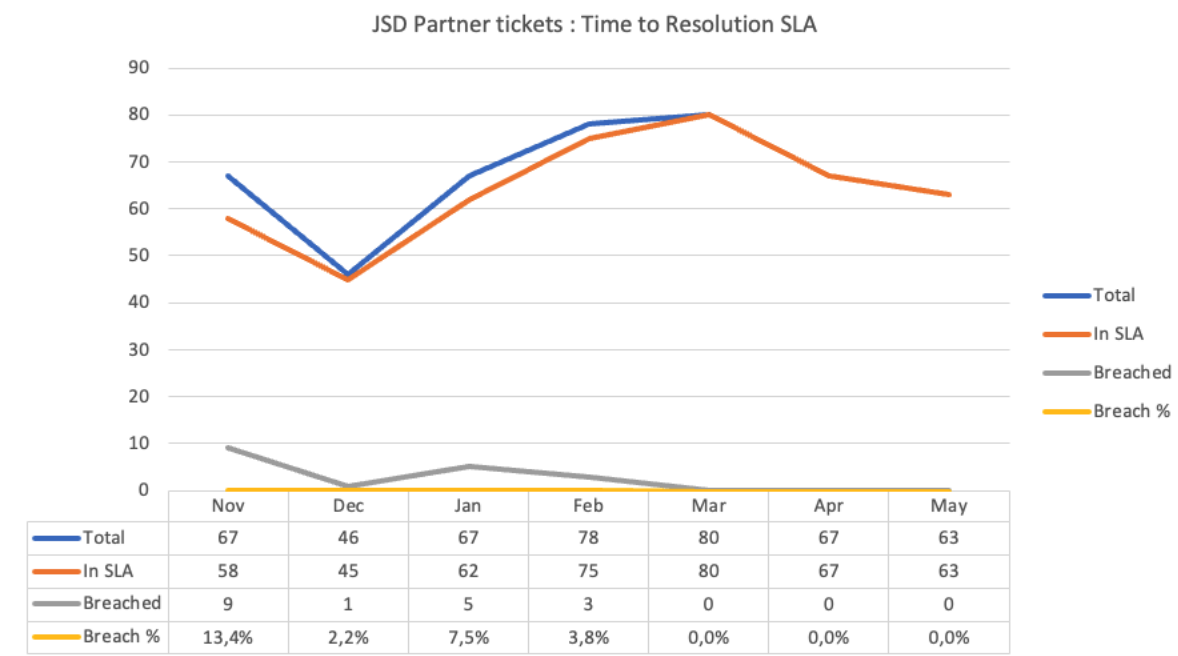
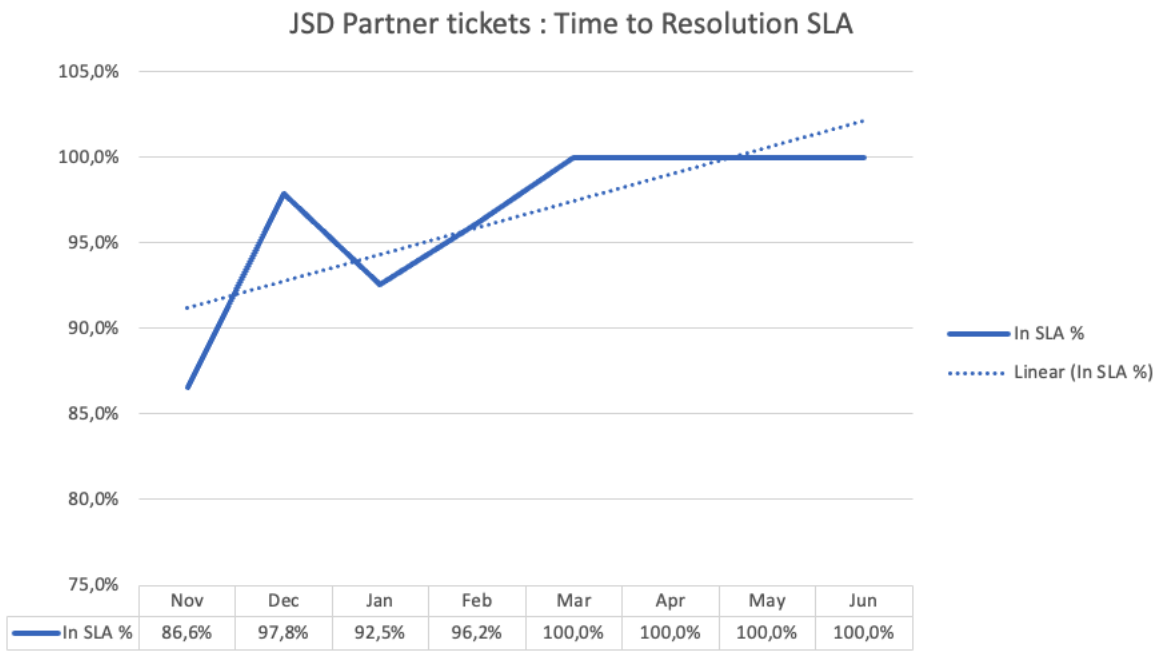


Customer Success Updates



Customer Success Updates last 3 months

- New Android terminals are available on Sales Connector Gateway now
 - We have installed several POS Applications that today runs on Android 8 / 10 on our new Android 13 device V660P and connected to the Sales Connector Gateway
- Increasing number of tickets vs previous period, resolution time cut in half on the top 80% of the JSD tickets we are handling



Customer Success Updates last 3 months

Self Assessment and onboarding

- Our process improvements over the past 3 months shows that we have handled an Increased number of Self Assessments by 65% and at the same time we have reduced the turnaround time by 50%
- We introduced the "online assessment tool" - <https://verifone.cloud/psdk-assessment> to speed up the testing and SA time on your side – encourage you all to use it
- We have reduced the installation time from ~20 minutes to ~3 minutes on new Android devices
- Focus for the next period is :
 - Automate the POS APK signing process
 - Building configuration templates
 - Automate the POS APK upload to VHQ

Customer Success Updates last 3 months

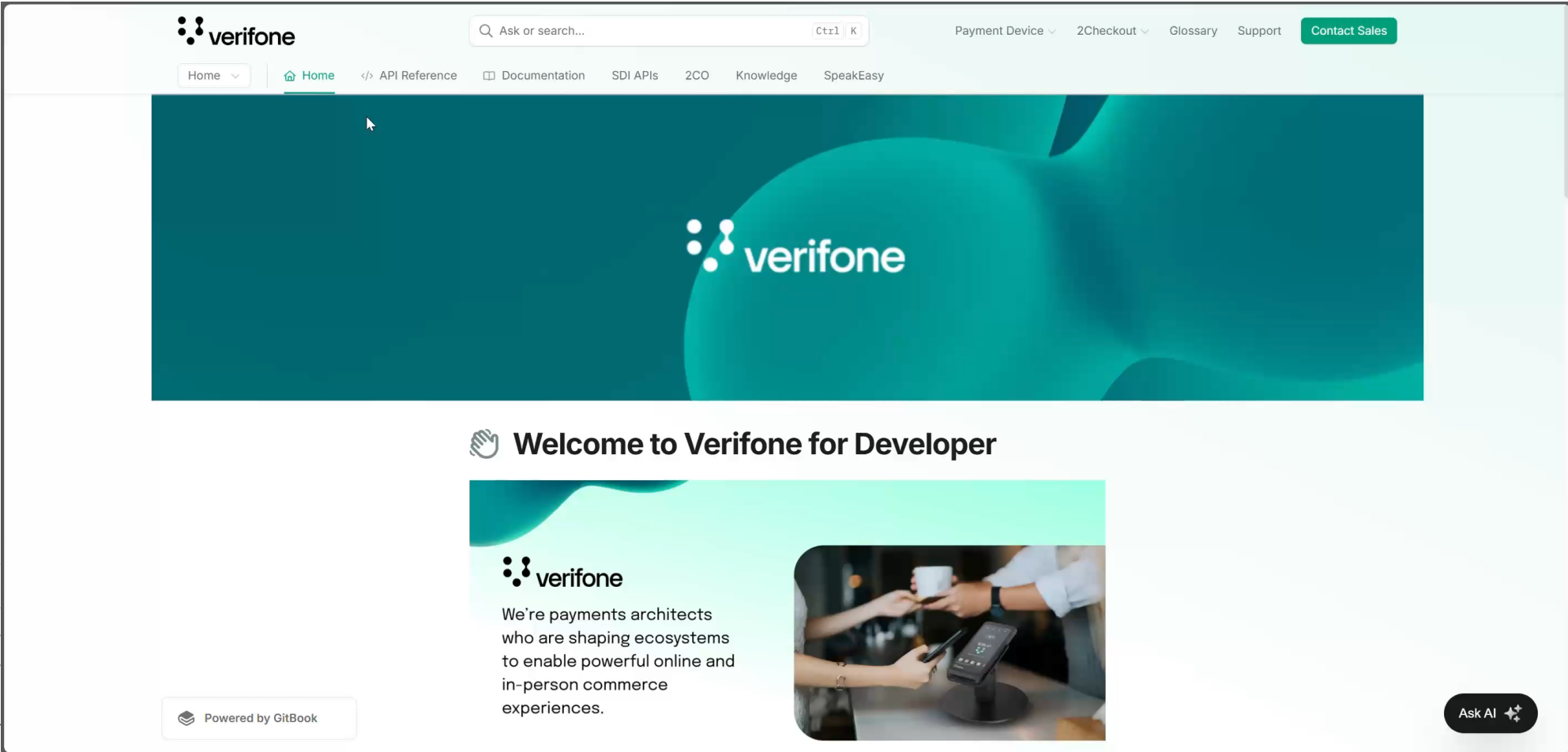
POS Cloud integration improvements

- POS Cloud connectivity fixes.
 - Backend updates – major release delivered in May 2025 (v2.2)
 - 58% reduction in error situations
 - 39% reduction in processing time, resulting in improved response times, while volume continue to grow
- Terminal software updates (5.344.4) – testing is in progress
 - Fixes POS Cloud disconnect problem when terminal switches from one network to another
- Current production version is v 5.340.42
 - We decided to proactively upgrade all the POS Cloud terminals to 5.340.42 version, which further reduced the production issues
- Test and validation process improved to identify and fix issues earlier in the development lifecycle.
- POC Running with POS Cloud AGPA against Sales Connector gateway

Customer Success Updates from last 3 months

Documentation

- New documentation portal with AI chatbot to be live by Oct '25 for partner use



Customer Service Updates



Nordic recovery update

What is going well

- Phone service level recovery.
- Denmark, Finland and Sweden are all on target MTD.

●Feb:

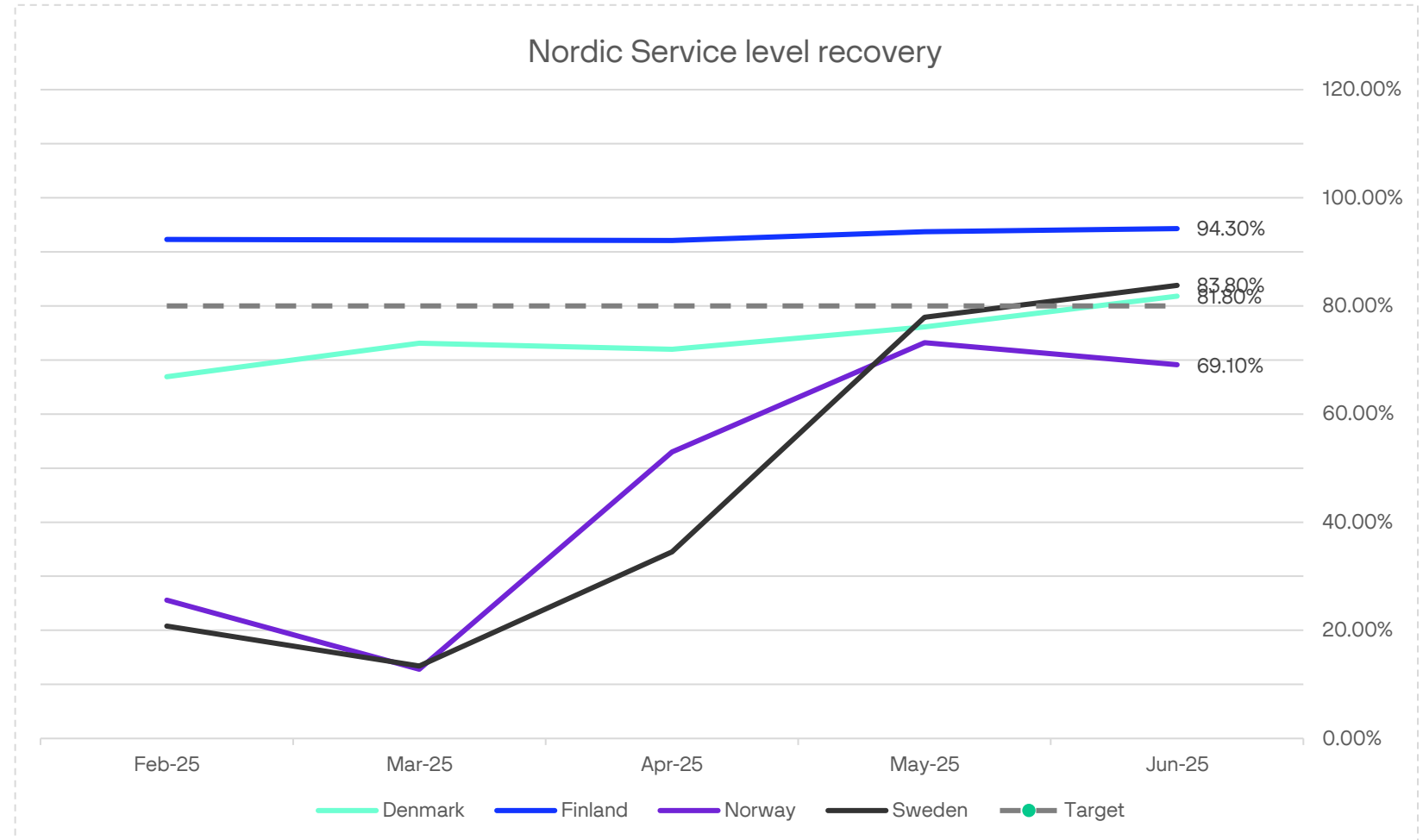
- Sweden >6 minutes
- 32% of callers abandoning.

●May:

- Sweden 47 seconds
- 2% of callers abandoning.
- 0% attrition April-May

What is the (short-term) plan

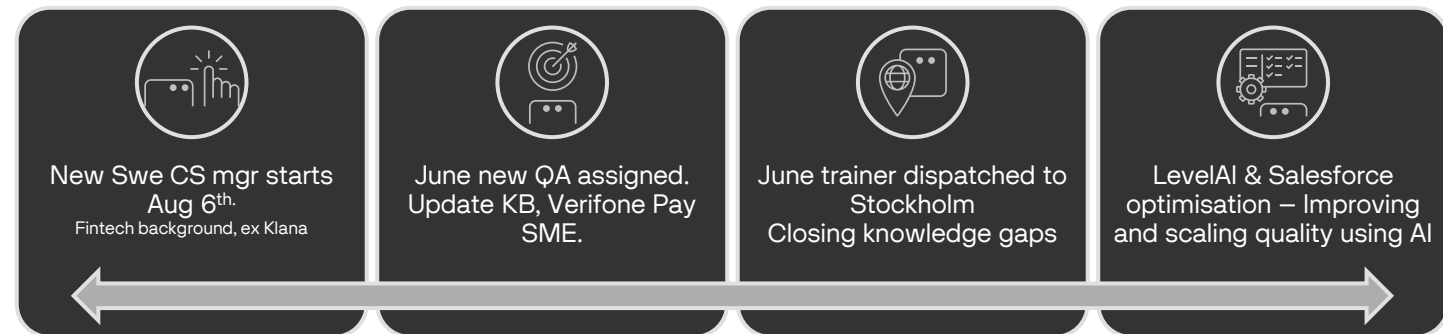
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May scorecard

- Denmark, Norway and Finland are now top 10.
- Finland the highest ranked country at 6/18
- Sweden lifted 2 spots from 18th to 16th due to improvement in SL score.

May-25				SLA				FCR				AHT				CSAT			
Global Rank	MoM		Total Points	Target	Result	ment	Points	Target	Result	ment	Points	Target	Result	ment	Points	Target	Result	ment	Points
1	↑	+6	New Zealand	86.0															
2	⇒	+0	Turkey	84.7															
3	↑	+2	Australia	83.8															
4	↓	-3	Romania	82.9															
5	↑	+1	Mexico	82.9															
6	↓	-2	Finland	82.1															
7	↓	-4	Germany	80.2															
8	↑	+2	UK	79.6															
9	↑	+3	Norway	79.5															
10	↑	+4	Denmark	75.5															
11	⇒	+0	Thailand	65.3															
12	↓	-4	US - Petro	61.2															
13	↑	+4	France	59.0															
14	↓	-1	Israel - VICO	58.8															
15	↓	-6	US - Core	56.8															
16	↑	+2	Sweden	41.5															
17	↓	-2	Portugal	39.3															
18	↓	-2	Israel - Vird	22.0															



Ops housekeeping

New WBR forum

- EMEA daily standup
- Tuesday top 10 call driver review
- New BRM format will grade countries across 6 areas
 - KPI achievement
 - Voice of customer feedback loop to engineering
 - People management (1 on 1s)
 - Stakeholder management
 - Strategic direction
 - Leadership/overall grading.
- Norway top call driver: Transaction issue
- Finland top call driver: Reporting portal login (open JIRA)
- Denmark top call driver: comms issue
- Sweden top call driver: Config issue/how-to...

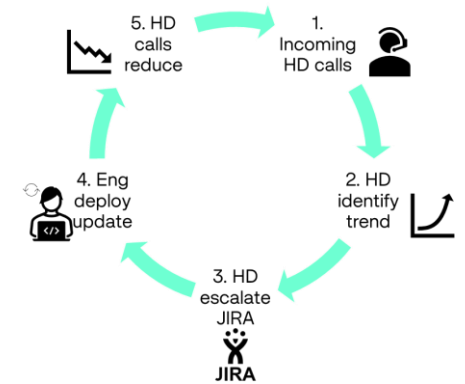
Israel May 2025 #1	KPI achievement						Voice of customer feedback loop				People management / Engagement / culture	
	KPI achievement as per global balanced scorecard			Agent dashboard results			Top 3 Calls Driver	Trends identified	JIRAS escalated	Release management meeting	1 on 1 frequency:	Site activities
	SLA	40%	X	%Not ready	13%	V	• PayWare reset password process – 830 call during the month. We want to have a process to change the App to VCPOS. • 13/05 Outage to TGW GW customers – 400 calls increase in this internal outage. • 13/05 - Hotnet ISP provider had an issue to reach the APG GW. 200 calls increase in this 3rd party issue.	• 13/05 - Hotnet ISP provider had an issue to reach the APG GW. 200 calls increase in this 3rd party issue.	VCPOS-7228 - Fixed Version 1.0.85 VCPOS-7133 - Fixed Version 1.0.85 COESAMDOCS-2919 - Fixed by VCS team ATYS-B20 - under investigation	25/05 - VCPOS 1.0.85 Release Version – fixed some bugs of inventory management and reports	• A weekly work meeting is held with each manager. • TL conduct one OJT and one PT session with each agent over the course of the month.	• A festive toast and meal in honor of the Shavuot holiday • Announcement of April's outstanding employees • Ice Cream Day at the HD.
FCR	85%	V	CPA	V								
AHT		V										
CSAT	90%	V										
CPC		V										
Result	4/5			2/2			V	V	V	V	V	V
Grade	Ranking: 10/18						A				C	

#2	Stakeholder management			Strategic direction		Leadership / Overall grading	
	Structured, formalized consistent meetings with internal stakeholders, or reports communicated to:			Strategic direction for call centre in your market, a plan.	Requirement is for each helpdesk country manager to list how they are doing this	"Max to think more how to grade this. Anecdotal assessment on strength of local leadership in place."	
	Dep.	Status	Meeting Name and Summary	A = Defined with a plan and results	To reduce the volume of password reset requests from PWM clients by transitioning them to the VCPOS application – a more advanced platform that does not require periodic password changes. Currently, there are approximately 4,000 such devices in use. Successful execution will require close collaboration between the Sales, Operations, and Support teams. This initiative is being presented at the management meeting in Israel.		
Sales	V	Meeting regarding the Verifood POS to continue improving and professionalizing the support	B = Defined with a plan	V			
Projects	V	Meeting about the go-live of a government client	C = Direction defined, no plan				
Engineering	V	Meeting with Gazit Engineering regarding an issue with a deposited voucher in the HO system.					
Product	V	Meeting about bugs that appeared in the VCPOS version and were fixed in version 1.0.85.	D = No strategic alignment with business.				
Result	4/4						
Grade	A			B			

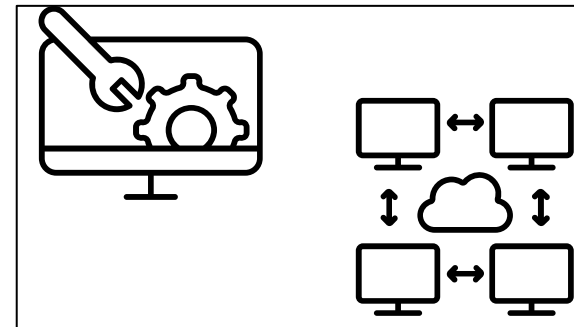
New BRM format

Voice of Customer – Helpdesk Harmony

Using data driven insights to improve the customer experience



CRM Requests					
Kit/Fault	YTD	7	8	9	Trend
T650P	7236	1666	2063	2057	↘
Wifi - Toggling Off		58	116	292	↘
Interface		287	286	278	↘
Comms Error - Wifi		267	300	253	↘
Faulty Battery or Charger		242	259	236	↘
Comms Error - IP		155	233	188	↘
PSDK error		69	113	120	↘
Bluetooth Switching Off		0	15	85	↘



Kit/Fault	YTD	8	9	10	Trend
T650P	10074	2063	2370	2111	↘
Wifi - Toggling Off		116	338	368	↘
Interface		287	333	301	↘
Comms Error - Wifi		300	293	279	↘
Faulty Battery or Charger		259	265	268	↘
Comms Error - IP		233	213	165	↘
Comms Error - GPRS		54	79	56	↘
PSDK error		113	124	49	↘
Card Reader - Swipe		14	11	46	↘
Comms Unavailable - Wifi		45	43	41	↘
Card Reader - Chip		21	36	38	↘
Display - Blank		14	27	35	↘
Software not downloading		32	25	32	↘
Bluetooth Switching Off		15	91	30	↘

Analyse

- Identified T650P highest kit type call driver for New Zealand
- Identified faults:
 - 'Bluetooth switching off' +850% increase call volume Jul > Sep
 - 'PSDK error' +79% increase call volume Jul > Sep

Escalate

- NZ SME Beverly Good raised JIRA ticket 31st August to engineering
- [PNT-16672](#)

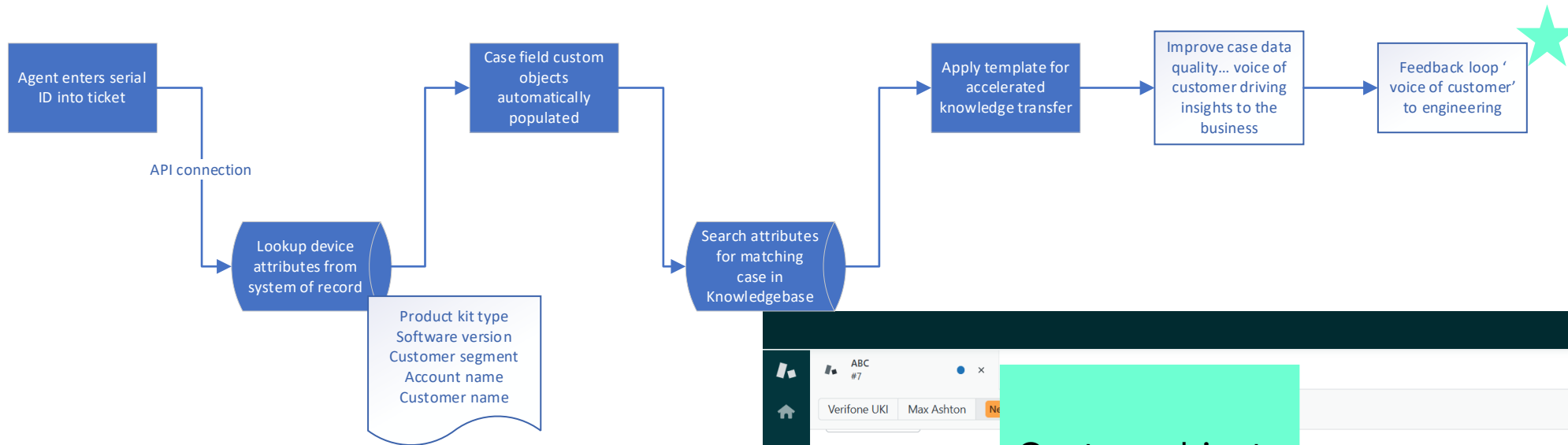
Update

- Fix implemented 4th September
- Deployed over network

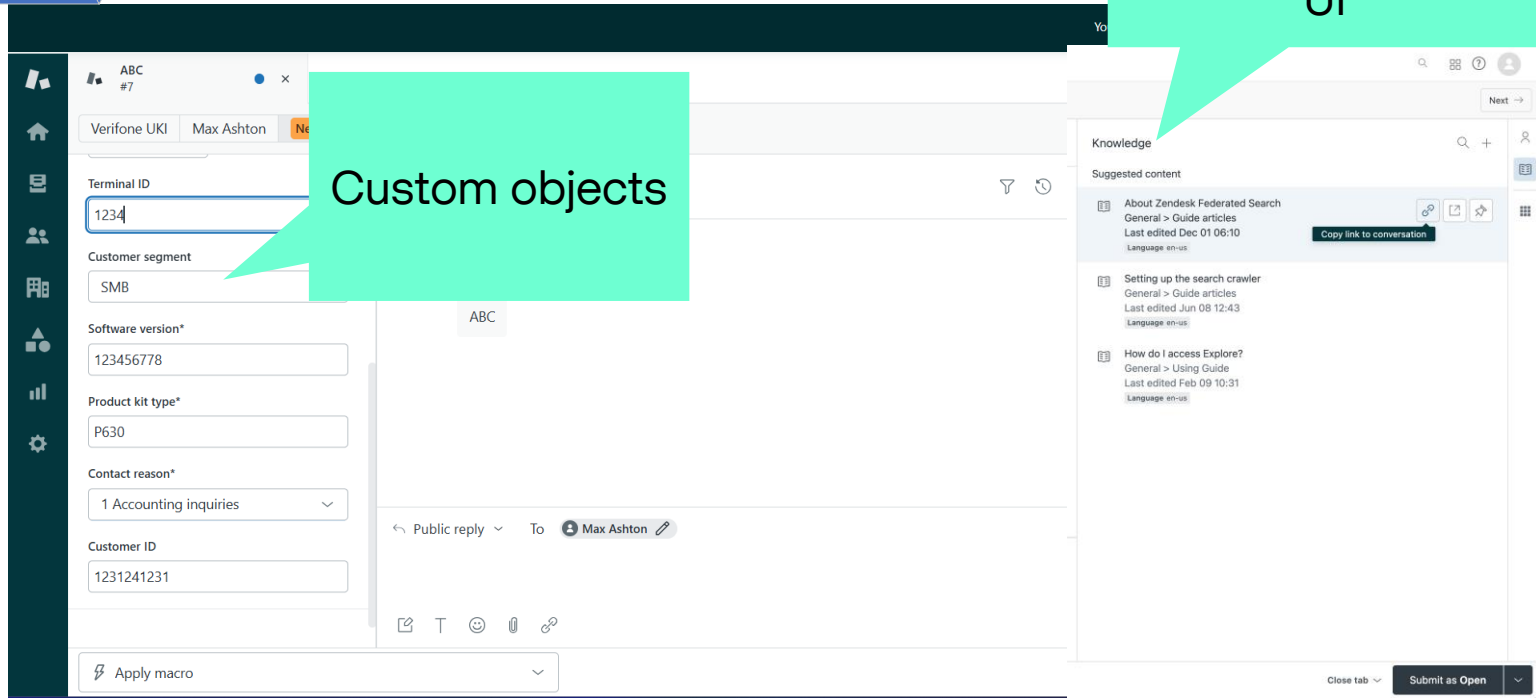
Reduced calls

- -70% reduction in 'Bluetooth switching off' calls Sep to Oct
- -60% reduction in 'PSDK error' calls Sep to Oct

Optimising Feedback Loop with Tech Enhancement



Product kit type
Software version
Customer segment
Account name
Customer name

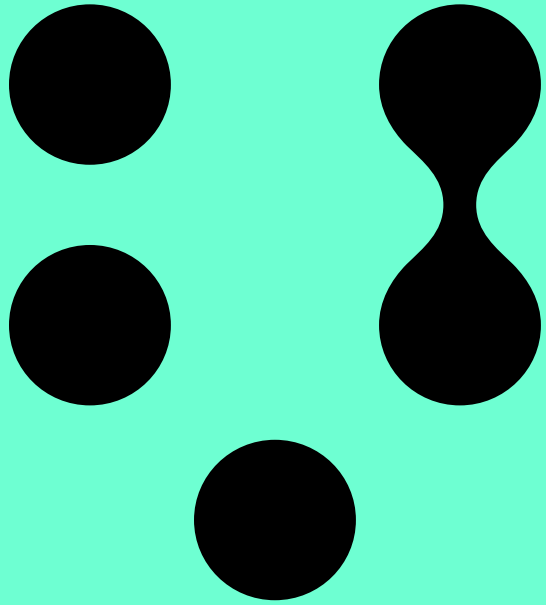


Q&A

Thank you

Get more details at www.verifone.com

Get in touch with us at:
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