

Beyond the Purchase

Simplify New Solution Rollouts with
Verifone Managed Services



We're more than a technology provider – we're a payments partner.

That means doing whatever it takes to get your payments platform up and running, from start to finish. With Managed Services, we have you covered.

Shaping an engaging in-store payments experience is a critical priority for any successful business, but it often costs a significant amount of time, money and effort to make such experiences a reality. Even once a solution for physical storefronts has been selected for implementation, merchants are quickly faced with more questions than answers. How many stores can be serviced daily? How can you have your devices installed or upgraded while minimizing business impact? How many external vendors and technician partners will it take to ship necessary parts where they need to go, much less have them installed?

With every new party that signs on to the process, business owners are responsible for more pieces to the puzzle – and for figuring out how to make each of those individual pieces connect.

Thankfully there's good news: We can help with that. A good payments provider offers the right tools your business needs to be successful. And a great one helps you set those tools up in the most effective way and walks alongside your business every step of the journey.

Our Managed Services solution is the full end-to-end support ecosystem that's always there whenever and wherever you need it, from new equipment integration to break-fix and technician support services anywhere across North America and Canada. The solution empowers Verifone to step in and replace typical third-party vendor services with our own in-house support structure, streamlining the merchant experience at every phase of the buying and implementation process. It offers our merchants a single hand to shake with features and tools that are as easy to use as they are effective, consistently saving your business time and money.



A robust network of over
3,000 trained and certified
service professionals
across North America.





It's no secret that retailers are constantly searching for new ways to outsource their payments management, and the wide-ranging tools available through Managed Services empower merchants to remove much of that burden and simplify the bigger picture. What does that picture look like exactly? Well, it looks like Verifone from beginning to end.

Our Merchant Onboarding Portal (MOP) provides operators with a unique self-service tool to monitor their boarding process and drive a faster time to market. Through a few simple clicks, this intuitive touchpoint encourages merchants to self-manage, track updates, get notifications and follow the order fulfillment process from start to finish, shaping an engaging end-to-end experience that is tailored to fit a merchant's individual look and feel. When combined with our flexible kitting procedures, Managed Services grants merchants complete control over what devices and components are included in every box that ships, with full transparency and package tracking available through the self-service MOP platform. These systems integrate seamlessly with our fully automated deployment facilities, which fulfill over 4.5 million deployments annually.

Managed Services also leverages over 3,000 certified technicians deployed by Verifone to provide professional on-site installation and break-fix support without the need for costly third-party vendors. The tight coordination between in-house Verifone support services, managed by a skilled project manager as a liaison for the merchant, leaves fewer opportunities for miscommunication or errors to occur. Our badged technicians leverage access to more than 400 service inventory locations to ensure equipment is always available and work in tandem with our robust 24/7 Help Desk support – the same expertise we leverage to assist merchants with concerns directly. This level of service cohesion means that our technicians receive the same support your business does, keeping all the important account details accessible and available to everyone in your corner.

And when you need a replacement fast? Our priority exchange program utilizes our powerful automated Verifone Repair Center and our priority exchange program, ensuring you get your replacement first to maximize uptime and keep your business running smoothly – limiting friction while we quickly get to work for you.

We are the payments architects shaping ecosystems for online and in-person commerce experiences.



400+
Service Inventory
Locations



4.5+
Annual
Deployments



Fully
Automated
Deployment
Facilities

There's more to payments than just processing.

With Managed Services, we've got you covered everywhere else, too. Here are 5 reasons how.



ONE

Implementing payment solutions at scale can be difficult. Let us do it for you.

Your business exists because you are really good at what you do. Your partners should make it easier for you to focus more on what matters most. Equipment and solution rollouts for even a single location can be a real challenge, not to mention the robust global infrastructure that powers the world's most popular brands.

Have a project you're not confident managing yourself? Do you need an expert party to step in and take over the process for your business?

With Managed Services, we can handle the logistics of your payments rollout from start to finish so you don't have to – and we'll save you time and money while we do it.





TWO

Cut out third-party vendors.
Cut down on costs.

Fees can add up fast when negotiating with external shipping vendors and technician calls. Unlike disjointed third-party vendor agreements, we don't have any hidden costs or fees since we own the entire logistics pipeline from end-to-end.

By keeping all of the deployment, installation and service processes under our direct control, we constantly save our partners money throughout the experience and assume all responsibility if something doesn't go according to plan while executing.

Managed Services empowers us to remove the costly middlemen for our merchants, keeping costs low and taking the guesswork out of the equation.

THREE

Efficient rollouts. Every time.
Any location.

The full integration between our warehouses, support services and installation technician network grants your business the simplicity of working with a single partner for everything.

All installation kits are fulfilled by our own distribution centers, with rollout procedures on the ground handled directly by Verifone installers who receive uniform training – all working with Verifone Help Desk engineering experts. This delivers a streamlined process and a consistent merchant experience marked by high quality, attention to detail and rapid response.

With Managed Services your business enjoys a consistent and efficient equipment rollout that is only possible with one partner in the driver's seat.





FOUR

Pick the services you want.
Only pay for what you need.

Managed Services is a broad banner that defines a deep catalogue of automation and support features available to our partners.

Our approach to payment services is all about creating a customized solution that addresses the specific and individual needs of each and every merchant we work with, and Managed Services is no exception. Have your own technicians but want the security net offered by our priority exchange program? No problem, we've got you covered when the unexpected happens. Not worried about rapid replacements but wary about rolling out a payment solution all on your own? We'll leverage our expertise when you want it and let you take the lead when you don't.

The truth is we want to simplify the complexity of payments, and that starts with creating a unique solution that's right for you.

FIVE

The results speak for itself.
See who we've helped already.

Every project with a considerably large rollout desire convenient, smooth and frictionless rollouts. And they serve as Verifone's cornerstones of our Managed Services offering. It's clear why many merchants are turning to our expertise to install and implement their next-generation of in-store payment solutions.

TJX, American Multinational Department Store
Partnered with Verifone to carry out the implementation and installation of their new payment device modernization across 3,500+ corporate locations in the USA and Canada, as well as multi-year on-site break-fix service.

Dunkin, The World's Leading Baked Goods and Coffee Chain
Partnered with Verifone to carry out the implementation and installation of their new payment device modernization across 9,500+ franchise locations in the USA.



From order entry to ticket management, merchant onboarding to technician services and everything else in between, Managed Services is what empowers Verifone to support our partners like never before. The solution supports merchants at every phase of the payment journey, on their terms with services that can be mixed and matched for a quality experience that's the right fit every time. Managed Services empowers our merchants to cut down on costs, cut out costly third-party middlemen and streamline the rollout experience with a trusted payments partner in their corner. It offers merchants a single hand to shake and allows us to step in and simplify the process on their behalf, saving them time and money and empowering them to focus more on running the business.

With Managed Services, we've got you covered – for payments and beyond.

Ready to explore how Managed Services can streamline your installation and break-fix needs? Contact us today to see how we can take control of the process with you at the helm for greater synergized success.



The Verifone Advantage

- One hand to shake for entire rollout, offering a simple way to manage the project.
- Install kits fulfilled directly by Verifone distribution center, removing additional logistical efforts.
- Seamless parts and technician arrival through a cohesive integration between warehouse and install technicians.
- Installation issues are handled directed by Verifone installers working with Verifone Help Desk experts.
- Best-in-class training of installers on the rollout, mitigating technical errors.

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Omni-Commerce Solutions for Powerful Customer Experiences

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