

Technical Advisory Forum

UKI – April 2026

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



Meet your speakers

Your hosts and presenters for today's session



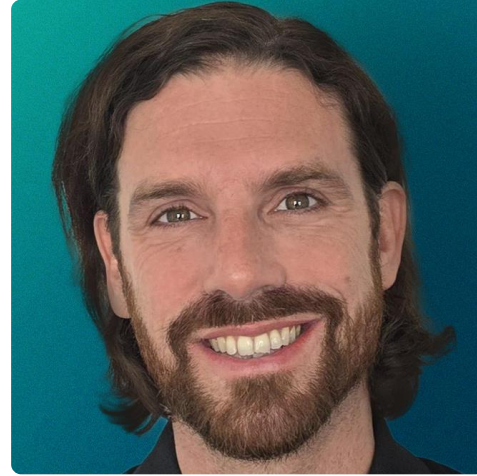
Daniel Schwick
Country Manager, UKI
Verifone



Jason Beard
VP, Engineering
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Head of Customer Services EMEA &
APAC, Verifone



Alex Cocks
Director, Solutions Management, UKI
Verifone

Agenda

We'll be going through:

01 Regional updates

02 Product updates & roadmap

03 Engineering & integrations

04 Customer Service updates

05 Q&A



Regional updates

Business and leadership updates from your region

Strong Q1 in 2026

Regional and business updates



Verifone awards & recognition

Pennies: Outstanding Achievement Award and Unsung Hero Award (Martyn Kendrick-Bott, Solutions Integration Manager, Verifone)

Payments Awards: Payments Innovation of the Year (Verifone Biometrics), Accessibility Award (Verifone Navigator), Best Merchant Online Payments (2Checkout)



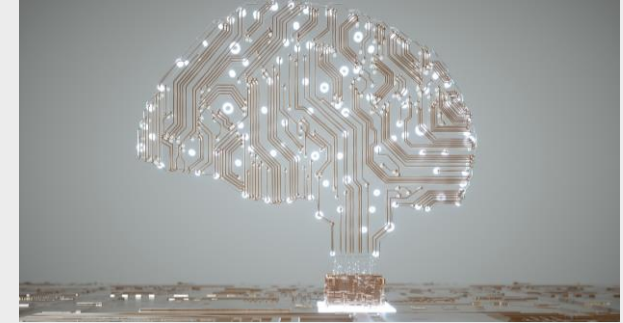
New London office

Verifone is now closer to you. Find us at 125 Old Broad St, and keep an eye out for the events we'll be organizing at our new UK HQ.



New SMB sales support team

A new Verifone team will take on collaboration with small and medium businesses and channel partners. Get in touch with us to find out how we can upgrade your experience.



AI business evolution

Discover how we're continuing to embed AI in business areas to optimize our customers' outcomes.

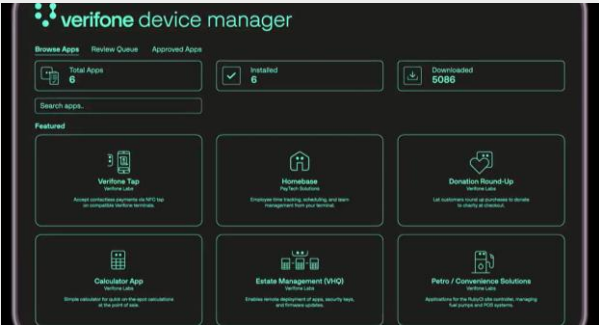
Strong Q1 in 2026

Product updates



Launch of Lloyd’s OmniPay gateway connection

New in-store payment processing flows



VHQ device viewer

New capabilities for our device manager platform



Deferred Authorization and Online Refund

New capabilities to match the flexibility you require



Victa SoftPOS Mobile (VS100-M) launch

Using your own SoftPOS app? Launch it Today

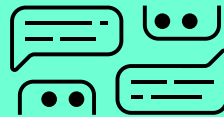
What to expect in Q2

Upcoming business developments



Upcoming announcements

New acquiring news in the following weeks



Verifone @ Retail Technology Show

Book time with us [here](#)

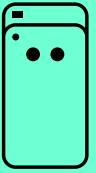


Partner Hackathon

Coming in May. Code with our teams

What to expect in Q2

Upcoming product developments



Victa SoftPOS (VS100-P) soon available



Victa certifications on Verifone gateway: Victa Mobile and Victa Portable



FiServ acquiring on Global gateway



Lloyds OmniPay PIM with eCommerce scheduled for summer



First UKI customer with branded Victa devices

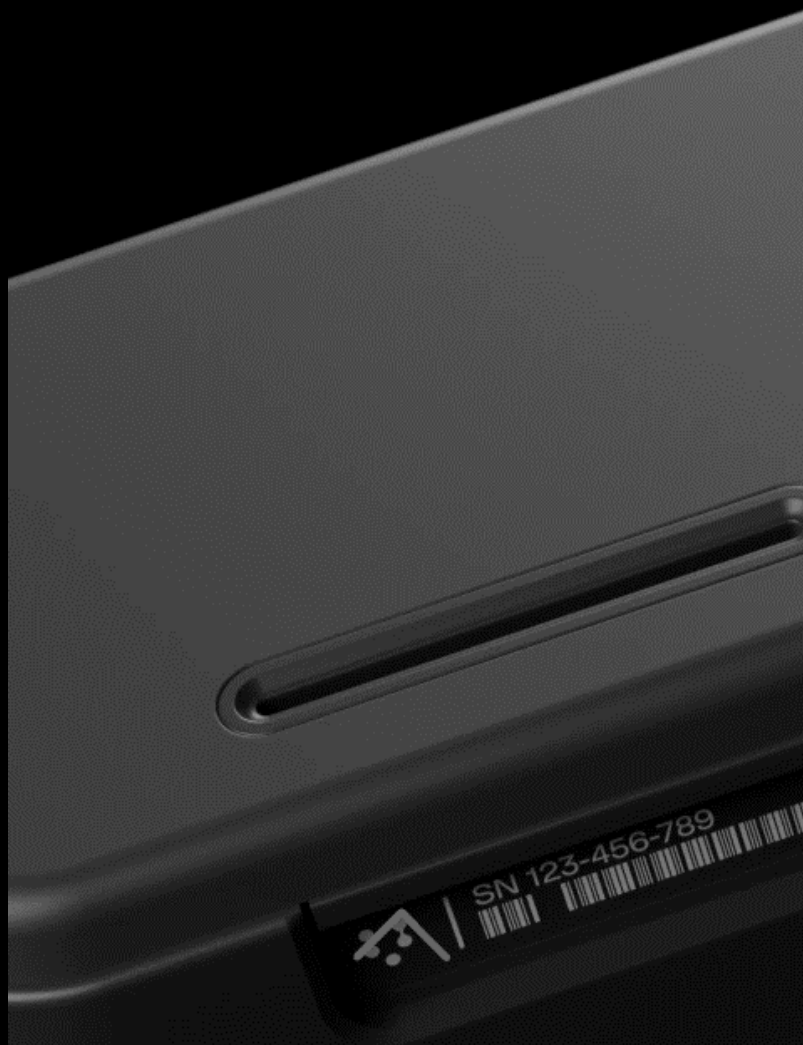


VIPA readiness on P630 for partners who want to use VIPA on Android products

Product updates & roadmap

Latest releases, upcoming features, and strategic direction

Introducing Verifone Vista



Guiding Principles for Design

Flexibility

Offering select specs and features

Versatility

Supporting a range of use cases

Simplicity

Deploying one family certification

Longevity

Building durable and upgradable

Sustainability

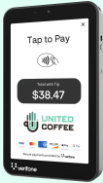
Minimizing environmental impact

Accessibility

Empowering the vision-impaired

Verifone Hardware

Powering next-generation performance across our hardware portfolio

	Mobile/Portable	Multi-Lane/Countertop	Mini/PIN Pad	Unattended
Octa-core	• Victa Mobile Ruggedized • Victa SoftPOS Mobile • Victa SoftPOS Portable • Victa Portable Duo • Victa Mobile Plus • Victa Portable Plus 	• Victa Lane • Victa Register 	• Victa SoftPOS Mini 	
Quad-core	• Victa Mobile • Victa Portable • V660p 	• Victa Countertop • V660c 	• P630 • Victa Mini • Victa Mini PIN Pad 	• UX700 

Victa Portable & Mobile

Powering commerce wherever business happens

- All-in-one design combines payment, printing, and scanning for mobile workflows
- 6.7" HD+ touchscreen with intuitive interface for fast transactions
- Qualcomm-powered performance for enterprise-grade speed and reliability
- Built for mobility—ideal for curbside, delivery, and pop-up retail
- 12+ hours battery life keeps teams productive all day
- **Availability**
 - **Now** – partners with their own payment applications/gateways to commence L3 certification
 - **Coming Soon** on Verifone's Global Gateway



GMS Certified Devices

Non-PCI PTS hardware, purpose built for SoftPOS applications

- Runs Google Mobile Services for app downloads
- Uses commercial Android (not under PCI PTS scrutiny)
- Simplifies lifecycle management—hardware does not expire
- MPoC compliance with app-based security

Relevant Products

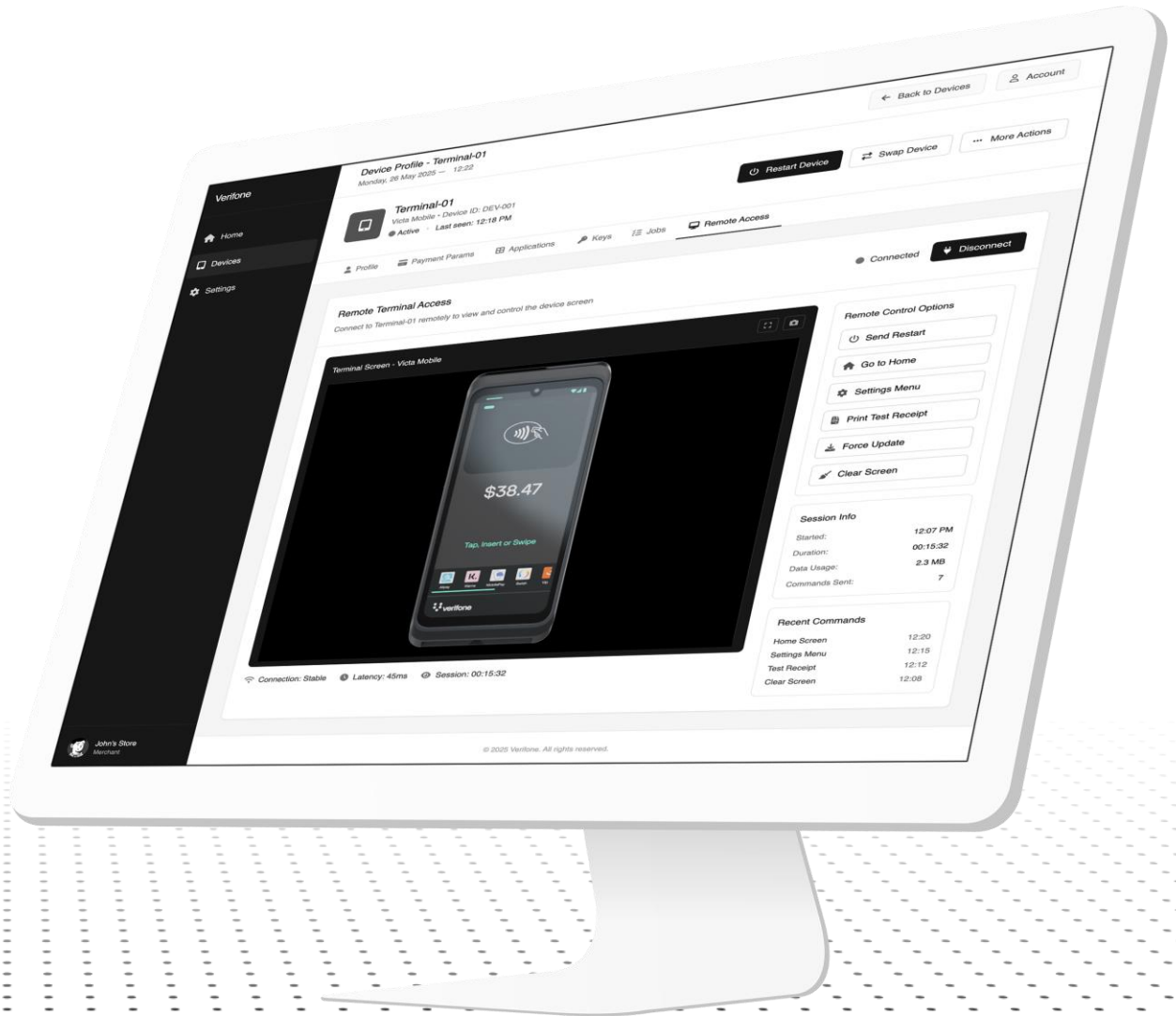
- Victa SoftPOS Mobile – available now for 3rd party SoftPOS apps
- Victa SoftPOS Portable – available Summer 2026
- Victa SoftPOS Mini
- Victa SoftPOS Tablet
- Victa Register



VHQ: Remote access and control

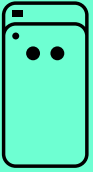
Remotely manage payment devices to improve operational efficiency

- Connect to payment device remotely without sending a technician
- Allow customer to share screen with permission
- Configure terminal settings, and manage user permissions remotely
- Diagnose and troubleshoot issues without dispatching technicians
- End-to-end encryption for security
- Available for VHQ customers (Premium Package) Summer 2026



Product updates

Product capabilities recap



Victa Mobile, Portable and Victa SoftPOS Mobile

Available: Now for 3rd party apps/gateways

Summer-Autumn 2026 Global Gateway



New acquiring: Lloyds Cardnet Omnipay on Global Gateway

Now live (card present); DCC, eCommerce & more from Summer–Autumn 2026



New acquiring: Fiserv UK (FDMS) on Global Gateway

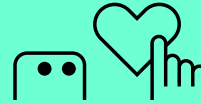
Available: Summer 2026



Scheme mandate compliance

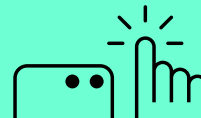
Deferred Authorisation and Online Refund

Available: Now



VHQ Remote Viewer

Available: Summer 2026

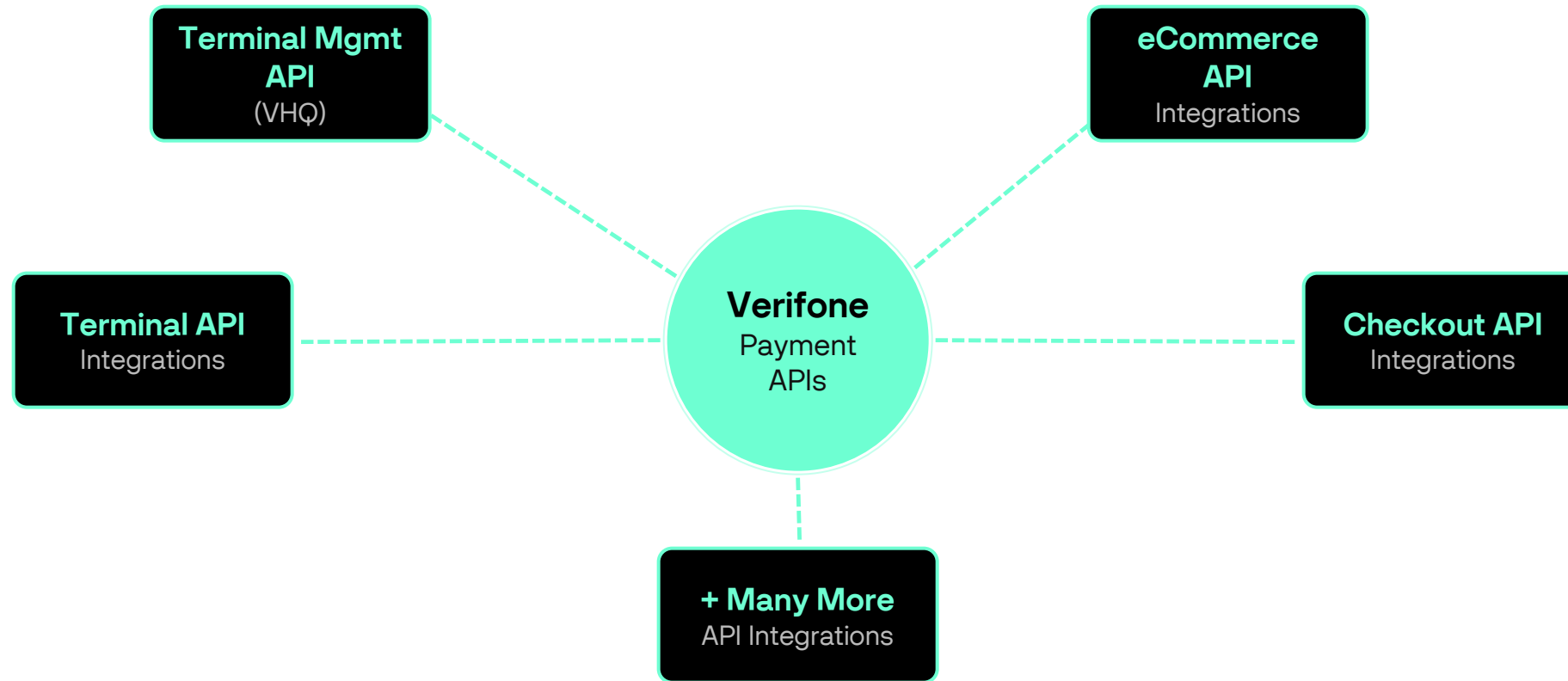


More to come in 2026

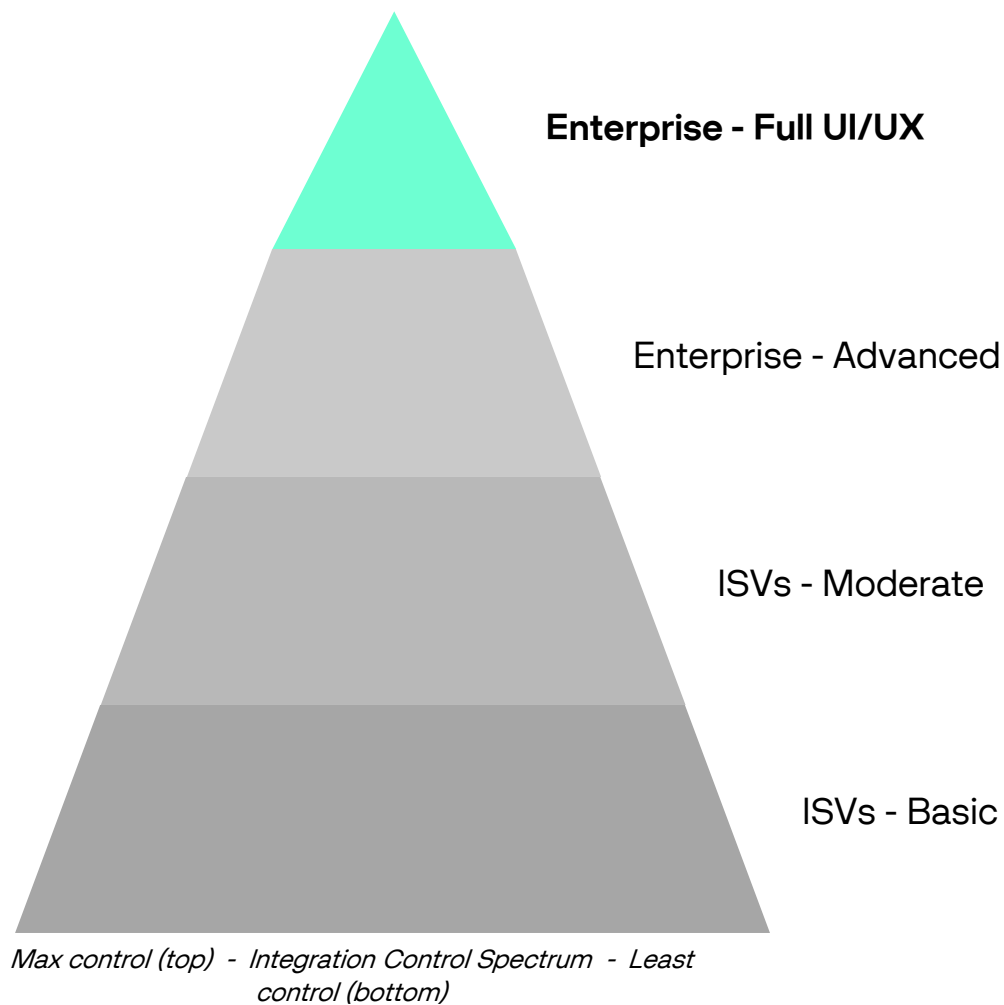
Engineering & integrations

Technical updates, integration milestones, and developer news

Verifone Payment API Integrations



Terminal Integration Control Spectrum



Enterprise - Full UI/UX Control Full UI/UX owned by partner - Max control	 ● Partner certifies
Enterprise - Advanced Host-managed, some VF UI - Advanced integration - Max control	 ● Partner certifies
ISVs - Moderate Payment + loyalty - Moderate integration - Enhanced control	 ● VF certified
ISVs - Basic Payment-only - Basic integration - Minimal control	 ● VF certified

Terminal Integration methods

Multiple ways to connect to Verifone

Existing integration

P400 to Android Platform Migration path

- T-Rec Adaptor
- Backwards Compatible
- Off-Device

Global / Future Integrations

Support for Global API Integrations

- Payment SDK Libraries to all integration Methods of control.
- POS Cloud Restful APIs
- Local, Regional and Global Acquirer Reach
- On-Device and Off-Device Point-Of-Sale Application Support

Developer Experience – AI - Hackathons

Supporting our development community

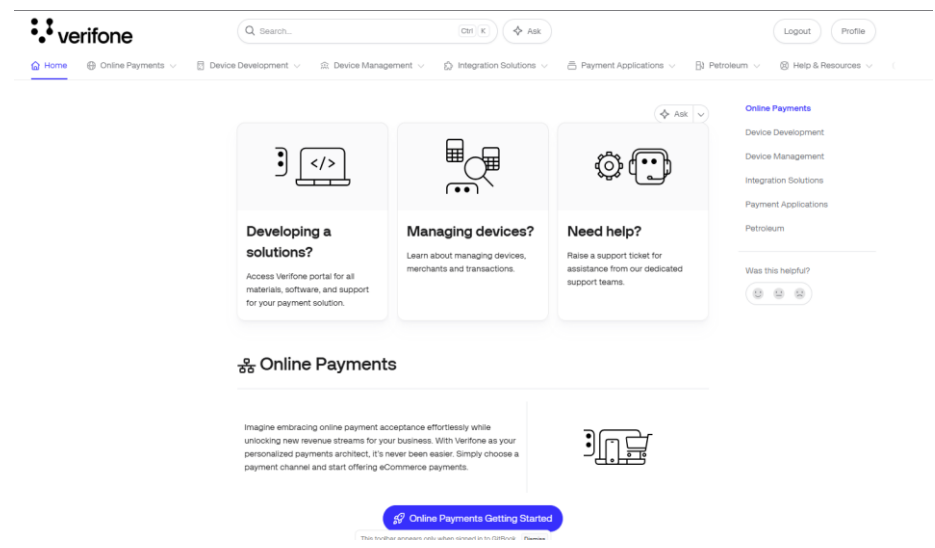
- New Portal
- AI ready
- Hackathons

Developer Experience

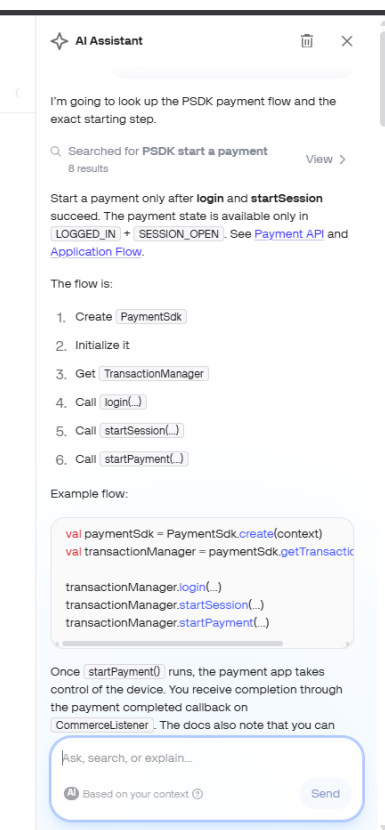
Portals, AI and Hackathons!



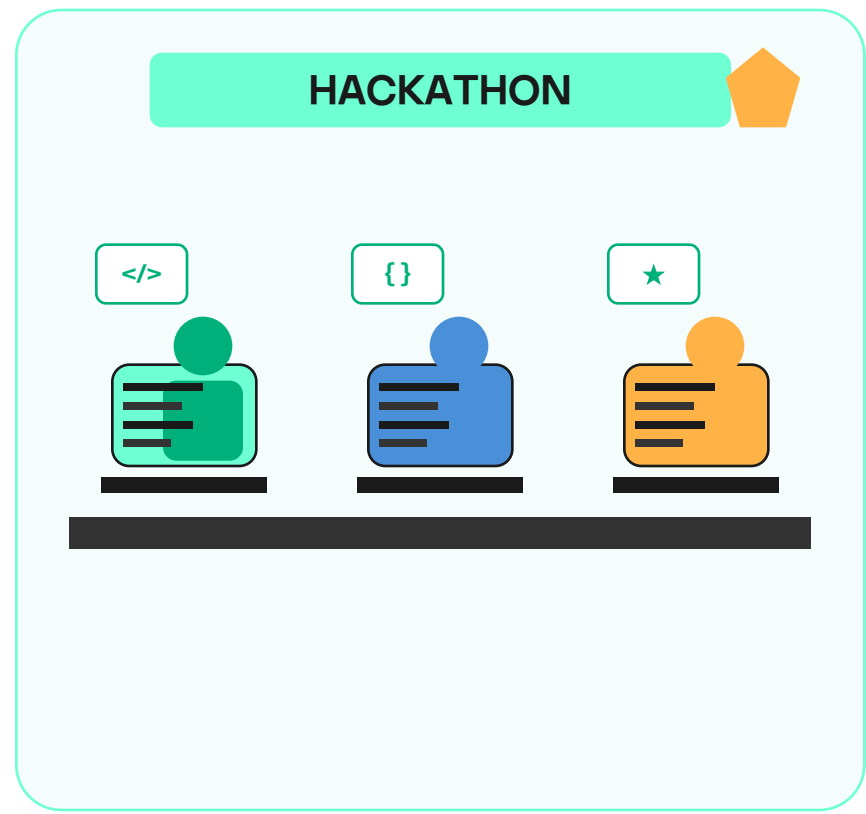
● New Development Portal Experience



● AI Ready



● Verifone Hackathons Coming Up!



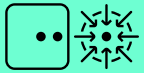
Customer Service updates

Support performance, escalation trends, and
service improvements

Customer Support initiatives

Programs & metrics

PERFORMANCE UPDATES



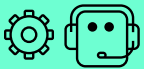
89.22%

Response SLA



95.4%

Customer Satisfaction



87.31%

First Contact Resolution
(L1)

INITIATIVE CX UPDATES



Launched Help Centre



Launched Chat



Help Centre 2.0 with
optimised contact form



AI Update — Optimising
the agent experience
with Wingman

PARTNER EXPERIENCE

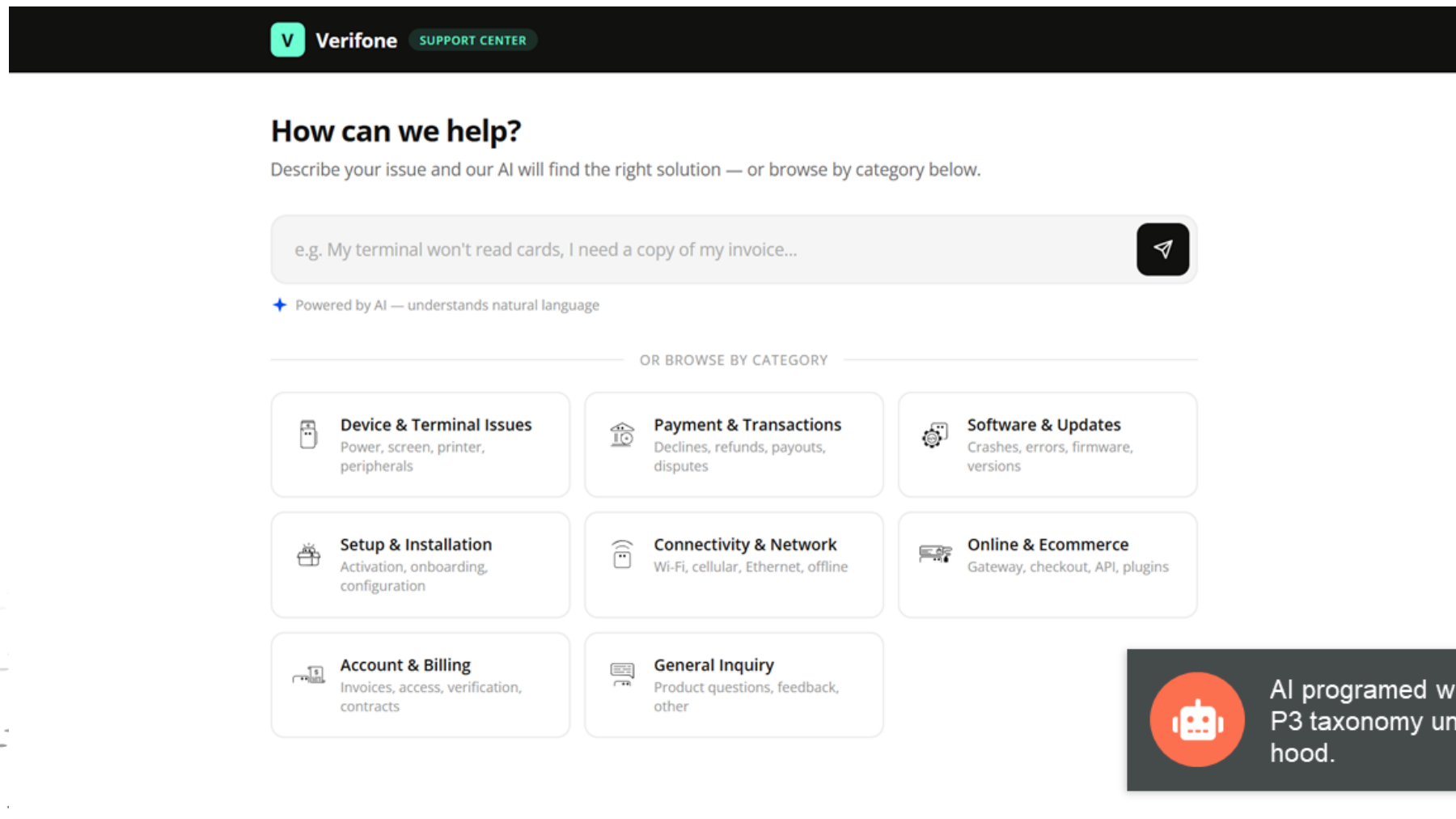


System integrated programming severity
and priority level SLAs across all
segments:
Enterprise, Partner, ISV/ISO/Reseller,
SMB

We want you!

Help Centre 2.0 coming soon powered by AI

An optimized user experience



AI Wingman – Optimising the agent experience

The screenshot displays the Verifone's Wingman AI interface, which is designed to optimize the agent experience. The interface is divided into three main sections, each highlighted with a numbered callout:

- 1. Live Transcription:** This section shows a real-time transcript of a customer interaction. The agent's message reads: "Hello, you. Hello, you've reached the Verifone Merchant Help Desk. My name's Lewis. Can I get your name and merchant ID, please?". The customer's response is: "My name is Darius. The map trade— And the manufacturer ID is And the merchandise is 3646. 9283.". The agent's next message is: "Code and have Call Anne. How can I help there?". The customer's final response is: "Okay.". The interface also shows a "Listening..." status at the bottom.
- 2. KB Assist:** This section provides AI suggestions based on the conversation. The text reads: "AI suggestions will appear here based on the conversation".
- 3. Chat Assist:** This section provides a chat history and a "New Chat" button. It also includes a "Chat Assist" button and a "Info" button. Below this, there is a section titled "AI Update — Wingman" which lists the following updates:
 - 1. Live transcriptions
 - 2. AI assisted knowledgebase recommendations
 - 3. <80% reduction in manual inputsBelow the list, it states: "One user interface." and lists a bullet point: "<6 windows to 1".

The interface also includes a sidebar on the left with navigation options: Overview, Home (Coming soon), Channels (Calls, Hist..., Coming soon), Chats, Email (Coming soon), Intelligence (Analytics, Coming soon, Reports, Coming soon), and AI Status (Coming soon, 4 online, Handling now 23 conversations, Avg response 1.2s). At the bottom right, there is a search bar with the text "Ask AI assistant..." and a "Firmware update steps? Warranty coverage? How to escalate? RMA process?" link.

Q&A

Retail Tech Show 2026

April 22-23 | Excel, London

The biggest retail event in the UK

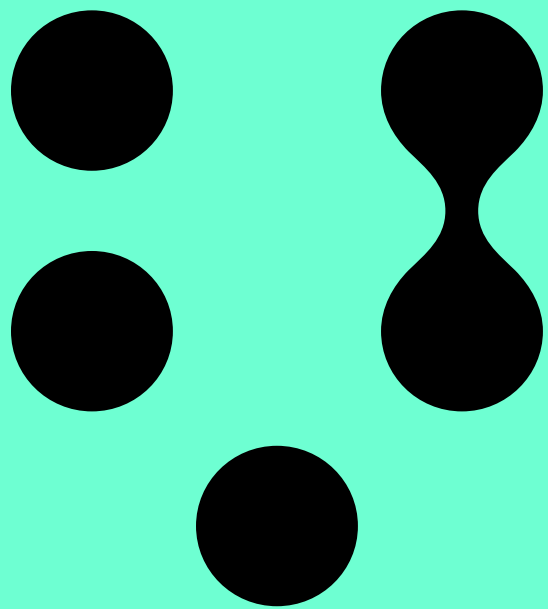
[Book a meeting](#)

Drop by our stand: N40



Thank you!

For follow-up questions, reach out to your Verifone partner contact or [email](#) our team.



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