

A 24-7 Solution for Derbyshire Building Society with TNS



Transaction Network Services (TNS) is one of the leading providers of fast, secure and cost effective data communication services for transaction-oriented applications

Background

The Derbyshire Building Society was founded in 1859 and was the 9th largest building society in the UK prior to its acquisition by the Nationwide Building Society in 2008. It is now a trading division of Nationwide and via its 50 branches it offers customers a wide range of financial services, including mortgages, home insurance, savings, and independent financial advice.

Business Challenge

As part of the world's largest building society, Derbyshire Building Society wanted to continue providing high quality card issuing and processing



services to their customers, but also maintain a friendly, local service. To achieve this, the building society needed to upgrade its ATM processing services and communications infrastructure from legacy equipment to more dynamic and resilient technology.

Solution

TNS is providing payment processing, communications and ATM network management services to the Derbyshire Building Society. The solution includes 24 hour helpdesk services and support to assist with the settlement process. A resilient ADSL communications infrastructure that delivers a number of benefits, including an increase in transaction speeds, effective GPRS backup and a future proofed solution as bandwidth requirements increase.

By managing the ATM network TNS also provides monitoring and processing for all standard transactions, including the ability to remotely download keys to ATMs.

Outcome

David Smith, Senior Manager Infrastructure and Security, from the Derbyshire Building Society said:

We chose TNS for the processing and communications upgrade because our long standing relationship has given them valuable insight into our business. The new solution supports our goal of delivering the best services to customers and TNS will continue to play an important role in our business.



Transaction Network Services

Why Choose TNS' ATM Processing Solutions?

Features and Benefits

• Fully Managed ATM Processing and Connectivity Solutions

TNS provides processing and connectivity support for all major ATM types and card schemes. TNS offers flexibility and support for value added services, including FX, DCC, Intelligent Deposit, surcharging and mobile phone top up. TNS delivers fully managed end-to-end ATM connectivity solutions, including managed broadband, wireless and dial. We provide all of these services while maintaining high system availability rates, safeguarding revenue for ATM deployers.

• Intelligent ATM Device and Network Monitoring

TNS offers best-in-class monitoring tools for maximising ATM uptime. TNS ATMaster is an ATM management system that provides web-based real-time status information. The monitoring services are engineered to maximise ATM availability rates and profitability. TNS ATMaster enables proactive ATM management and saves time and resource.

• FX and DCC Capabilities

FX and DCC capabilities are becoming increasingly popular with ATM users. Customers like the increased visibility of charges made in foreign countries and feel more in control knowing the exact amount they will be charged. TNS has a flexible FX and DCC offering, which allows multi-currency options, such as the ability

to select an exchange rate and we can also offer DCC on existing ATM networks without the need to migrate processor. DCC and FX enable ATM deployers to achieve high revenue streams for minimum development effort.

• 24x7x365 Support

We operate from dual Network Operations Centres in the UK and the USA, with additional network management capabilities in other locations around the world. We have established a leading network operating platform with deep visibility into the network, as well as management tools that ensure the highest uptime, extreme security and provision for business continuity through adoption of the best practices in our industry.

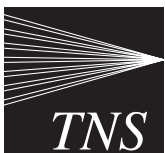
• Simple solution, powerful benefits

Our ATM solutions support most types of ATMs in the marketplace today. Our services are EMV and triple DES compliant and allow customers to outsource their ATM requirements to a trusted partner.

In addition to standard services such as message handling, network monitoring, transaction formatting, and transaction switching and clearing through our European Visa and MasterCard gateways, our services include: Remote Key Distribution, Helpdesk, Dispute Resolution, and Settlement.



One Connection – A World of Opportunities



For more information, please email us at solutions@tnsi.com, call +44 (0) 114 292 0200, or visit www.tnsi.com



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