

TNS Helps SCOTMID Reduce Costs with its Broadband Solution



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

Background

SCOTMID Co-operative Society can date its roots back to 1859. Today the Society has over 250 retail outlets in the shape of community based food stores branded SCOTMID and its toiletry chain Semi Chem. SCOTMID is one of Scotland's biggest employers with over 4,200 staff and is now established as one of the country's leading businesses.

Business Challenge

SCOTMID used ISDN lines to process and authorise card transactions, which was expensive and time consuming. It wanted to use ADSL broadband connectivity to process store card transactions and reduce customer waiting times at the point of sale.



Solution

SCOTMID switched to TNS' fully-managed ADSL broadband connectivity solution to guarantee data security through TNS' private IP network. In addition to processing store card transactions and transferring payment files for settlement it enables SCOTMID's head office to update store-based applications efficiently from a central location. Using a secure private network connection, TNS processes data between SCOTMID's head office in Edinburgh and its 260 locations across the UK.

Broadband reduces costs and enables retailers to run multiple back office applications, stock control, email, their intranet, VOIP and CCTV all over a single connection, as well as speeding up card payment transactions at the point of sale. By outsourcing the installation and management of their broadband infrastructure, retailers can concentrate on other more important elements of their day to day business.

Outcome

Scott Kerr, Head of IT at SCOTMID, explains:

TNS has an outstanding reputation for its services, especially in the payments sector, and we wanted to work with a partner who could provide the best security for our transactions. The company offers network resilience and 24/7 support, providing peace of mind.

The increased bandwidth available allows us to fully leverage existing and planned applications to improve corporate performance and customer service. It also allows us to significantly improve our disaster recovery capability.



Transaction Network Services

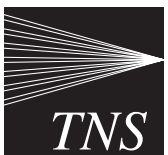
Why Choose TNS' Managed Broadband Solution?

Features and Benefits

- Fully managed WANs, designed, deployed and monitored by TNS.
- A secure PCI DSS certified network infrastructure:
 - Connected to banks and financial institutions in over 30 countries worldwide
 - Optimised for processing fast sub-second transactions direct from stores to banks
- A private, business class ADSL network for retailers for applications, voice, CCTV, and internet.
- Nightly payment file settlement service to all UK acquiring banks, using TNS' PCI DSS certified processing infrastructure.
- Real-time web-based monitoring for network connectivity and transactions.
- 24 x 7 pro-active network management from two international Network Control Centres.
- Competitive pricing – transactions and file settlement are bundled in with the ADSL prices.



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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