

TNS is just the Ticket for Ticketmaster



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

Background

Ticketmaster, a Ticketmaster Entertainment, Inc. (NASDAQ:TKTM) company, is one of the world's leading live entertainment marketing companies. In 2008, the Company sold more than 141 million tickets valued at over \$8.9 billion on behalf of its clients.

Business Challenge

Ticketmaster's goal was to reduce the time it took to process its ticket transactions. Reducing this time would improve customers' overall experience, while decreasing Ticketmaster's overall costs. Ticketmaster was using X.25 connectivity for its payments, but wanted to move to a fully resilient IP-based service to accomplish its objectives. Ultra-high availability was crucial, particularly during peak traffic times when popular tickets went on sale.

The desire to move to IP also coincided with Ticketmaster's acquisition of a Spanish ticketing company, giving rise to the additional requirement for payment connectivity to Spanish acquirers.

Solution

Using TNS' solutions, Ticketmaster has successfully moved over to IP-based payments services. Multiple diverse connections are maintained between the TNS PCI DSS certified global backbone network and Ticketmaster's London and Amsterdam sites, ensuring a resilient solution for transmitting payments to global acquirers and processors. Dedicated equipment allows Ticketmaster to load balance its traffic on key dates when it expects large volumes of sales. Services have also been deployed in the US, providing a test environment distinct from the live service.



Outcome

Chris Edmonds, Managing Director, Ticketmaster UK, said:

In addition to helping us maximise the benefits of moving to IP, using TNS means we need just one end-to-end payments services provider globally. Our system must be capable of handling heavy traffic and great demands are placed on it when much anticipated events go on sale. Our clients and customers rely on our technology being able to cope under pressure at a time when it is crucial for them to be able to make a purchase and secure tickets to attend their favourite event. We were confident in TNS' capabilities in this market and are delighted with the results."



Transaction Network Services

Why Choose TNS' Host to Host Solution?

Simplicity

TNS offers a simple way to communicate quickly with processing partners without the complexity and management required for merchants to design and manage their own private network.

Flexible Configuration

Our experienced engineers will work with your internal network team to provide seamless integration of networks. We understand that each client has specific network and security concerns. For IP based implementations, we will configure network address translation on the TNS router at the customer site. This offers flexibility to your network team, while never compromising security on the TNS' core network.

Cost Savings

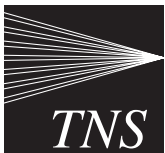
Our Host to Host customers enjoy immediate cost savings by paying a monthly flat rate fee compared to transaction based fees. Our solutions minimise errors, time lags and costly network interruptions and reduce internal management of communications.

Network Management

Our network control centres monitor all network elements 24 hours a day, every day of the year, to ensure our customers receive the highest quality of service.



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



Our PCI DSS certified global backbone network handles billions of transactions each year from ATMs and POS devices around the world. The PCI Security Standards Council Participating Organization logo is a trademark or service mark of The PCI Security Standards Council in the United States and in other countries.