

Arsenal Football Club Improves Payment Services 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

Arsenal is an English football club based in North London which was founded in 1886. The highly successful club plays in the Premier League and has approximately 27 million supporters worldwide.

Business Challenge

Arsenal wanted to strengthen its payments capabilities and reduce transaction processing times at all point of sale terminals, enabling customers to benefit from shorter queues. Another challenge was to improve its payment capabilities and ensure transactions were secure, fast and reliable.



Solution

The football club is using TNS' managed connectivity services to process payment transactions for the hospitality division of the business. The deal saw TNS provide secure, reliable and cost effective solutions that will enable the processing of transactions for tickets, refreshments and merchandise.

TNS' Managed Connectivity Solutions provide Arsenal Football Club with secure, fully managed, resilient connectivity. All transactions are routed through TNS' backbone network which has PCI DSS global certification for payment transmission and as such provides a robust solution for transmitting payments to acquirers and processors. TNS' proprietary network also provides end to end visibility of all transactions and allows Arsenal's connectivity to be monitored 24x7x365 to ensure maximum uptime and availability.

Outcome

Paul Farmer, Head of IT, at Arsenal Football Club, said:

Having a secure and reliable network in place is essential for Arsenal. The Emirates Stadium, home of Arsenal Football Club, holds over 60,000 people, therefore on busy match days, secure and reliable payments connectivity is critical.

We have to be sure that there is a system in place which is capable of handling heavy volumes of transactions in a short amount of time. The driving factor is to ensure we have guaranteed end to end reliability. We are delighted with the high level of service which has been displayed and we are confident that TNS can meet our demands.



Transaction Network Services

Why Choose TNS' Managed Connectivity Solutions?

Features

IP, X.25 or VPN configurations - a range of connectivity solutions to suit high to low volume retailers and payment processors, with encryption options and integral IP/ X.25 conversion for delivery to banks and processors.

Industry leading service levels - supported by TNS' Network Operations Centres, dedicated to managing our resilient global transaction network, 24x7x365.

Access to the TNS File Settlement Service - for a faster, more resilient end of day file settlement solution utilising the same connectivity used for card authorisations.

Access to TNS message and protocol conversion capabilities - if the retailer or payment service provider uses a protocol not supported by the bank/ processor host, the TNS network can translate each transaction into an acceptable format so that no changes will be required on the retailer's host system.

Benefits

Cost Savings - Customers can enjoy immediate cost savings by paying a monthly flat rate fee instead of transaction-based fees.

Simplicity - TNS offers a simple way to communicate quickly with all processing partners without the complexity and management required for retailers and payment processors to design and manage their own connectivity.

Security - Our PCI DSS certified backbone network handles billions of transactions from POS devices and ATMs throughout the world.

Availability - TNS' proprietary, resilient network provides end to end visibility and monitoring, all the way through to the bank or processor, ensuring maximum uptime and availability.

Flexibility - TNS understands that each client has specific network and security requirements. Our experienced engineers will work with your internal network team to provide rapid, seamless integration of the TNS service into your network.



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.