

# Distribution, Deployment & Installation Services

## Providing the Help You Need to Make the Project Successful

Whether you are deploying to a new location, upgrading an existing location, or performing an exchange, our Customer Care Program services can help. We will customize your configuration and provide key injection, testing and 100% quality inspection. Your Ingenico smart terminals will then be shipped directly to your customers, along with any specialized Ingenico or third-party accessories.

- **Kitting and Deployment** offers the Standard or Customized Service packages. Both packages include outgoing diagnostics, key injection and direct shipment to stores.
- **Field Installation** provides on-site options for replacement with a configured payment terminal. We ensure your new equipment is customized, configured, shipped, installed and assist to make sure previously installed equipment is returned by the customer.
- **Site Survey** is performed by a qualified technician to assess your location and prepare for a successful installation.
- **Distribution, Customization and Key Injection** provides upgrades to your software and new keys injected as required. We are the key holder for the majority of processors and acquirers.



## Adding the enhanced option of Help Desk Services for a full turnkey solution, ensures complete satisfaction for your customers

Ingenico makes ongoing investments in our Customer Care maintenance infrastructure, staff education and development, while continuing to utilize the most progressive policies and procedures. The dedicated maintenance facility in United States is regularly audited and certified by all relevant regulatory organizations including PCI, processors and banks. Ingenico is situated to handle large and complex issues with complete security. Our facilities are physically and electronically secure, with redundant verification and data encryption. No other provider or third-party repair service can offer this level of safeguards.

As part of Ingenico's Customer Care program, the distribution, deployment & installation services include the following features:

KITTING AND DEPLOYMENT KEY INJECTION	CUSTOMIZED REPORTING APPLICATION LOAD	FIELD INSTALLATION QUALITY ASSURANCE
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With its unique geographic footprint, you can count on Ingenico to provide a comprehensive suite of services, backed by an unmatched expertise and network of qualified experts.	Standard Kitting and Deployment	Customized Kitting and Deployment Services
	Customization (application load)	✓
Outgoing diagnostics via Repair Maintenance Software (RMS)	✓	✓
Key injection	✓	✓
Quality assurance	✓	✓
Direct shipment to stores	✓	✓
Accessories	STANDARD	STANDARD & THIRD PARTY
Packaging	STANDARD	CUSTOMIZED
Reporting	✓	✓
Prepaid return label (for exchanges)	✗	✓
Upgrade of equipment returned (for exchanges)	✗	✓
Certified destruction of equipment returned (for upgrades)	✗	✓
Complete tracking information for all shipments	✓	✓
Unlimited number of devices per location	✗	✓
Detailed asset management per location	✗	✓

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