

Estate Manager

Basic/Silver Hosted Version

Seamless Estate Management Operated by Ingenico Configured for You

- Guarantee full and constant compliancy with latest regulations.
- Control and monitor terminal fleet remotely with a single centralized solution.
- Ensure fast and efficient deployment campaign for any terminal content including OS, application, parameters, security keys, advertising, promotion.
- Cut costs and shorten deployment lead time with optimized services such as on-the-spot terminals' auto initialization.
- Leverage complete statistics dashboards to optimize merchant services.



Ingenico makes estate management easy by providing a single central solution adapted to all types of fleets, whatever their size and terminal configurations.

All Contents, All Terminals, All Geographies

Our solution ensures efficient and reliable updating of all software elements on terminals; this applies to Telium/TETRA/Android OS, applications, applications' parameters, multimedia content, banking keys. This capability applies to the whole Ingenico product line, whatever telecom network our terminals are connected to. It also supports delivery of application parameters to "EPAS-TMS" compliant terminals.

No Business Disruption

Ingenico protocols guarantee continuity of service during the update procedure. In case of update failure due to telecom connection cuts, terminals will continue to work on their previous configurations. Additionally, remote helpdesk enables technicians to remotely manage, diagnose, and repair terminals to keep them running smoothly.

TCO Reduction

With all interactions managed remotely, there is no need to ship terminals to a repair center. Each terminal is remotely monitored via a heartbeat which continuously informs the estate manager of its health/connection status, usage statistics, and diagnostic information, enabling improved preventative maintenance. This cuts local administration and maintenance costs, keeping the overall cost of ownership to a minimum.

Terminal Auto-Initialization

After deployment in the field, Ingenico terminals are configured remotely according to merchants' chosen parameters. The whole installation process is carried out by remote download. Installation and initialization are complete once terminals are connected to the bank and to Ingenico centralized estate management.

Multimedia Campaign Management

Our multimedia campaign management system is designed to cover all merchant's daily needs. Asset managers can readily access reporting tools and check the status of each campaign. Thanks to real-time alerts, they can identify missing or faulty devices quickly, reducing risk and allowing them to reschedule campaigns.

Customizable Reporting Dashboard

Through Ingenico reporting interface, asset managers follow up on their activities with customizable dashboards. These reports can be predefined and scheduled in accordance with the analyst's needs. They can also be exported into the acquirer's information system.

Features of Ingenico Basic/Silver Hosted Estate Manager		BASIC	SILVER
HOSTING	Hosted in Ingenico Datacenters GUI Interface, Data Storage	• •	• •
AVAILABLE CUSTOMIZATIONS (additional fees may apply)	Customization of User Roles Customized Reporting Dial-up Modem Connections Single Sign-On Integration	•	• • • •
TERMINAL SUPPORT	Tellium 2, TETRA, APOS, mPOS, Android	•	•
APPLICATION MODULES	Web Interface, Download Management, Parameter Management, User Management, Role Management, Reporting, Repository Service, Call Scheduling, Campaign Management, Merchant Boarding Tool Interface, Auditing API Access	• • • •	• • • • •
ADDITIONAL MODULES (additional fees apply)	Heartbeat, Helpdesk, Asset Tracking, AppStore		•
INGENICO PROFESSIONAL SUPPORT	Training (refreshed with each upgrade, as needed) Advanced Technical Support (per year) 24 Hour L1 Technical Support	4 hours 4 hours •	8 hours 8 hours •
TERMINAL MANAGEMENT	Unlimited Parameter Downloads Annual Full Software Downloads	• 4	• 8



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