



# Professional Services

**Your Trusted Advisor For Seamless Payment Solutions**

Ingenico is your go-to partner, whether you're adopting a new payment technology, upgrading your existing installations or addressing certification, compliance and security requirements.

Ingenico Professional Services can:

- Select the technology and plan the integration to meet your business objectives
- Deliver an end-to-end solution, from architecture to rollout and ongoing support
- Accelerate execution and reduce complexity for faster time to business value
- Measure success based on your criteria



Solution consulting



Technical architecture



EMV certification



Security



Integration support



Software projects



Training



Help desk

**With an Ingenico Professional Services consultant leading your project, you gain the expertise, collaboration and oversight that drive business success and customer satisfaction.**

### **Your Trusted Advisor**

Working with a Professional Services consultant gives you ready access to our 30 years of experience, wealth of knowledge and lessons learned. Our consultants are seasoned professionals who have the real-world experience, technical know-how and industry savvy to help you realize your vision. That means you can focus on your core strengths while we focus on your solution.

### **Solutions Tailored To Your Needs**

Are you rolling out a new nationwide POS solution built on customized software? Addressing a single issue like EMV compliance? Equipping a few locations with new technology? Professional Services can help. We start with your business needs and tailor the right solution to satisfy them.

### **Seamless, Simple And Stress-Free**

Whatever the scope of your needs, it's good to know that your solution can include all the services Ingenico offers. From site preparation to kitting and deployment and help desk solutions to warranty services and repair, our solutions are end to end.

### **Your Single Point Of Contact**

Ingenico takes full responsibility for services required to implement and operate your solution. We coordinate all work streams for customizing, integrating, certifying and deploying your solution under a dedicated, executive-led program organization.

### **Accelerated Time To Value**

Our experienced professionals understand how to simplify complex projects and cut costs by applying proven components. Moreover, we apply principles of governance to deliver repeatable and predictable results that lead to faster time to business value.

### **How We Work With You**

When you engage Ingenico Professional Services for your payment solution project, your consultant will work with you to define your business goals, skills gaps and vision of a successful outcome.

We then define the technical architecture that will achieve that vision and design an implementation solution tailored to your specific requirements. As part of this process, we identify the business, resource and technical challenges to project success and how we will work to mitigate these risks.

Before you make any formal commitments, you will understand the full scope of our dedication to your project as well as your contributions. You'll know who will lead your dedicated Ingenico team, the timeline and milestones for execution, and the metrics by which we will measure success.

Your solution proposal will include a statement of work for Professional Services that details the deliverables Ingenico will provide, governance, the validation process and risk management.

**Ingenico:**  
Your Trusted Payment  
Technology Consulting Partner

