

Ingenico Support Services

Ensure seamless payment operations with our 24/7 support and tailored service solutions



Streamline and elevate your terminal management

Our end-to-end service covers installation to end-of-life with 24/7 support, so you can focus on growing your business.



Customize

your support services to fit your unique business needs



Optimize

your processes from installation to recycling with comprehensive, 24/7 support to keep your payment solutions secure and up-to-date



Unlock

access to unmatched expertise and service support, no matter where your business operates



Outsource

your business process to simplify payments and focus on growth

Complete POS lifecycle management: from installation to recycling



**Terminal
Order**

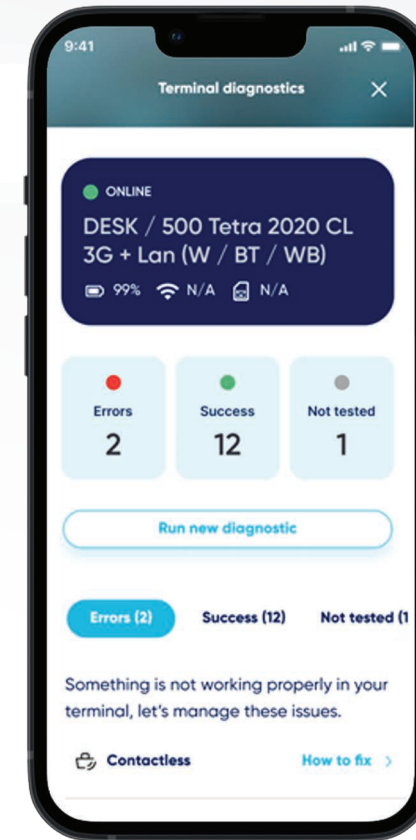


**Terminal
Delivery**

**Terminal
Customization**



**Terminal Monitoring
& Updates**



**Ongoing Support
(Helpdesk, Repair)**

**End of Life &
Recycling**



Customize merchant onboarding with branded packaging and tailored payment solutions

Transform your merchant onboarding experience with tailored payment options designed to engage and satisfy.

Personalize your terminals and welcome packages for a distinctive brand experience that resonates with your merchants. We handle the logistics for hassle-free ordering and delivery. Simplify onboarding with a streamlined unboxing experience, supported by virtual assistance and online quick guides via the My Ingenico app, ensuring your merchants can thrive effortlessly.

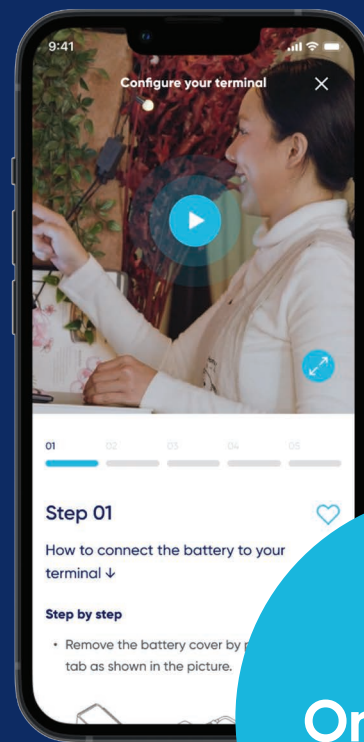


How it all works?

Boost merchant satisfaction with custom-branded terminals and tailored local payment solutions.

Simplify merchant training with innovative unboxing, quick guides, and virtual assistance in the My Ingenico app

Onboarding



Entrust terminal ordering & delivery to Ingenico

Delivery



Settings Management



Configure effortlessly the payment solution with local app setup and key injection management

Customization



Provide customer branded package (labels, branded box...)





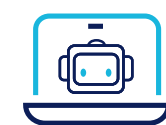
Transform your merchant support and maintenance experience!

Minimize downtime with 24/7 troubleshooting, fast on-site support and advanced digital services.

We provide 24/7 troubleshooting and remote maintenance to keep your merchants running smoothly. For on-site needs, our technicians handle software updates, installations, and training to ensure seamless business continuity. Merchants also benefit from self-diagnostic tools and remote issue resolution, speeding up problem-solving. With fast hardware replacements, their businesses stay up and running without interruption, delivering exceptional support.

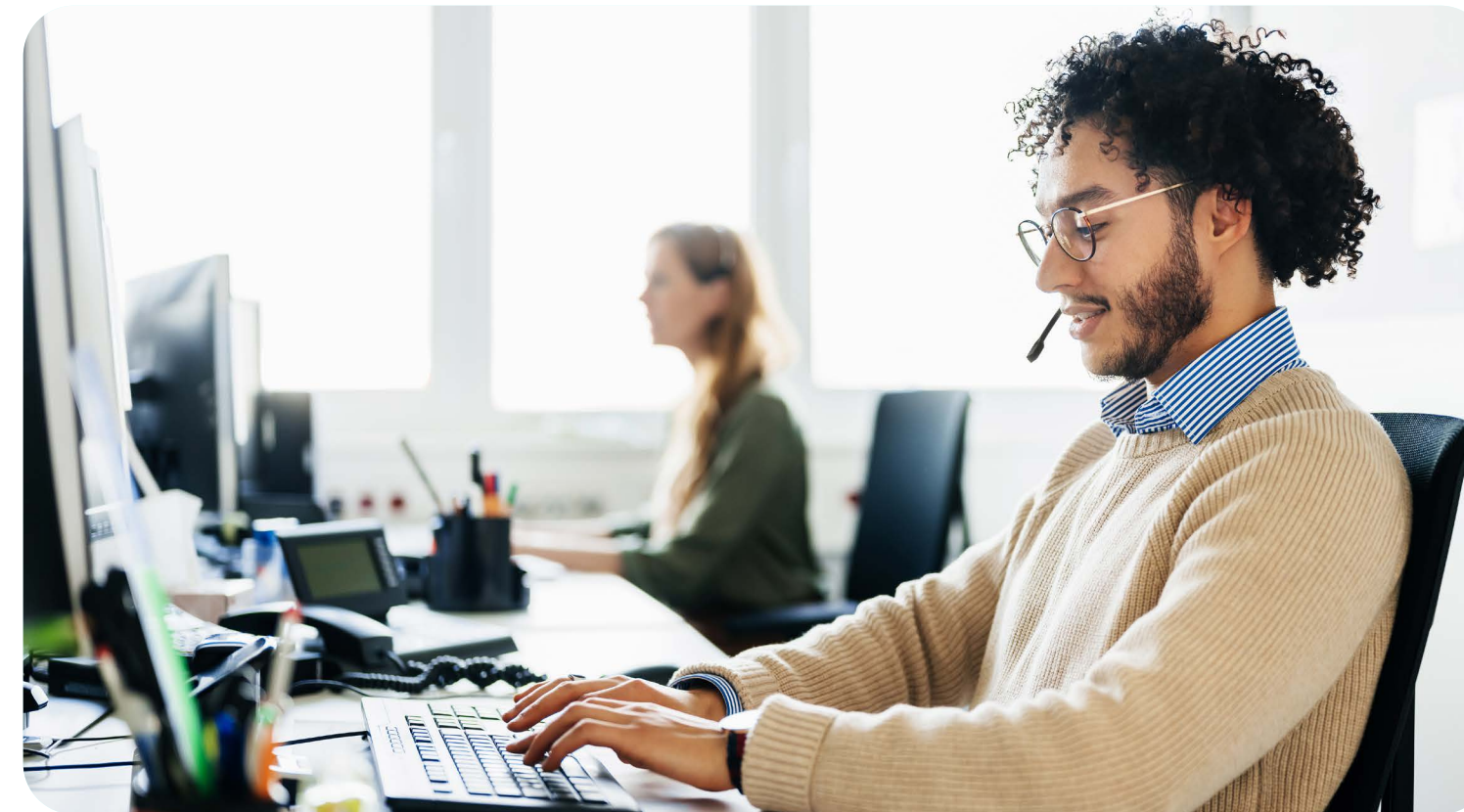
How it all works?

Leverage our omnichannel support, expert tech assistance, and device monitoring services



Digital & Omnichannel Support

- Virtual assistance and live chat
- Self-diagnostics tools, how-to videos and FAQs
- Call-back options and expert technician support



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/ 7

Assistance

Capture merchant inquiries via our call center and resolve issues remotely with self-diagnostics for merchants and screen access for experts.



On-site help

Involve technicians quickly when on-site intervention is needed to maintain business continuity.

Simplify your repair management process

Seamlessly manage repairs and extend terminal lifespans with our repair services.

Easily submit repair requests and track their status in real time, ensuring transparency and efficiency. We prioritize rapid repairs to minimize disruptions, returning damaged terminals quickly for re-deployment. To enhance terminal longevity, we renew cosmetic parts like plastic components. Additionally, our responsible recycling program ensures obsolete terminals are managed in line with environmental regulations, promoting a greener future.



Explore your repair options

Enjoy our comprehensive warranty options – standard or premium – with refurbishment, efficient collect and repair services for sustainability



On-demand Repair

Access quick and efficient on-demand repair services whenever you need them.



Extended Warranty

Provide efficient repair services including the replacement of malfunctioning or defective components during a longer coverage period.



Premium Extended Warranty

Offer a comprehensive refurbishment process, entailing the rejuvenation of cosmetic elements to restore units to an external appearance comparable to new.

Moving Commerce Forward

Ingenico is the global leader in payment acceptance and services. We support our customers, and their customers to do more with payments. Active in 37 countries, with over 3,500 employees we have been at the forefront of the commerce landscape for over four decades.

With more than 40 million payment devices deployed worldwide, powered by over 2,500 apps, the company is servicing the needs of millions of consumers every day. Through our advanced integrated solutions and network of partnerships, we simplify the world of payments and bring value added services to move commerce forward.