

ingenico

# Ingenico Managed Services



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# What are Ingenico Managed Services?

Ingenico Managed Services deliver a fully accountable, outcome driven operating model designed to ensure payment systems perform consistently, securely, and at scale. Customers no longer need to coordinate fragmented vendors or navigate operational silos—Ingenico assumes responsibility for the availability, resilience, compliance, and evolution of the entire payment estate. The model is guided by three core principles: accountability, end-to-end execution, technology & expertise unified.

This approach is already deployed across major global markets:

**UK & APAC:** Full end to end fleet management

**Spain:** Automated operations for large self service estates

**France:** National scale TMS servicing solution trusted to manage remote software deployment and updates for more than 800 thousand devices and 100's of payment applications

**North America:** End to End fleet management, mass deployment and replacement program management, software deployment

Across all regions, the common thread is operational ownership.

## 01

### ACCOUNTABILITY

We take ownership of outcomes—availability, performance, security, and continuous improvement—rather than completing isolated tasks.

## 02

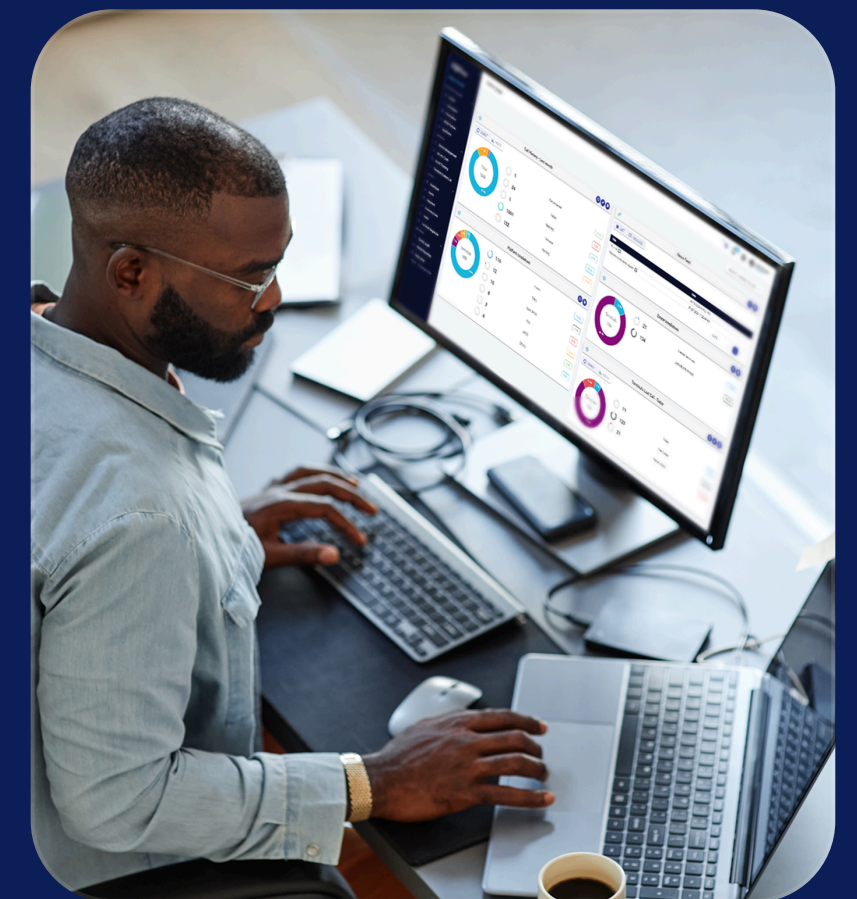
### END TO END EXECUTION

We take ownership of outcomes—availability, performance, security, and continuous improvement—rather than completing isolated tasks.

## 03

### TECHNOLOGY & EXPERTISE UNIFIED

Enabled by HMS, our service teams operate with consistent workflows, complete visibility, and connected insights, ensuring safer, faster, and more intelligent execution.



# Why Managed Services Matters?

The complexity of modern payment estates—multiple device types, software builds, acquirers, compliance obligations, and operational silos—creates fragmentation that slows innovation and increases cost.

Traditional service models no longer suffice.

**A Managed Service shifts the focus from tasks to outcomes.**

It is a commitment to stand behind the performance of your payment environment every day.

**Managed Service shifts the engagement model from Vendor to Accountable Partner.**

Traditional Service Model



Focus on tasks

Orchestration

Consistency



Managed Service Model



SLA / Cost

Compliance



# One Engine for Predictable Outcomes

This model is powered by unified global service engines that orchestrate data, workflows, automation, and operational intelligence across all service operations. A single view across our customers' platforms is the enabler that allows Ingenico's service experts to deliver predictable, high quality outcomes across deployment, logistics, support, software management, and innovation.

**Creates.  
Accelerates.  
Strengthens.  
Enables.**



01. Deployment

02. Logistics

03. Software Management

04. Support

05. Innovation

**Integrated Managed Services create a seamless and resilient service experience that reduces complexity, accelerates time to market, strengthens merchant satisfaction, and enables continuous improvement.**

# Ingenico's Managed Services Portfolio

Ingenico offers a comprehensive suite of services designed to simplify operations, improve availability, accelerate deployments, and reduce total cost of ownership. These services are delivered through the combined strength of our global expertise and the enabling capabilities of integrated cloud services.

**Simplify operations, improve availability, accelerate deployments, reduce total cost of ownership.**





**2M**  
calls annually



## Streamlined Deployment & Logistic Services

Ingenico manages the end-to-end lifecycle of your payment devices, including warehousing, configuration, staging, installation, repairs, replacements, and secure recycling. Devices are pre-customised and ready for immediate use, ensuring smooth rollouts.

Predictive spare planning, same or next-day replacement programs, and certified repair processes keep your estate modern, resilient, and sustainable.



## Unified Support & Helpdesk Services

Our multilingual, multi-tier support organisation provides merchants with fast, expert assistance. Level 1 resolves common issues quickly through AI-supported diagnostics, while Level 2 handles complex technical challenges. Proactive monitoring and remote remediation resolve many issues before they reach merchants.

With nearly two million calls and over one million digital interactions managed annually, Ingenico delivers consistently high-quality support that reduces downtime and improves merchant satisfaction.



## Simplified Payment Solution Management

Through Ingenico, we centralise software distribution, configuration, device management, and estate-wide reporting. This eliminates operational complexity and ensures secure, standardised environments. Unified data enables proactive planning, trend analysis, and rapid decision-making.



## Software Development & Innovation as a Service

Ingenico provides access to specialised development teams who collaborate with your organisation to accelerate innovation. Whether integrating new features, enabling emerging payment types, or developing custom applications, we help you deliver enhancements faster and more efficiently. This equips you to respond swiftly to new opportunities and evolving customer expectations.





## Creating New Revenue Streams

Through the AXIUM platform and partner ecosystem, value-added services—such as loyalty programs, analytics, and alternative payment methods—can be deployed at scale with minimal effort.

This drives merchant loyalty, differentiates your offering, and unlocks new revenue potential.



## Collaborative Discovery & Onboarding Services

Our structured onboarding approach includes discovery workshops, scoping, pilots, and phased rollout. This ensures alignment, reduces risk, and delivers measurable improvements from the outset.

Clear governance, KPIs, and shared roadmaps establish a strong foundation for long-term partnership.

# Why choose Ingenico as your strategic Partner

Ingenico brings more than 40 years of global payments expertise and a renewed focus on partnership, innovation, and operational excellence. Customers choose Ingenico because we provide:

> **40**

years of global payments

## Deep Expertise and Global Scale

We support large payment estates worldwide, deploying millions of devices annually with proven consistency and reliability.

## End-to-End Integration

One partner, one operating model, one source of truth—reducing complexity and improving control.

## Innovation Leadership

From AXIUM smart terminals to cloud management and AI-enhanced support, we help customers stay ahead of market change.

## Reliability and Trust

We operate with security-first processes, robust SLAs, and globally resilient infrastructure.

## Measurable Outcomes

Every service is tied to KPIs and continuous improvement, ensuring transparency and value realisation. Ingenico is not just a vendor—we are a strategic enabler of efficiency, growth, and innovation.



# Our commitment

Ingenico Managed Services transforms how organisations operate their payment estates. Through outcome ownership, unified technology, expert execution, and single view driven intelligence, we deliver secure, reliable, and efficient payment operations at scale.

**We deliver not tasks, but outcomes. Not fragmented processes, but a unified service experience. Not uncertainty, but confidence.**

**This is services, managed.  
Payments work because we make them work.**

[ingenico.com](https://ingenico.com)



# 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 32 countries, with over 3,000 employees we have been at the forefront of the commerce landscape for over four decades.

With more than tens of millions 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.

The logo for Ingenico, featuring the word "ingenico" in a lowercase, sans-serif font. A horizontal line is positioned above the "i" and "n", extending from the left edge of the "i" to the right edge of the "n".