

# Enabling the ecosystem in the new sustainable world of payments acceptance

## Who We Are

**Ingenico helps businesses to navigate a new world of commerce, in which verticalization, expanded services, and digital players are transforming the payments landscape.**

With more than 40 years of experience, innovation is integral to Ingenico's approach and culture, inspiring its large and diverse community of experts who anticipate and help advance the evolution of commerce worldwide.

## Our Mission

**To be the ecosystem enabler and the most trusted technology partner in the new sustainable world.**

Ingenico's commitment to reliability, competency, and transparency fuels the trust that enables pushing boundaries and increasing the implementation of innovative, secure payment technologies. Additionally, partner support empowers Ingenico to be a trailblazer, leading the charge in finding solutions for future challenges.

While strongly committed to innovation and bringing in-demand solutions to market quickly, Ingenico doesn't compromise on security or technology. Complexity does not deter our efforts. Ingenico takes the burden for its customers and gives them secure options and flexibility to achieve their objectives.

By prioritizing care and embracing new ideas, we can create and implement solutions more efficiently, ensuring the sustainable use of our planet's resources and building a more inclusive society.

Limiting the industry's ecological footprint is at the core of Ingenico's strategy and has been developed across the company's infrastructures and activities. As a socially conscious and responsible market leader, Ingenico is also committed to managing the societal impacts of its solutions, operations, and business impact.



## Key Facts and Figures:

- Ingenico was founded in France in 1980 and is now present in **37 countries worldwide**.
- Ingenico is the global leader in payments acceptance solutions and the number one market leader in POS terminals, with **40 million terminals deployed around the world**.
- The company employs **4,000 people internationally**, with **110 offices established** catering to 60 nationalities.
- Ingenico's **world-class terminals**, customizable and scalable solutions and services like **Terminals as a service (TaaS)** and **Payments as a service (PPaaS)** help fintech customers to enable the global ecosystem of payments acceptance and support banks and merchants in their strategic evolution.
- Ingenico's TaaS offering provides merchants with a comprehensive **suite of services matching hardware, software and services to manage their terminal estates** at a convenient recurring fee.
- Ingenico's innovative **PPaaS** offering connects its partners to an integrated ecosystem, enabling them to **deliver advanced payment and commerce services**.
- **Ingenico's international presence** provides merchants and banks with consistent access to repair centers and customer service for swift resolution of any issues via remote diagnostics, phone or in-person service with local teams.
- Ingenico works with over 1000 banks, acquirers and enterprise merchants globally as a **trusted technology partner**.

## Who We Serve

Ingenico supports banks and acquirers in their strategic evolution by providing them with an opportunity to move up the value chain, reduce churn, and supply merchants with customized and scalable solutions. For Gateways, Fintech and ISVs, Ingenico leverages APIs and cloud-based services, so new market players can choose their payment partners and integrate seamlessly with them.

### Building the future of banking together – Bank and Acquirer benefits

- Flexible and scalable payment solutions to address any business needs
- Global footprint with strong local expertise
- Enhanced innovation and improved time-to-market
- Access to a comprehensive suite of services covering the entire terminal's life cycle.

### Transform the customer experience – Gateway, ISV & Fintech benefits

- Enjoy trusted support and tailored guidance
- Grow your business across borders with our global network
- Accept more than 300 payment methods and seamlessly integrate with any payment service
- Leverage our partner network to extend your solutions with business apps

### Providing payment expertise – Enterprise Merchant benefits

- Payment solution options that cater to enterprise merchant requirements
- Ability to customize and control the customer payment experience
- Support that is knowledgeable about your business and industry

## Our customers – North America

Some of today's largest and most successful companies

Along with a large presence in the Retail market, Ingenico also boasts an impressive presence in the Restaurant, Entertainment, Hospitality, Banking, Transportation and Healthcare markets. We attribute our success to our team of support people, innovative solutions, and strong partnerships with gateways and software vendors (ISV's).

## Our support – North America

Local expertise, presence, and partners to support North America!



Customer Care support for your payment estate ready to **maximize your investment.**

Over 500,000 devices are repaired in our North American facilities every year.

**Shaping the world of payments together.**



- Offices
- R+D Centers
- Repair Center
- Customization Centers

## Key Facts and Figures:

- 18 of the top 25 US (15 of top 25 CA) Retailers have chosen Ingenico for their payment solutions
- All the top 20 largest US hotel and lodging brands use Ingenico payment solutions
- Ingenico provides payment solutions to 8 of the top 10 US Healthcare Integrated Delivery Networks (IDNs)
- Ingenico provides solutions to 12 of the top 15 US Banks
- Ingenico works with all 3 of the top North American Merchant Acquirers
- Ingenico is the US Retail self checkout market leader for payment solutions

## Global Support in 170 countries

-  **33** repair centers around the world
-  **300+** service support partners
-  **25** customization centers
-  **3 million+** terminals repaired per year
-  **1,700+** local and skilled staff involved in Hardware Services



[www.ingenico.com](http://www.ingenico.com)

**ingenico**