

Terminal Estate Management, Your Way

IngEstate™

Services Range

Ingenico has a wealth of experience within the terminal management arena. The group-wide management system, IngEstate™, is a powerful and flexible solution for terminal estate management which allows users to control large and small estates effectively and offer new services to merchants.

Key features include:

- **A variety of editions** to ensure all levels of customer requirements are met.
- **Easy Integration** – Because IngEstate is developed in Java, IngEstate can fit seamlessly into most existing infrastructures.
- **Automated Estate Management** – Download campaigns are easy to set up and are carried out effectively with minimal manual intervention.
- **Real Time Software Repairs** – Live connections can be established with terminals in the field to repair software related issues.
- **Highly Secured Download** is achieved via mutual authentication between the terminal and the server.
- **The Automated Call Scheduler** makes mass updates simple and allows for constant monitoring of the terminal estate.
- **International** – The user interface can be translated into multiple languages.



Secure, flexible and easy
estate management...
...tailored
to your needs



 **ing@nico**

Secure transaction and payment solutions

Terminal Estate Management, Your Way

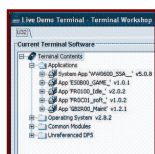
Installed worldwide and available in Terminal Workshop, Standard and Helpdesk editions, IngEstate is the most diverse and adaptable Estate Management System available on the market today.

Key features and benefits:



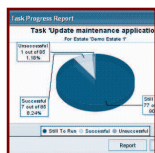
Automated Estate Upgrades

IngEstate's call scheduling facility instructs terminals to contact the server at pre-defined intervals to ease estate upgrades. The load balancing feature maximises server capacity and ensures that servers can handle the volume of scheduled calls.



Highly Secured Downloads

IngEstate's exciting new security feature, IngeTrust™, secures all communications, downloads and uploads between the server and the terminal. This is achieved via mutual authentication whereby the terminal authenticates the server as a reliable, secure server before it connects. Similarly, the server ensures that the terminal is a trusted terminal before uploading data or changing any configuration details. The secure channel that is created following mutual authentication means that anything that passes between the server and the terminal is safe from attack.



Remote Maintenance

IngEstate makes it possible to connect live to a terminal in the field and display information relating to its hardware, applications and configuration data. This functionality is invaluable for the Helpdesk and Technical Support function as it provides unparalleled troubleshooting capabilities if problems arise in the field. This powerful tool for diagnosis means that unusual problems can be identified and solved as soon as they appear in the field. Remote resolution means decreased terminal downtime and increased merchant satisfaction.

Flexibility

Because IngEstate has been developed in Java, users can benefit from cross-platform capabilities. This means that IngEstate servers can be installed within existing infrastructure, minimising the need for hardware upgrades and re-training.



Analyse Estate Information

IngEstate provides a complete report framework with default reports, a report generator and the ability to add write your own reports. From high level graphs to detailed tables, IngEstate allows you to see your data the way you want to.



Customisation

IngEstate is a fully customisable product. With every version of IngEstate all the tools required to facilitate inter-communication with the terminal are provided.

Detailed development training courses are available to allow users to customise IngEstate to configure bespoke terminal applications, customise configuration screens (e.g. to provide local language support or to alter the usability of the user interface), or export data from an existing database into the IngEstate database.

IngEstate's open interfaces make it the most easily tailored Estate Management System on the market today.

Feature	Workshop	Standard	Helpdesk
SOFTWARE and CONFIG DOWNLOAD	•	•	•
CAMPAIGN MANAGEMENT		•	•
CUSTOM DATA SCREENS	•	•	•
MAINTENANCE CALLS		•*	•*
CALL SCHEDULING/LOAD BALANCING		•*	•*
CONNECTION MANAGEMENT			•
MULTI-LANGUAGE	•*	•*	•*
MULTI-PLATFORM/DATABASE	•	•	•
MUTUAL AUTHENTICATION	•*	•*	•*
HIGHLY SECURED DOWNLOAD	•*	•*	•*
CUSTOM REPORTS/REPORT GENERATOR		•	•
HELP SCREENS	•	•	•
REMOTE REAL TIME SOFTWARE FIXES	•	•	•

* Optional

Your contact: