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# The Verifone Managed Network Service Provider Certification Program

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Verifone's Managed Network Service Provider (MNSP) Certification Program is designed to enable certified Managed Network Service Providers to market their network management solution to convenience retailers using Verifone's Commander platform. Because this MNSP-provided solution manages the Verifone zone, and connects to the Verifone Support network, it undergoes a rigorous set of field-hardened requirements to enable sites for remote support of the Commander platform. The result of this program is a choice for Verifone POS customers to select the MNSP partner that best supports their unique requirements.

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## Background

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Prior to introducing Commander in 2014, Verifone sites enjoyed the flexibility of being able to select from several options for site-based broadband services; those choices were often limited to a select number of certified partners through the oil companies or payment processors. This resulted in a myriad of networking solutions without any consistent method for the Verifone Support team to access and support the site remotely, in a secure manner, via broadband.

Generally, support was done through a phone line. With the robust site diagnostic capabilities designed into the Commander platform along with the ability to push application software updates remotely via Verifone Remote Software Download (VRSD), it became critical that Verifone establish a consistent platform via a broadband connection for site support access. We introduced the Enhanced Zone Router program and required that architecture for all Commander installations.

Over the next several years, we received significant feedback from our customers who were looking for additional network services beyond remote site access for Verifone, and as a result of this feedback and strong Petroleum Advisory Council (PAC) support, we launched the Managed Network Service Provider (MNSP) program.

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## Benefits of the Managed Network Service Provider Certification Program

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For a few years, Verifone customers have asked for changes to the way Verifone manages site level networking, including the Enhanced Zone Router (EZR). Some of these reasons include:

- Ease of managing custom store network configurations and services
- Choice of selecting service providers who offer services tailored to the merchant's business and security needs
- Control over the network and visibility into each device operating within a merchant location

- Desire to consolidate multiple devices on one single interface device

In response, Verifone has developed a program that:

- Reduces costs and restrictions on which companies may manage and operate a customer's store network through a Verifone certification program for market leading Managed Network Service Providers.
- Returns network control and security back to the end-user and their Managed Network Service Provider(s). This provides a set of simple requirements to build out the parameters of a POS zone with hardened secure remote support while giving end users and their providers the flexibility to continue managing security, tightening access, and building out the network efficiencies offered to the Customer Data Environment (CDE).
- Fosters continuous improvement and adoption of innovative technology through partnership with leading MSNPs. Verifone will continue to offer best-in-class solutions that both meet the market need and are quickly adopted into any certified providers "Zone" configuration.

The program operates using a few key components:

First, each MNSP undergoes a detailed certification process where their hardware and software is tested at the Verifone Quality Assurance Laboratory in Clearwater, FL, and then in live field sites to ensure compatibility with the Verifone Petroleum Commander platform. The certification process is driven by a set of POS zone and product networking requirements for smooth and scalable operation of the Verifone Commander system. During each step of testing, the MNSP solution is documented and cross-functional operational processes for support and training are built. We then jointly execute these processes to ensure a smooth transition from the current EZR architecture into the new MNSP-specific solution.

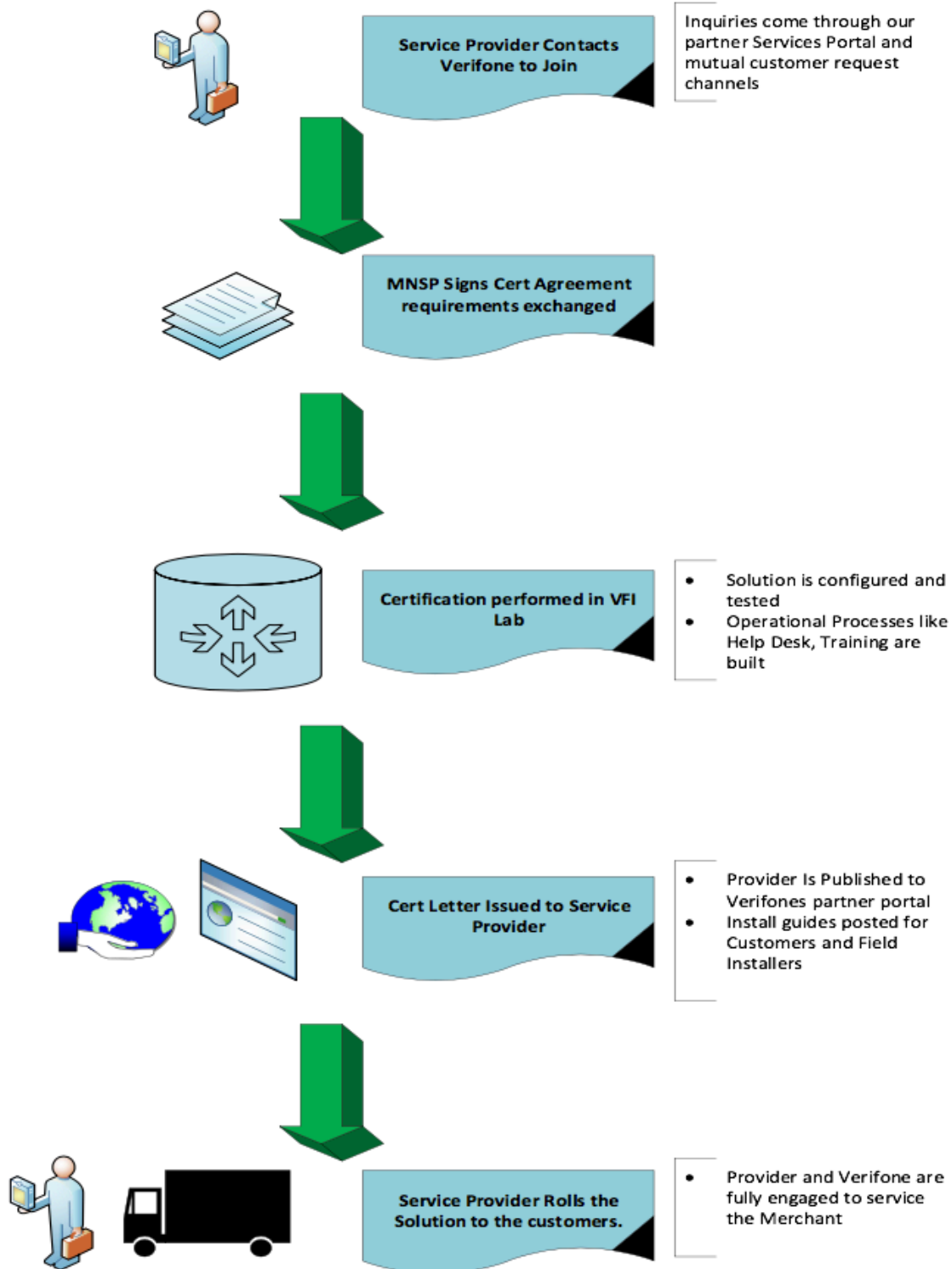
In addition to testing local site and store network operations, Verifone also requires a vigorous and hardened adherence to PCI Service provider standards to define the implementation and operation of a secure remote tunnel from Verifone's support desk through each Certified MNSP's network to the Merchant zone. This step ensures that only Verifone-authorized support personnel may access and provide remote support to the merchants CDE, all the while adhering to PCI rules and standards for the market, and ensuring the program evolves as those rules and standards change.

Even with disciplined rules and parameters, operational challenges always present themselves when merging multiple organizations networks together to provide a single solution. Verifone has worked closely with each

MNSP on a partnership to provide a support system, with the objective of offering transparent resolution of support calls across both Verifone petro payment networks and the MNSP network architecture within which it operates. This translates into a seamless customer experience, should an issue does arise, and an easy path to resolution every time.

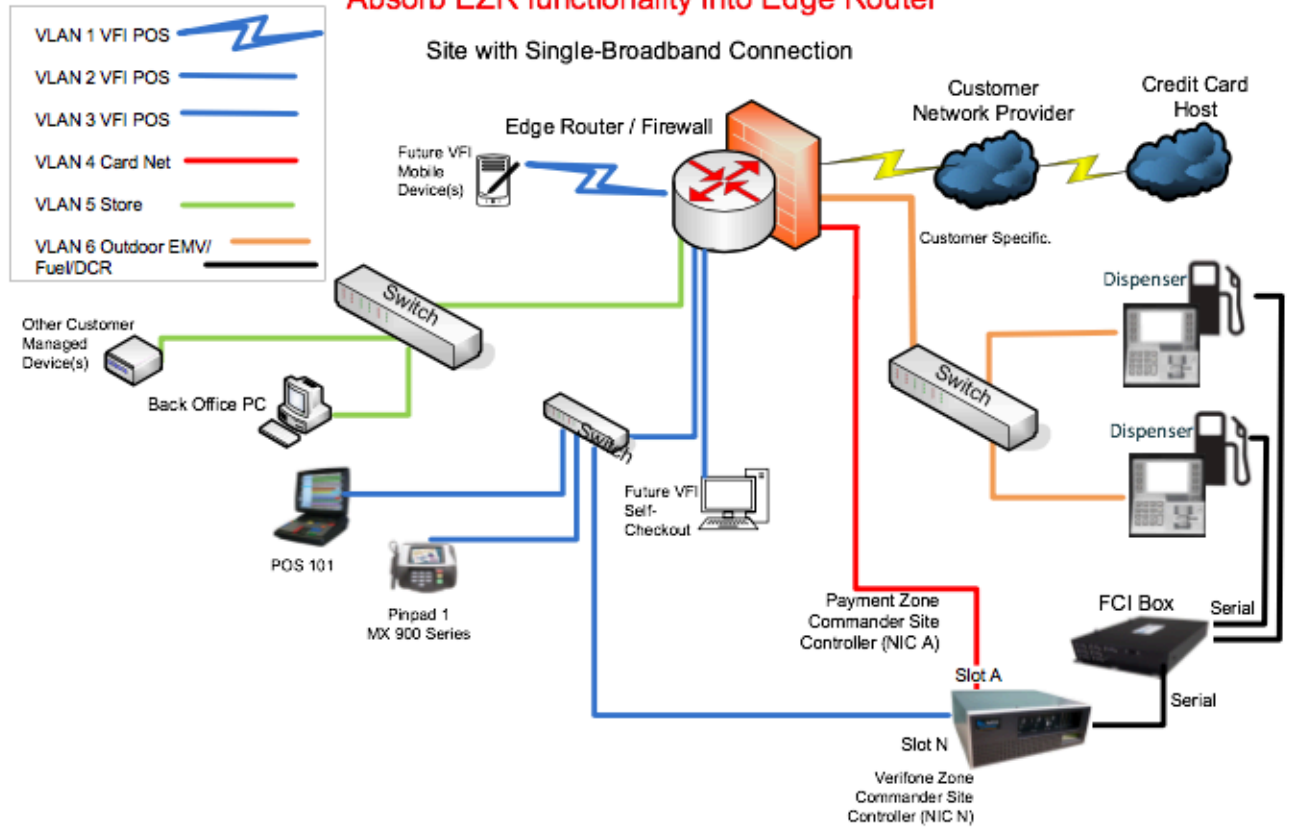
Finally, Verifone and our MNSP partners continue to provide cross-industry direction in developing best practice implementation strategies for new products and solutions. This translates into an easier implementation of new market solutions and allows our customers to focus on managing their business. The result of this new MNSP platform is that Verifone POS customers now have a choice of marquee MNSP providers for their site networking needs.

## Five Easy Steps to Field Readiness

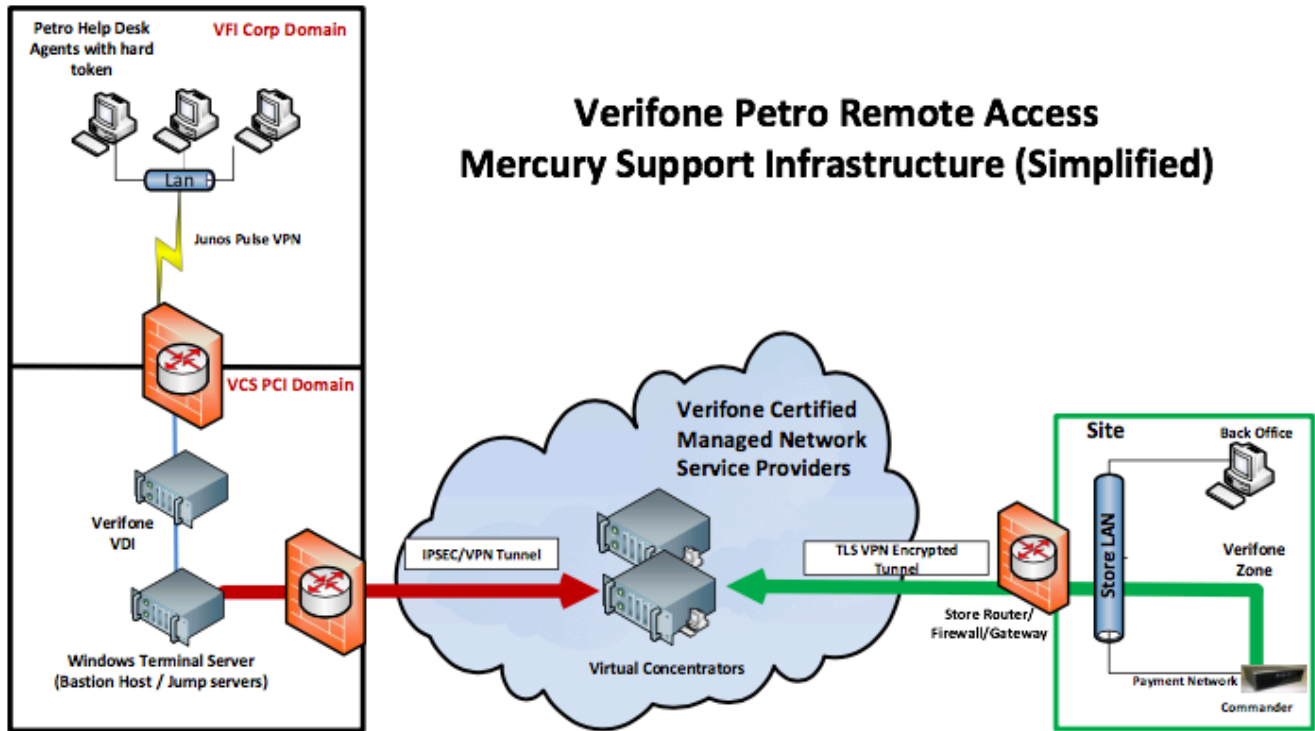


## Commander Network Connectivity

Absorb EZR functionality into Edge Router



Title: Mercury Site Topology Simplified Version: 1.5



Title: Mercury WAN Topology Simplified	Version: 1.3
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