

## BUILDING BLOCKS FOR A WORLD-CLASS INTEGRATOR EXPERIENCE

BILL LODES, TSYS DIRECTOR OF DEVELOPER PARTNERSHIPS



The TSYS® team is picking up right where we left off in 2013 and continuing to march toward our goal of providing a **best-in-class, end-to-end integration** solution.

In 2013 we reached out to our partners in search of any aspects we may have missed in years past, and, through that invaluable feedback, were able to identify areas of opportunity. We took those comments, concerns and suggestions to heart, creating an organization and process that provides an industry-leading experience.

The TSYS Developer Services team has undergone quite a few changes. Over the past year, those changes were geared toward providing our partners with product and service solutions to help them succeed within their specified vertical space. In 2013, we added new resources equipped to help grow your business, increasing our overall industry experience by an average of 10 years. However, resources alone can't solve problems without a definable, measurable and scalable solution process — and that process is exactly what we've created.

Integrations are not a trivial exercise, and they cost the partner resources, time and capital out of their day-to-day operations.

**We've put a process in place that allows a single point of contact to guide and support our integrated partners through the certification process from inception to first use of the product. This process saves critical time and outperforms the industry average by far.**

Resources and a scalable process are pieces of the winning combination, but you can't win without industry leading technology and products.

Just weeks into the New Year, the payments realm continues to rapidly evolve, with new and alternative payment methods and devices appearing almost daily. Staying ahead of the changing environment is what TSYS is known for, and we continue to march forward each day.

On the heels of a hurried gift-giving season, security has once again showed it warrants our utmost attention,

holding steadfast as a primary industry focus. With innovative technology comes more sophisticated hackers. Providing cutting edge technology and products that ensure your transactions are processed securely and timely has become more important today than ever. Our Developer Services team was assembled with these concerns top-of-mind, creating a solid foundation equipped to service and support our VAR partners' needs.

**TSYS has established a consultative business model and certification process built to anticipate and exceed all of our partner demands.**

Our new integrator end-to-end experience was created upon the principles of integrity, reliability and longevity. This methodology contains the perfectly balanced blend of key ingredients — integral team players, abundant resources, consistency, efficiency, knowledge and best-in-class service — for executing a seamless certification process.

As we eagerly dive into an exciting new year of opportunity and growth, greater details on our newly enhanced end-to-end processes will unfold. Look for these additional details in the months ahead as we introduce innovative partnership programs, expanded resources and the individuals responsible for delivering our best-in-class service.

**Partnering with TSYS is not only the smart thing to do — it is essential for your business.**

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