

# THE REDBOX PLATFORM PAYMENT SOLUTION

taking point-of-sale systems out of PCI scope



There is a formidable challenge facing retail, hospitality and c-store merchants with integrated payment systems today:

Ensuring PCI compliance and centralized configuration management across an ever-widening landscape of systems and applications that process an ever-increasing volume of card data.

Reliant offers a single, effective solution to reduce cost, simplify systems and bring existing non-compliant systems into compliance.

**RELIANT**

**REDBOX  
PLATFORM**



# TAKE YOUR POS SYSTEM OUT OF SCOPE SIMPLY - with REDBOX

The Point Of Sale is one of the most critical systems involved in any retail environment. These systems process high volume sales transaction activity, capture CRM data to leverage opportunities and accept customer payment. Ongoing PCI compliance, the sun-setting of Windows XP and US acceptance of EMV in 2015 together provide a formidable challenge for many retail, QSR and hospitality IT teams. Redbox Platform decouples the payment infrastructure from the point-of-sale environment, eliminating these issues.

With Redbox Platform, Reliant offers one single cost-effective solution that dramatically reduces the ongoing expense and complexity within the payment architecture by taking existing PA-DSS compliant or legacy non-compliant Point Of Sale out of scope.

## Complete Scalability

The Redbox Platform approach extends to allow a merchant to “own” the payment infrastructure and integrate additional card intake channels such as interactive kiosks and mobile solutions — all leveraging a dedicated PCI-compliant payment infrastructure.

Additionally, this architecture provides the merchant the ultimate freedom to change POS vendors, add mobile solutions and update the payment infrastructure simply with any new solutions or tender types. No longer are retail merchants captive to single processing gateways, long-term bank contracts or time-consuming and costly POS vendor upgrades to keep pace.

Reliant is 100% bank processor, hardware manufacturer and POS application agnostic — capable of working with the payment acceptance hardware devices, bank processors and software applications you may have today.

## How It Works

### As a customer's sale is completed and totaled:

The transaction details flow to the interactive payment device screen that serves dual function as a customer display.

### Once the sale is completed:

A request is sent to the Redbox Platform to initialize the payment device, prompting the customer to please swipe card.



Redbox allows the customer to securely submit any tender type:

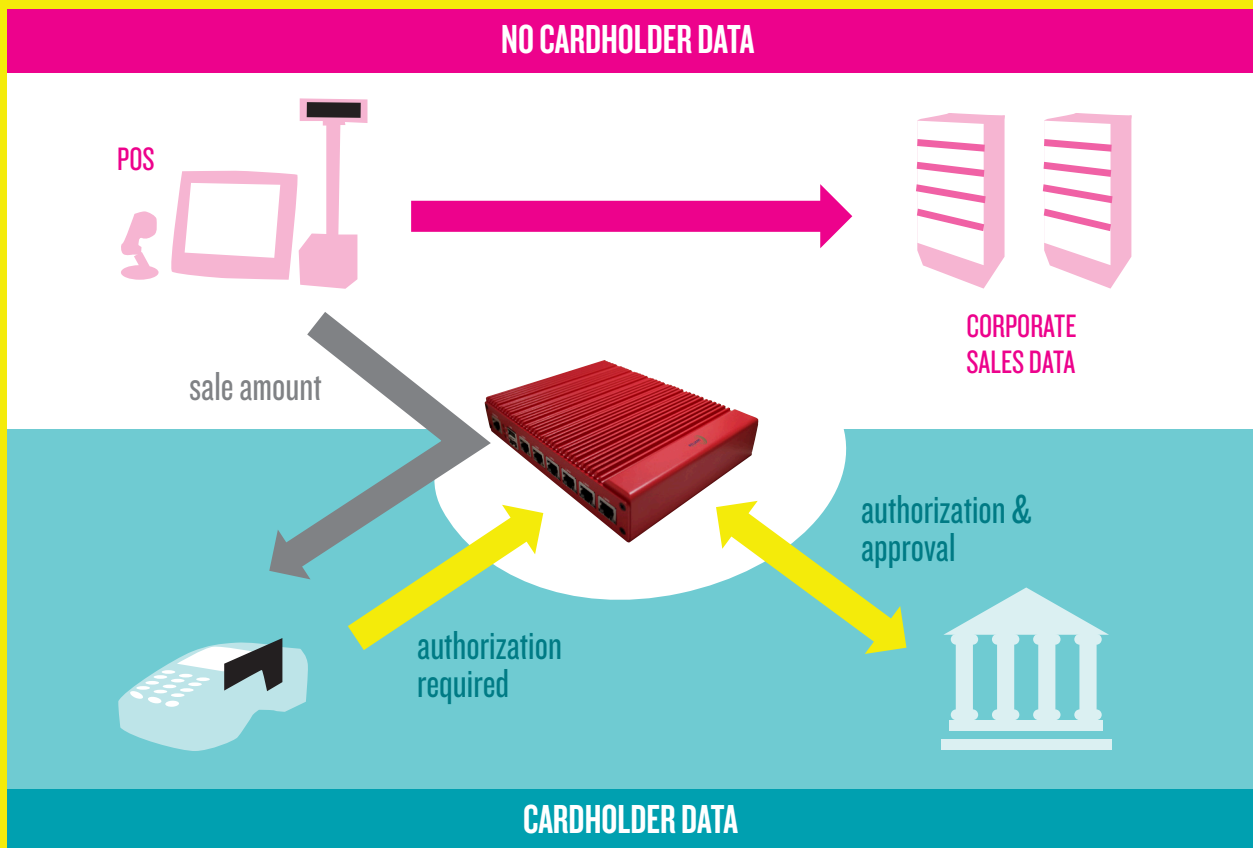
The customer is prompted to swipe or dip their card. Tenders are completely customizable, including:

- All major domestic and foreign credit, debit and EMV cards
- Any gift card provider including integration to home-grown solutions
- Fleet cards
- Contact-less payment
- NFC
- Google Wallet
- PayPal

The customer's card data is sent back to the virtualized PCI-compliant payment environment hosted on Redbox Platform. The specific payment card detail data is formatted based on the specific processor and tender type and sent either to:

- A centralized merchant-owned or cloud-based payment switch, or
- Directly to the bank of the merchant's choice

The authorization response is communicated back from the processor to the Redbox Platform where non-sensitive card details such as truncated card data and authorization code are presented in the response message to be included on the printed receipt.



## Control Your Payment Infrastructure

Since electronic authorization request data is never shared, stored in PA-DSS compliant memory or written to disk across the existing POS and other processing systems, this process takes your existing or legacy point-of-sale system out of scope.

The Redbox Platform provides the capability to logically segregate the payment processing components of your POS architecture from those software applications that handle sales, returns, CRM and inventory type functions, keeping it fully PCI-compliant throughout the process.

## Centralized System Management

Your entire payment environment can be easily managed through Redbox Platform, a centralized and cloud-based tool that allows you to set up and control your payment system as well as many of your key in-store technology components from anywhere you have an Internet connection.

Our software solution is fully scalable. Add and delete as many Redboxes and payment terminals as you need. Manage each one individually, or as a group using our single, intuitive web interface. You control the details of each Redbox configuration remotely as it relates to your payment infrastructure.

## Monitor from Anywhere

We raise your monitoring capabilities within your payment environment to a new level.

Receive real-time notification for hardware failure, device availability, screen and UI errors and other diagnostic features. This is all available regardless of the payment devices, hardware or 3rd party payment application software that is used.

Monitor your system centrally or remotely whether you are scaled to just a few devices or to thousands under different configurations and hardware types. Unattended monitoring and remote troubleshooting of devices speed recovery and drive your staffing and ongoing merchant support costs down. PCI audit reporting is automated with continual logging of status and location of all your devices. Ongoing data log collection enables you to proactively catch processing issues.

“Reliant’s approach removed our POS from PCI scope in all of our 320+ store locations. With Redbox Platform logically segmenting the payment acceptance terminals from our internal store and corporate infrastructure, it greatly simplified our approach to PCI compliance while providing greater configuration management – down to the store, terminal and pinpad device level. The Reliant team and the Redbox appliance met and exceeded our PCI expectations. We expect to leverage the Reliant hardware/software to house future applications such as digital signage and WIFI.”

— Gary Holmes, CIO/SVP, Allsup’s

With our patented Redbox Platform technology, we at Reliant can help simplify and streamline even the most complex payment environment across your entire multi-store network.

The PCI Security Standards Council requires all merchant-installed applications utilized for payment acceptance to be validated as PA-DSS compliant. This applies to any systems that store, process or transmit cardholder data within the card data environment, regardless of the volume of card data that is processed.

## TECHNICAL OVERVIEW

### PAYMENT DEVICE TYPE

- Static
- Wi-Fi enabled
- Dynamic (DHCP)

### PAYMENT ACCEPTANCE DEVICES

- Verifone
- Ingenico
- Equinox
- Hypercom

### THIRD PARTY PAYMENT SOFTWARE SUPPORTED

- AJB
- Tender Retail
- Many others