

Success Story

Customized and individual – even with 2,600 payment terminals

“Thanks to SIX Payment Services, our customers can pay for their purchases and take care of bills with a payment card in all 2,600 Zabka store locations. I am enormously pleased and proud to say that we are the first and only retail chain in Poland to offer this service.”

Artur Szymoniak

Services Development Director, Żabka Polska S.A.



Mr. Szymoniak, why did you choose SIX Payment Services for your newly integrated system?

For Zabka Polska S.A., technological innovation is particularly important, including in card payments at POS terminals. That is why we were looking for an acquirer who could offer us a broad selection of card payment services and solutions tailored to our needs. SIX fits the bill. Their secure and flexible payment solution enables our customers to withdraw cash at the register as well as make contactless payments. In addition, the newly introduced bill payment service even lets them pay their personal bills at our stores using payment cards, saving them tedious trips to the bank, which may be quite a distance away. I am very pleased to say that we are the first and only retail chain in Poland to offer this service.

What were the greatest challenges in this project?

The greatest challenge was migrating all of our 2,600 stores to the new payment solution as quickly as possible. Accomplishing this depended on three mission-critical factors: fast implementation, a high degree of expertise in introducing new products and attractive prices for the acceptance of various card brands. SIX Payment Services fulfilled these requirements and successfully migrated all Zabka terminals to its payment system within three months!

Did the system migration influence your day-to-day business? Were there service interruptions?

No, on the contrary. We were completely satisfied with the switch to SIX Payment Services. The terminals worked perfectly during the entire migration phase. I am convinced that we have the many tests we ran with SIX in pilot locations to thank for this. The project was successful, and our goal was reached 100%.

What did you appreciate in particular about the partnership with SIX Payment Services?

The essential elements for us were know-how in developing new services and solutions precisely tailored to our needs, fast reaction and implementation times, and the support we received from our key account manager. He was always available to us and acted in line with our needs. We are very satisfied with the personal service we received and appreciate the excellent infrastructure SIX offers us. We highly recommend SIX Payment Services.

The situation

Zabka was searching for an acquirer that was able to offer a complete, secure contactless payment solution and various supplementary services for its customers. The goal was to retain the existing terminals at the points of sale. This had not been possible with an earlier partner.

The objective

What the company needed was a flexible payment solution that could be integrated seamlessly into the existing infrastructure and for which no new terminals would have to be purchased. In addition, the new solution had

to allow customers to withdraw cash when purchasing goods and to pay personal bills at the point of sale using a payment card. This would save customers tedious trips to the bank, which may be quite a distance away.

The solution

Thanks to careful analyses and numerous pilot tests, SIX Payment Services was able to develop an end-to-end payment solution that could be integrated seamlessly into the existing terminal infrastructure. As a result, conducting secure transactions, including contactless payments, and paying bills right in Zabka stores is possible any time of the day – for perfect customer service.

The solution

Secure

- SIX Payment Services conforms with PCI DSS, offering the highest level of data security in the industry.

Customer-driven

- The solution is customized and precisely tailored to an individual client's needs.
- SIX provides both small- and medium-sized businesses and multinational corporations with cashless payment solutions.

- Key account managers are responsible for every aspect of the project from start to finish – before, during and even after the project.
- A customer service hotline is available 24 hours a day, seven days a week.

Single source

- SIX Payment Services combines acquiring, payment processing and reporting in one.

Cost effective

- Solutions are optimized to offer the highest benefit at the lowest cost.

Zabka at a Glance

Zabka Polska S.A. owns the largest convenience store chain in Poland and does business under the "Zabka" brand. The company was founded more than 10 years ago and is the convenience store market leader. Today, Zabka has 2,600 stores, all offering a large selection of brand-name products and additional services.

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