SIX Payment Services

lux airport

Success Story
A fast and fully integrated payment platform for parking facilities

"We have been extremely impressed by the pleasant collaboration with SIX and the expertise they have contributed to this complex project. We have a single point of contact for all acquiring and enabling matters and receive sound support from a committed team. In SIX Payment Services we have found the long-term partnership we were looking for."

Claudine Leinenveber
Director of Operations

SIX Payment Services has equipped Luxembourg Airport's parking facilities with state-of-the-art payment terminals that have been fully integrated into the airport's existing system landscape. All from a single source. Having one single point of contact helps simplify and streamline the airport's daily business. Claudine Leinenveber, Director of Operations at Luxembourg Airport, talks about the solution that SIX developed for the airport as well as her experience of the collaboration with SIX.

Ms Leinenveber, Luxembourg Airport is a famous international Airport. Can you give us some facts and figures?
Two million passengers pass through our airport each year. We have 26 check-in desks, 18 gates and five passenger boarding bridges. We handle about 850 flights per week serving 84 destinations. Passengers have direct access to the terminal from underground parking facilities (4,000 spaces).

What requirements did you make of the new payment solution and provider?
As nine out of ten customers pay their parking fees by card, a user-friendly infrastructure for cashless payments was a must, and one that accepted as many cards as possible. It had to fulfill the highest security standards for cashless payments, feature high availability and process payment transactions rapidly and easily. And, most importantly, it had to seamlessly fit into our system landscape. SIX has met all of these criteria.

How has the new solution changed the payment process?
Customers are now able to pay with all types of card, while the easier and faster payment process allows our accounting team to focus more on any exceptions and issues that occur.

How have you found the solution?
The new solution meets our expectations in every respect and is highly stable. Our team very much benefited from SIX's proactive approach and highly professional management of acquiring and enabling projects.

Why did you decide on a partnership with SIX Payment Services and on the solution offered by SIX?
What finally convinced us to work with SIX was the solution's inclusion of a unique payment service featuring a fully integrated PCI/chip-and-PIN system. This is in keeping with local requirements and was recommended by our parking system supplier Scheidt & Bachmann.

Do you plan to extend your cooperation with SIX in future?
We are thinking about introducing a SIX e-commerce payment solution, which is in response to the growing number of passengers seeking to pre-book parking spaces. This means we will need SIX's expertise to enable us to offer such a service.

Background

The credit card payment solution that the merchant had in place no longer met present day requirements and ran on a stand-alone basis only. Only Visa and MasterCard were accepted at the pay stations, while travelers could only pay via American Express and debit cards at stand-alone desks. Furthermore, the non-PCI platform had to be disabled on 31 December 2013.

Goal

The merchant sought a partner that was able to offer comprehensive payment solutions. Its aim was to migrate its Scheidt & Bachmann parking system to a new, fully integrated payment platform that was more secure (PCI-certified), reliable and fast. Pay stations had to accept all credit and debit cards, thereby providing customers with a faster, better and wider range of services.

Solution

SIX Payment Services has supplied Luxembourg Airport with state-of-the-art davinci VENDING payment terminals that accept all cards and are fully integrated into the existing system landscape. The terminals run on SIX's new 3CIntegra solution that complies with the latest security standards (PCI-certified) and operates according to a chip-and-PIN system. As unique payment service provider with this fully integrated system, SIX is able to respond to all local Luxembourg requirements. SIX's track record, international reach, list of references and many years' experience working with Scheidt & Bachmann were addition factors that convinced the merchant to enter into a partnership with SIX.

Integra payment and acquiring solution

Our Integra payment solution enables EMV transaction processing that combines the integrated functionality of SIX Payment Services with the latest chip-and-PIN security for indoor and outdoor parking and reporting systems. SIX Payment Services offers a comprehensive range of innovative products and services for clearing and cashless transactions.

SIX Payment Services is the market leader in providing fully integrated end-to-end payment solutions for parking facilities in Europe and North America and in acquiring services for the parking sector. SIX's collaboration with the world's leading system integrators makes it a truly global system supplier.

SIX's parking solution covers all the needs of national and international parking operators. Backed by extensive expertise in parking payment processes, it delivers terminal-to-host or host-to-host integration for pay & display, pay-on-foot parking, pre-booking and back-office solutions.

Security in card business

Our clients benefit from the utmost security thanks to SIX Payment Services's application of the most stringent security standards in the card payment industry. All solutions fulfill the following standards: PCI DSS, PA DSS EMV, CISP and 3-D Secure.

More benefits for the merchant

– Safe and secure transaction processes for all card types, including private labels
– All parking payment methods accepted
– Enhanced security and high availability (99.99% on average)
– Flexible and open terminal and integration portfolio
– Additional revenue with in-house DCC
– Single point of contact for enabling/acquiring
– Card fraud prevention and monitoring
– Scheme compliance consulting
– Genuine 24/7 multilingual assistance
– Extensive experience in the card industry in 26 countries
– 20+ years' experience in the parking business
– Europe's largest parking card processor
– Same solution used in Europe, North America and the Middle East

Information the Luxembourg Airport

Passenger numbers up by 14.5% to 2.2 million and cargo tonnage up by 9.5% to 673,500 tonnes.

Luxembourg Airport continues on the growth path of recent years that was initiated by the opening of the new Terminal A in 2008. 2013 witnessed a number of new services operated by EasyJet to London Gatwick, Milan and Lisbon, by Turkish Airlines to its hub in Istanbul, and by Vueling to Barcelona. Some of these airlines are expected to increase frequencies during the course of 2014 as well as the number of existing destinations. Although no new routes are expected at present, the number of passengers passing through the airport will continue to grow this year.

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