SUMMARY

SHAZAM is a national member-owned debit network, processor, and core provider. Founded in 1976, SHAZAM delivers choice and flexibility to community financial institutions throughout the U.S. and is a single-source provider of credit card, debit card, core, fraud, ATM, merchant, marketing, training, risk, and ACH services. SHAZAM needed to upgrade their ATM communications platform from legacy SDLC protocol to Internet Protocol. GNCI was able to deliver a cost-effective solution that aligned with SHAZAM's needs, budget, and timeline, allowing their clients' ATM networks to migrate to the new protocol with little, if any downtime.

CHALLENGE

SHAZAM provides ATM solutions and services specifically designed to increase the profitability and efficiency of the financial institutions they service nationwide. They needed to migrate their ATM communications platform from legacy SDLC protocol to IP-based protocol. This required a new cellular hardware platform capable of delivering fast, secure data communications with out-of-band access to remotely update firmware, software, device configuration, as well as troubleshoot when necessary. SHAZAM also required transition to the new platform to be seamless so service to their customers wasn't interrupted during the migration.

SHAZAM is a national MEMBER-OWNED debit network, processor and core provider.

"We're on course with an unprecedented investment into innovation, research and development to deliver solutions that protect the future of community financial institutions. We're preparing for the next generation of consumers, ensuring our participants have the products and services they demand and expect, in a cost-effective way".

-SHAZAM company website

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800-537-5427 / shazam.net /

OUR SOLUTION

GNCI was able to assist SHAZAM with the challenge of migrating their wireless ATM communications platform quickly and efficiently using the Cypress Solutions Oxygen-3 Wireless Gateway. The Oxygen-3 provided the perfect solution. GNCI configured the Oxygen-3 devices for ATM communications, validated each device, then SHAZAM network representatives confirmed over-the-air connectivity. GNCI shipped the devices to SHAZAM's ATM locations across the country and provided 24/7 installation support. The Oxygen-3 Wireless Gateway easily integrated the into their existing infrastructure, and because GNCI ships hardware plug & play ready, SHAZAM's installation technicians were able to convert to the new platform with little or no downtime.

RESULTS

GNCI worked with SHAZAM to create a custom solution that met their ATM communications needs, stayed within their budget, and seamlessly deployed without service disruption. SHAZAM relies on GNCI to manage their mobile number, SIM, and hardware inventory, provide product support and maintenance, and overnight break/fix service when necessary. The completion of their protocol migration allowed them to support their network of financial institutions and continue with business as usual, at top performance.