

## Magensa Remote Service

Magensa Remote Services provide our customers with the tools to configure devices and inject keys "in the field"



### Deployment Services at Your Fingertips

Sometimes after devices are in the field, you need new keys and a new configuration. Traditionally, the device is removed from its card payment environment and returned to the factory, resulting in lost time and money. Magensa device management tools, Remote Device Configuration and Remote Key Injection, fix that.



### Security

MagTek's Key Injection Facility and Magensa's Remote Key Injection services are in compliance with TR-39 and PCI PIN requirements and are consistently re-validated for compliance via external audits. Magensa meets annual Attestation of Compliance with PCI.



### Delivering Convenience

Magensa Remote Services eliminate the time and expense inherent in removing and replacing a working device from a payment environment and sending it in for reconfiguration. By updating the device on-site, the customer has no packing and shipping fees and incurs no lost transactions. Magensa Remote Services make key injection and device configuration an easy to use, low cost and convenient task that keeps your system up and running. Magensa offers Remote Services based on your application environment.

### Remote Services 1 (RS1)

RS1 is a web-based application that provides a user-friendly interface to securely reconfigure devices and inject keys remotely. RS1 supports all MagTek SCRA's and PINPads and is well suited for resellers and distribution centers tasked to provide devices with a variety of key and configuration options. It also works well for the ad hoc user who requires a new key and configuration to accommodate a new processor.

## Remote Services 2 (RS2)

RS2 works on PCs, is available as an Android app in Google Play, and as an iOS app available in the App Store. It delivers secure remote key injection and configuration that can be enacted one device at a time. Additionally, it accepts scripting for automated key injection and configuration for readers in the field, without having to remove the reader from its environment, be it a grocery lane or a mobile payment tablet.



### Use Case

#### The Challenge

A *Customer* of ours, a large POS equipment merchant service provider, supplies POS solutions to a variety of end users, from mom and pop shops to large scale electronics retailers. With the vast number of payment processors and payment gateways requiring specific keys and configurations to successfully execute payments, this *Customer* needed to nimbly key and configure hardware devices – on-site – to minimize delivery time to their customers.

#### The Solution

As soon as a customer places a POS system service order with our *Customer*, Magensa Remote Services allows our *Customer* to remotely inject the required key, and implement the required configuration, at their distribution center. The order can be quickly filled and ready to ship.

On-site, our *Customer* assigns an Administrator. The Administrator has an RS1 account that allows them to execute the key injection and configuration, as well as create sub-accounts for other employees, who can also conduct key injection and configuration. The Administrator can manage reports on key and configuration services rendered and can also track readers.

#### The Result

By supporting secure remote key injection and configuration, Magensa Remote Services enables our *Customer* to fulfill unique customer orders quickly, saving the end user time and money, while solidifying our *Customer's* mission.



## 3 Key Benefits

Magensa Remote Services save you time and money. Device management goes beyond merchant IDs and terminal IDs and makes it impossible for rogue and tampered devices to communicate with your network. Magensa Remote Services:

- Use a proven mutual authentication technique that validates the user and the host.
- Use Session IDs to deliver time stamp capabilities and limits to the duration on communication sessions securing your transactions in transit.
- Use Digital Signatures which work much like a hand signature for verification with added security. Redirection becomes impossible since the sender is authenticated and provides non-repudiation and verification that incoming messages are coming from the expected source.

Magensa delivers protection against third party and rogue devices by providing secure initial key injection and life-cycle management.



## Web Services

Magensa Remote Services are web based services and are billed on a per use or subscription basis. Contact a representative to learn how you can use remote services to secure your payment environment.

| Compliance and Certifications |                                 |
|-------------------------------|---------------------------------|
| MagTek                        | ISO 9001:2015                   |
|                               | Terminal Quality Management     |
|                               | TR-39 (TG3) / PCI PIN compliant |
|                               | EMVCo                           |
|                               | ROHS                            |
| Magensa                       | PCI DSS                         |
|                               | TR-39 (TG3) / PCI PIN compliant |