



Customer Success Story Payment Networks- Entertainment Outlet

GHL SYSTEMS
netAccess

ZOUK KL

netAccess X-10 Payment Extender successfully integrates new contactless card readers in legacy setting, while extending club's payment infrastructure

About Zouk KL

Since its inception in March 2004, Zouk KL has become a nightspot of choice in the city for the more discerning clubbers and a household name for urban socialite. Constantly reinventing and revolutionizing its unique brand of party experience, Zouk KL has won the "Best Club" awards in most leading entertainment/music publications in just the short span of 3 years.

Website

www.zouclub.com.my

Key Challenges

- Create a high speed, always-on and user-friendly payment system
- Expand and increase flexibility in payment infrastructure
- Minimize hardware redundancy, costs and transaction time
- Integrate new terminals compliant to contactless readers in legacy system
- Replace individual converters and enable deployment of multiple payment devices with the Payment Extender

Implementation Highlights

- Same-source implementation and consulting services
- Rapid deployment with no disruption to business
- Full integration of new functionality into existing networks
- Streamlining of infrastructure

The Solution

KL's top entertainment club utilizes the versatile netAccess X-10 to integrate new contactless card readers while extending its payment network capabilities.

Like every high traffic club, patrons are seeking a hassle free payment that is speedy, efficient and most importantly secure. In keeping with Zouk KL's upbeat club experience, GHL's VersaRead contactless readers are introduced as an alternative credit payment mode via VISA payWave. VersaRead is also the world's first JCB, MasterCard and Visa type-approved contactless reader with all applications residing in the same reader.

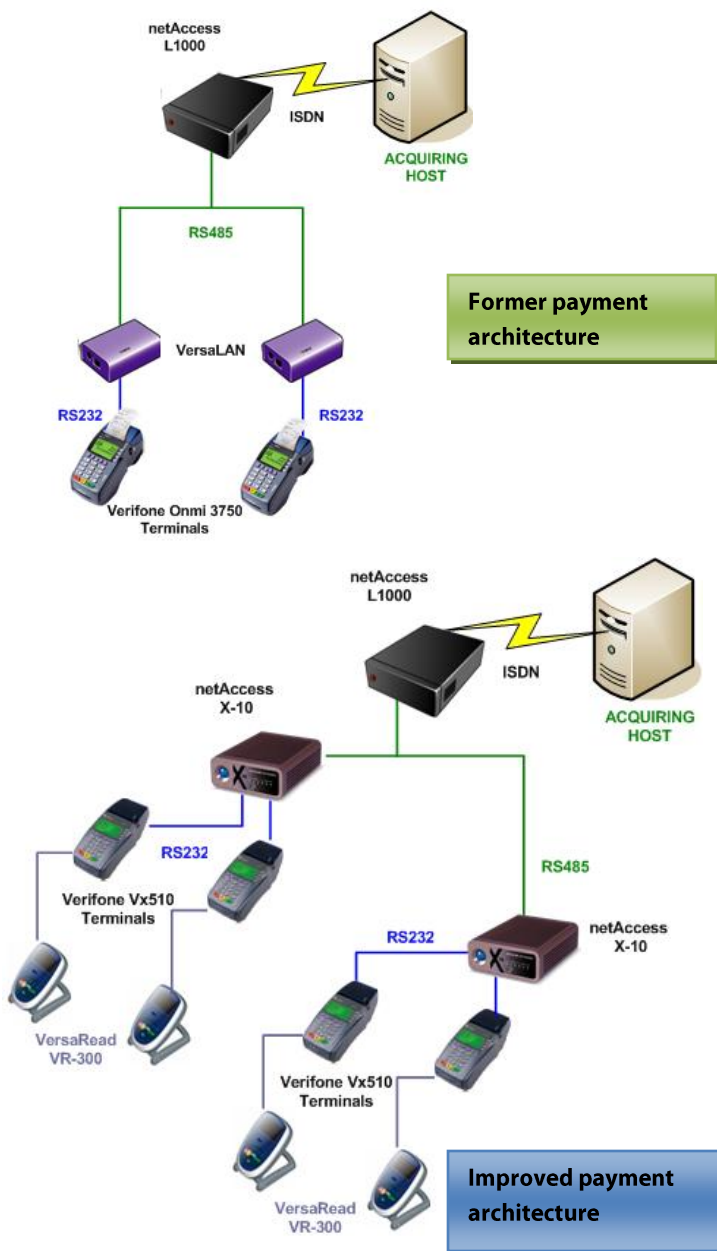
Speedy, efficient update at minimal cost

Prior to VersaRead deployment, Zouk was using Verifone Omni 3750 terminals. The legacy terminals were supported with the RS232 serial protocol which only allowed for point-to-point connection to the terminal via VersaLAN. At that time, VersaLAN was utilized for protocol conversion to RS485. This meant individual converters for each terminal, which translated to high hardware count and costs. In addition to that, the legacy terminals took longer transaction time when processing EMV cards.

The challenge for GHL was to update the terminals in compliance with VISA's certification and increase flexibility of the payment architecture at minimal cost and disruption to service, while improving transaction performance.

Key Benefits

- Extends number of comports and life of existing terminals
- Reduce network complexity therefore minimizing hardware costs and maintenance
- Connection versatility via RS232, and RS485 or TCP/IP connection



Working in tandem with existing structure

GHL proposed to use the new Verifone Vx510 terminals which are compliant to the latest specifications for contactless readers. The new terminals with VersaRead, will work in tandem with the legacy terminals that do not require contactless readers. The new terminals are supported with the RS232 serial protocol as well, allowing re-use of the existing wiring that was already in place.

More importantly, the updated system features GHL's latest product- the netAccess X-10 Payment Extender as a replacement to VersaLAN converters. One of the many advantages of netAccess X-10 is in its versatility - it features four RS232 ports, single USB, RS485 and TCP/IP ports. Unlike VersaLAN, netAccess X-10 enables the deployment of multiple payment devices due to the many RS232 ports. This reduces the need for individual converters, while supporting high speed networking with limited cost.

Smart system for future expansion

With netAccess X-10's intelligent pattern matching routing, limited amount of re-development on the terminal side is involved. Moreover with such a setup, Zouk KL can easily expand its system with multiple Payment Extenders as the business grows.

In its double edged solution, GHL Systems has firstly helped Zouk KL to expand its payment capabilities with VersaRead as well as utilizing high speed, always-on connectivity through the netAccess X-10. Integration could easily take place between the old and the new without any major impact on the current payment architecture. Secondly, with netAccess X-10, the wiring structure and legacy terminals can be retained and reused. This has significantly reduced hardware and maintenance costs thus making this improved payment structure cost effective in the long run.

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