

# Our nexo Standards Journey – Value Realised and Lessons Learned

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# Fiserv Introductions



VP, Product Management  
POS and Clover

Fiserv



VP, Engineering  
POS

Fiserv



Director, Clover  
Global Payments

Clover

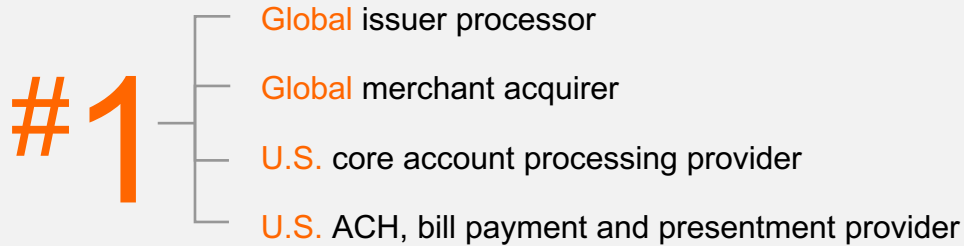


Director, Solutions  
Architecture

Fiserv

# A Global Commerce Leader

## Strength in numbers



200+ billion

Global transactions annually

6+ million

Of businesses reached around the world

200+

Clients in hospitality and food services

9/10

Fiserv works with nine of the top ten eCommerce retailers

10 Years in a row

as a FORTUNE World's Most Admired Company®

As industry leaders, we continue to evolve our commerce ecosystem and enhance our technology to keep our client partners one step ahead.

We offer flexibility to support your global operations around the world, with a robust suite of adaptable solutions.

With Fiserv, a merchant's global operation benefits from

**Global Merchant Acquiring:** Provide a consistent and frictionless experience to customers around the world.

**Payment Optimisation:** Lower the cost of acceptance and increase approval rates:

- Debit Routing:** Leverage the debit networks, including STAR, Accel and MoneyPass, to optimise how transactions are routed, without the need to become a debit expert
- Authorisation Optimisation:** Maximise your approval rates and recoup on declines for recurring payments, on credit and debit cards
- Enhanced Data:** Enable the sharing of relevant data between the merchant and issuers to provide a lift in the authorisation rates, reduction in fraud and chargebacks

Global Merchant Acquiring

Local and Alternative Payment Methods

Gift Solutions

Omnichannel Solutions

Fraud Mitigation

Payment Optimisation

Least-Cost Debit Routing

Data-as-a-Service

# Our Global Reach and Local Presence Is the Best in Our Sector

150+

Countries supported

50+

Countries with local acquiring

70+

Alternative payment methods



## North America

Canada  
United States



## Latin America and Caribbean

Argentina  
Brazil  
Colombia  
Dominican Republic  
Mexico  
Panama  
Uruguay



## Europe, the Middle East and Africa

Austria	Hungary	Poland
Belgium	Iceland	Portugal
Bulgaria	Ireland	Romania
Croatia	Italy	Slovakia
Cyprus	Latvia	Slovenia
Czech Republic	Liechtenstein	South Africa
Denmark	Lithuania	Spain
Estonia	Luxemburg	Sweden
Finland	Malta	Switzerland
France	Monaco	United Arab Emirates
Germany	Netherlands	United Kingdom
Greece	Norway	





















## Asia-Pacific

Australia  
China  
Hong Kong  
India  
Japan  
Malaysia  
Philippines  
Singapore  
South Korea

# Segmented Value Proposition

## Highly Segment Stack of Solutions and Businesses

Product Strategy	Omnichannel Android POS and standard SME solutions	Clover Business Management	Vertical Solutions	Enterprise Solutions	
Target	Micro and Small		Medium and Large	Large and Enterprise	
Sales Channels	<ul style="list-style-type: none"> <li>Digital (STP or assisted)</li> <li>Remote (CTC, outbound)</li> <li>ISOs</li> </ul>	<ul style="list-style-type: none"> <li>Digital Web</li> <li>Direct Sale Force – Field/Inside</li> </ul>	<ul style="list-style-type: none"> <li>Direct Sale Force – Field</li> <li>ISVs/ISOs</li> </ul>	<ul style="list-style-type: none"> <li>Direct Sale Force – Institutional</li> <li>ISVs/PayFac/PSPs/ISOs</li> </ul>	
Proposition	Simplified Pricing and terminal product, narrow product spec, automated self-board, digital first lifecycle and SOFTPOS	Standardised prop with variation at feature and product level. Standardised integrations, App Market for self-customisation, tailored pricing constructs	Deeper Integrations for distribution partners. Multi-layer hierarchies, detailed data services and self-serve estate management. Vertical specific propositions	Specialised vertical solutions at regional level, optimised processing and customised solutions at client level. Full lifecycle data integrations	
Key Technology Assets	  	      	 	 	   

# A Step Back in Time



## Multiple Payment Terminal Solutions

- Software specific for each market
- Software specific to each acquirer
- A new payment method means:
  - Changes in each market
  - Changes for each acquirer
- No standard user interface



## Many Countries Have Local Protocols

- Acquirer message standards such as C-TAP, ZVT, APACS, CB2A, SPDH, HPDH, EP2 and so on
- Retailer integration standards by both country and vendor
- Some domestic standards also include payment application specifications



## Multi-Vendor = Multi-TMS

- Parameters/device configuration in a vendor specific format
- Vendor specific remote key injection (RKI) solutions
- Vendor specific software download methodology
- Vendor specific estate management/maintenance solutions



# Why Standardise?

One payment app across all terminal types and devices

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Build once – deploy everywhere

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Drastically reduce development, deployment and support costs

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Build an ecosystem fit for all segments

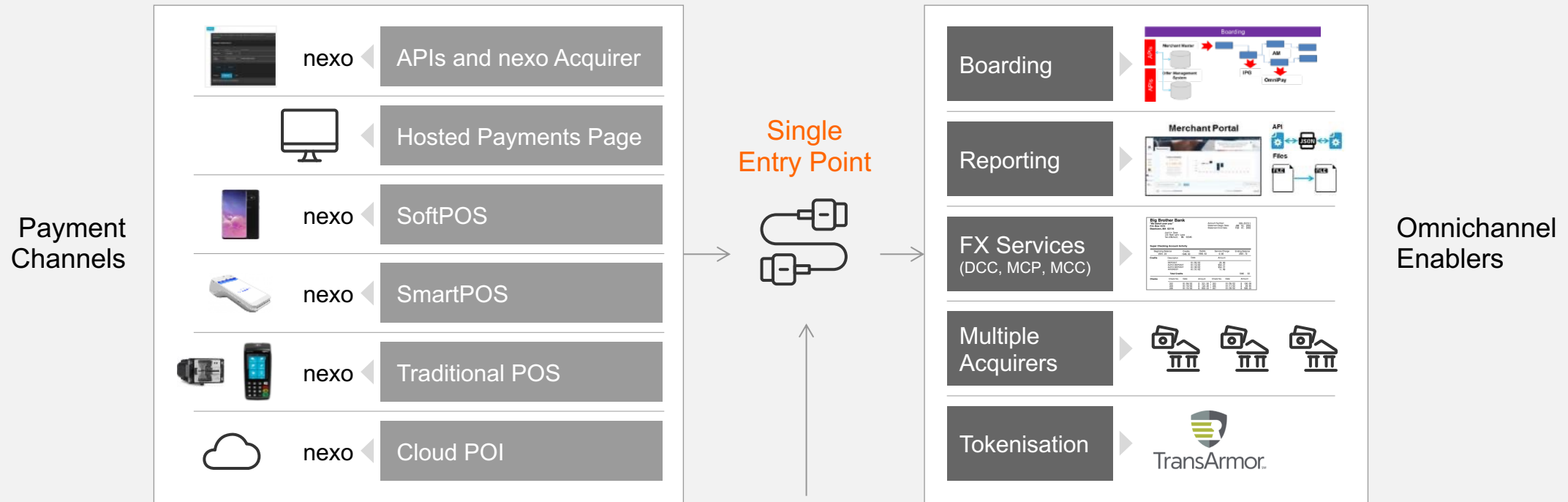
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Reach new markets – in Europe and beyond



# Address All Channels and Provide Single Access to All Services

Our Omnichannel capability enables merchants to offer a seamless customer payment experience irrespective of the channel or combination of channels chosen maximizing the merchant potential from each interaction



Payment Methods







# What Elements of nexo Standards Did We Adopt and Why?

# nexo Fast

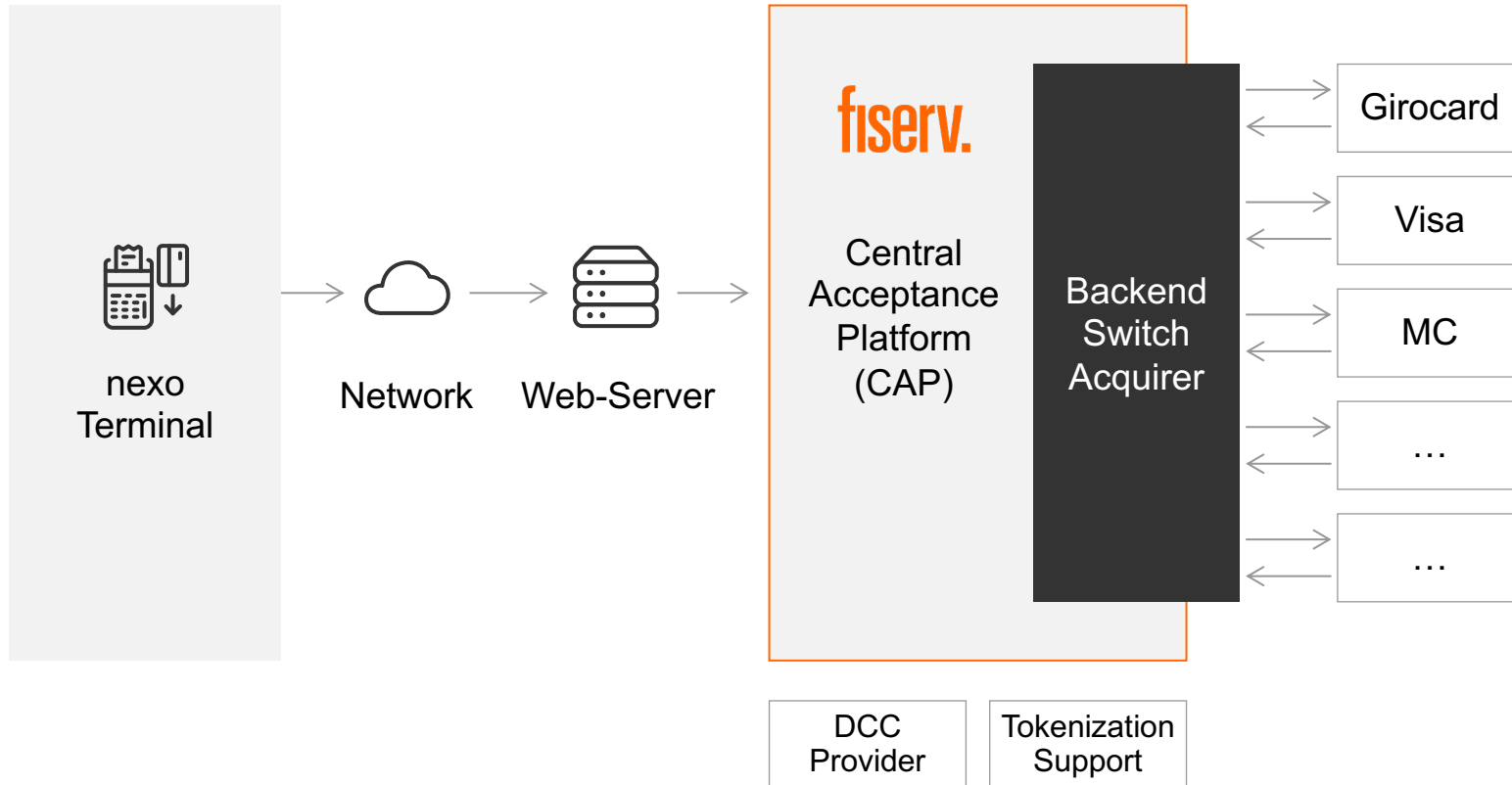
- Common nexo FAST payment application across PAX portfolio of Android terminals
  - A920, A920Pro, A80, A50, IM30
- Common nexo FAST payment application across Clover Flex and Clover Mini Gen 2 and Gen 3

## Facts and Figures:

- 10 terminal types supported
- 95,000 Fiserv nexo Fast terminals deployed
- Live in 20 countries in EMEA



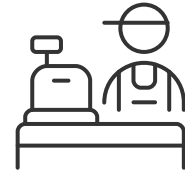
# nexo Acquirer



- nexo Acquirer interface available on Fiserv acceptance host since 2016
- Fiserv nexo FAST payment applications integrated to acceptance host through nexo acquirer
- Third-party terminals also integrated to our acceptance host using the same interface
- Facts and figures
  - Our Central Acceptance Platform is currently processing ~26 million Sale transactions/month through the nexo Acquirer interface
  - 350 million transactions annually
  - 16 different payment methods supported including international schemes, local schemes and APMs
  - Domestic protocols take up to 12 months to develop and deliver – nexo Acquirer is simply configuration (minimal time to market)

# nexo Retailer

Retailers



Attended

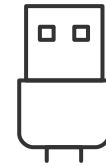


Unattended

Integrations

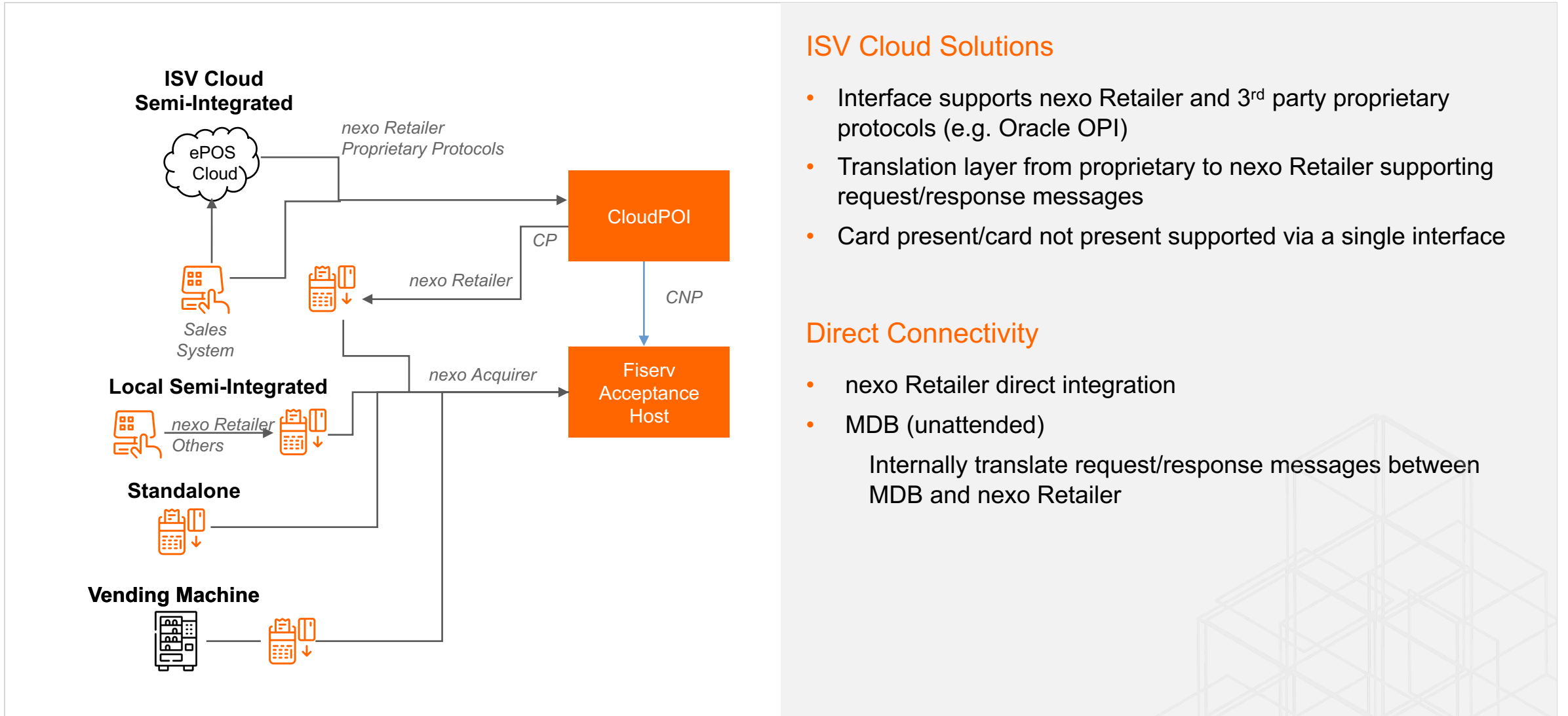


Cloud



Local

# nexo Retailer Integrations



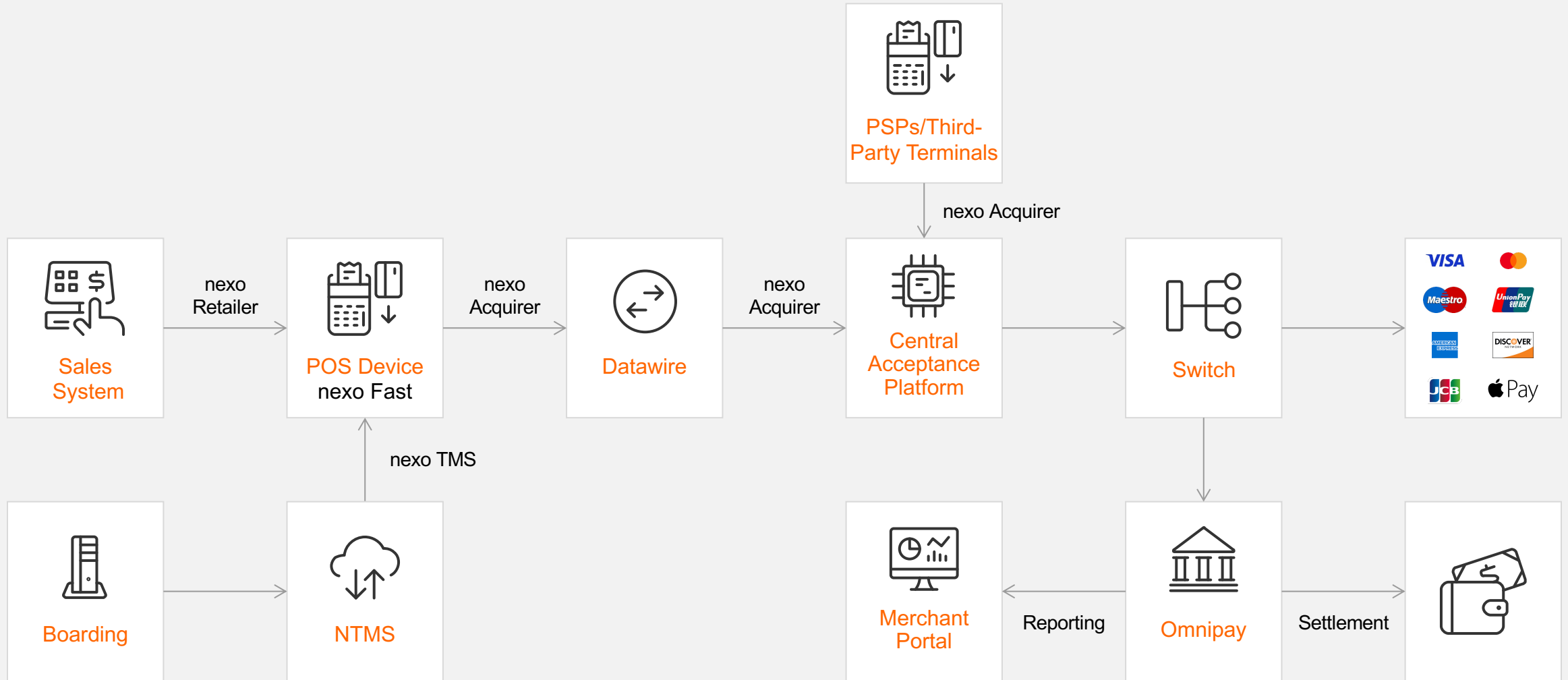
## ISV Cloud Solutions

- Interface supports nexo Retailer and 3<sup>rd</sup> party proprietary protocols (e.g. Oracle OPI)
- Translation layer from proprietary to nexo Retailer supporting request/response messages
- Card present/card not present supported via a single interface

## Direct Connectivity

- nexo Retailer direct integration
- MDB (unattended)  
Internally translate request/response messages between MDB and nexo Retailer

# Current nexo Ecosystem



# Journey With nexo

Joined nexo  
(EPASOrg)

2013

Novelpay  
Partnership  
Ingenico nexo Fast,  
nexo Retailer

2017

Clover Flex and  
Mini Gen 2 nexo  
Fast Certified

2020

PAX IM30/A920  
Certified

2022

2016

nexo  
Acquirer Live

2018

nexo  
TMS Live

2021

PAX  
nexo Fast

2023

PAX A50/A80  
Certified –  
Clover Gen 3  
In Progress



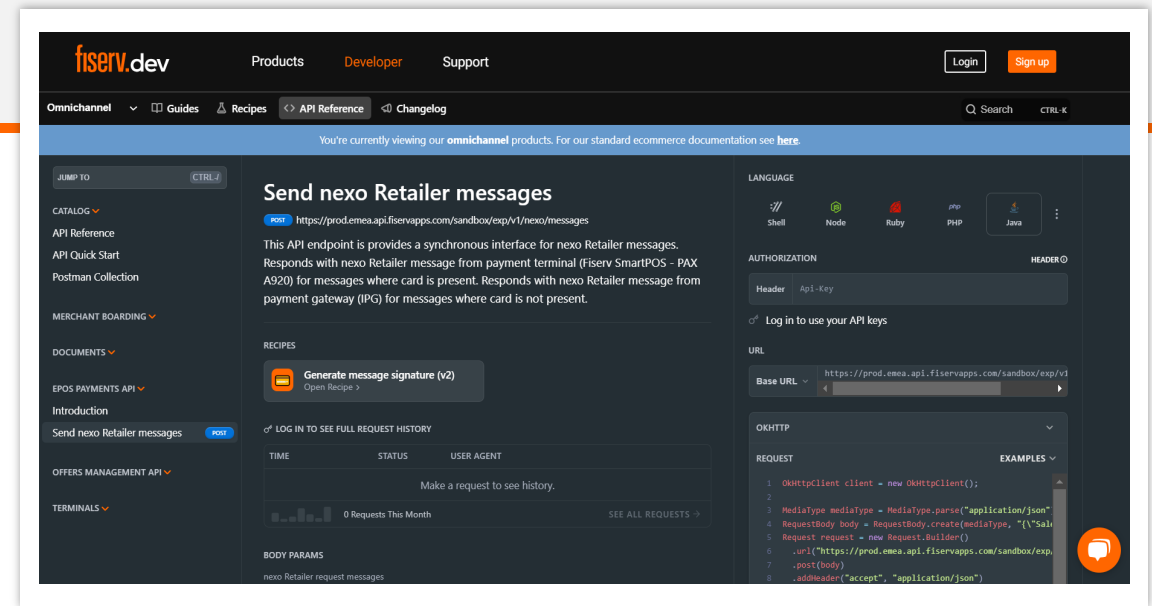
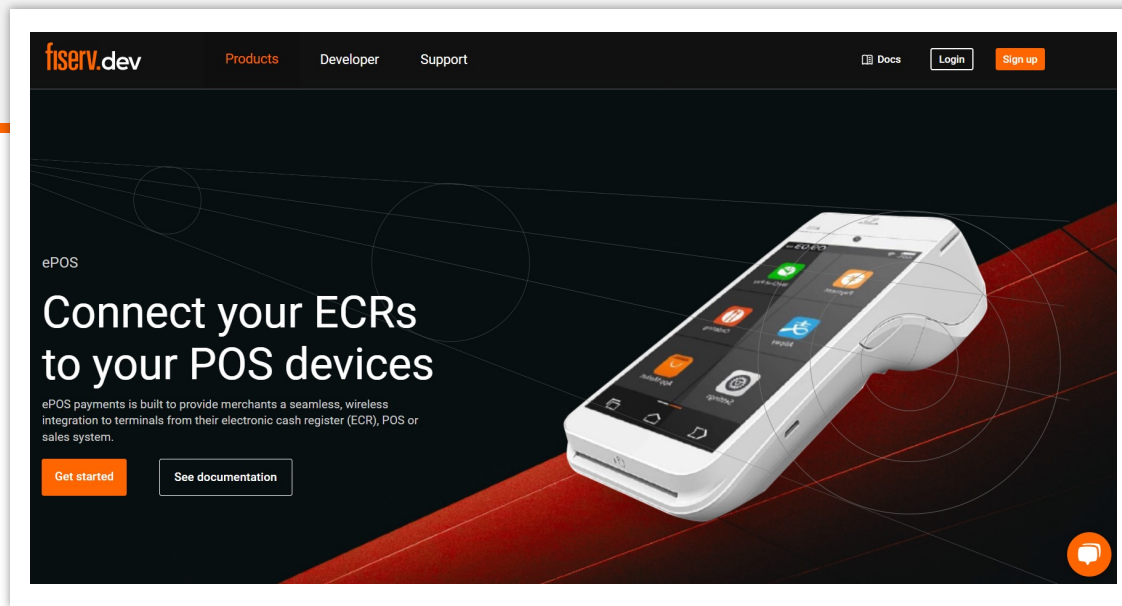


# A Measure of Success

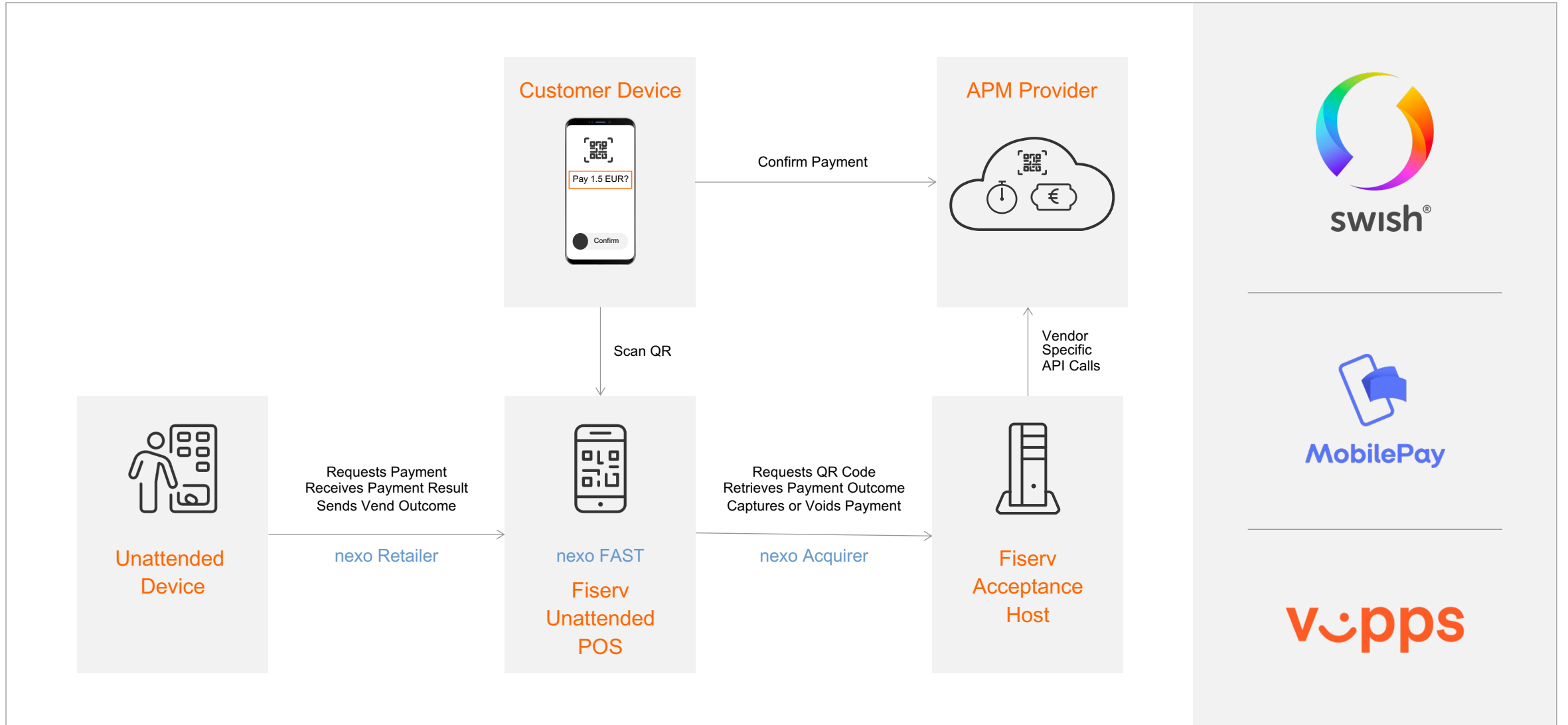
# nexo Retailer

- Developer Experience for Sales System integrators at [fiserv.dev](https://fiserv.dev)
- Integration guide, specifications, recipes, request/response examples and *Try It* features
- Significantly simplifies integration effort providing tools and documentation at developers fingertips

- New nexo Retailer integration delivered in 2 months at half of the ISVs typical integration cost
- Support required by Fiserv counted in hours and not weeks or months



# APMs on nexo Terminals



# nexo by the Numbers



95K

Live Terminals

16

Payment Methods

350M

Annual Txns

20+

Brands

# Lessons Learned

- 01 Leverage the extensibility available within the standards
- 02 Collaborate with nexo working groups to address gaps in standards
- 03 Invest in the Developer Experience – Not enough to just share the specifications
- 04 Build the nexo test cases into your standard regression testing
- 05 The journey for local debit scheme certifications in addition to nexo



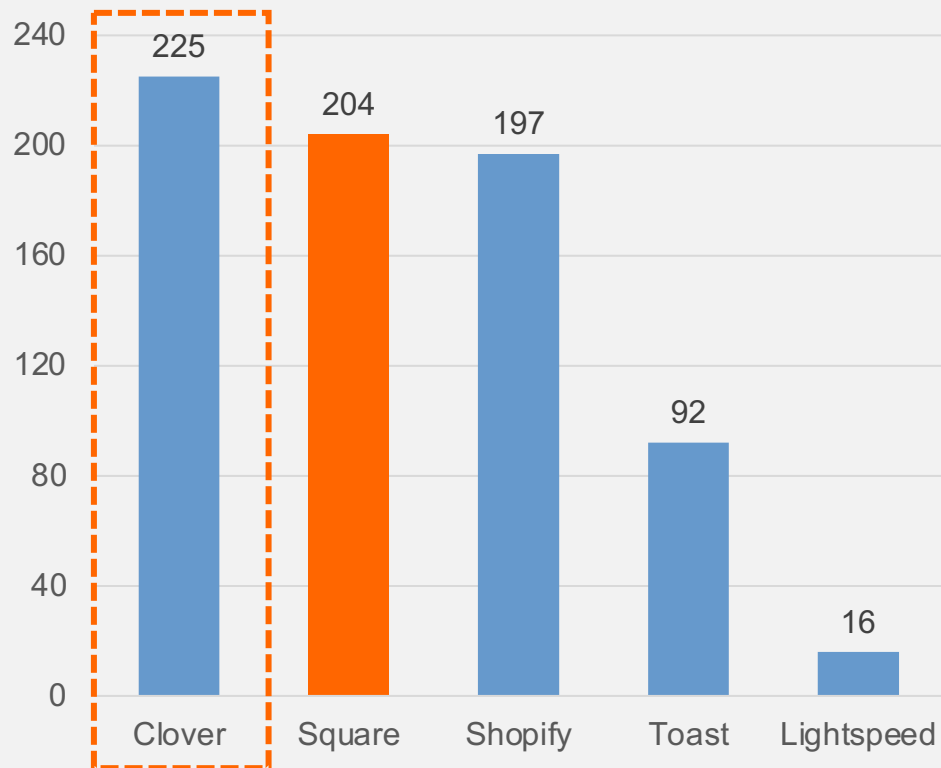


# Case Studies - Clover



# Clover Is the World's Fastest Growing Payments and Business Management System Provider for SMBs With Unrivalled Scale and Investment

## GPV of Major Software Platforms With Embedded Payments 2022 \$B



## Clover Serves the Needs of Small Businesses

From robust POS devices and flexible online payments solutions to inventory management and customer engagement, Clover helps **restaurants, retailers, and service businesses** thrive



**\$225B**

Annualised processing volume

**2M+**

Devices shipped worldwide

**2B**

Annual consumer interactions

**500+**

third-party apps in Clover App Market

**900+**

Engineering and product staff

**>\$100M**

Annual technology budget

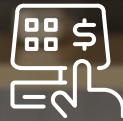


Other platforms: Shopify: Specialist in bringing SMB merchants online (limited in-store traction). | Square: Merchant acceptance in-store and online. | Toast: A leading restaurant management software and point-of-sale system. | Lightspeed: A leading point-of-sale system for retail, hospitality and golf merchants.



# Clover Helps Small Businesses Thrive

All-in-one. Tailored. Scalable.



## Accept Payments Easily

- Accept payments securely with or without a Clover device
- Integrate with your shopping cart or hosted check-out
- Enable contactless payments

## Run your Business

- Manage all business operations through a single dashboard
- Understand the business with intuitive reports
- Manage cash flow
- Integrate with the most popular third-party apps
- Access 24/7/365 live support and contextual online help

## Grow your Business

- Engage customers through feedback, rewards, promos and announcements
- Drive additional revenue through physical and digital gift cards
- Access working capital
- Identify new opportunities with insightful reports



# Where Did We Start and Why?

- End 2015 it was decided to move Clover solution into Germany which needed implementation of local German standards DCPOS2.5 and TA7.1 which was launched in Germany in 2017
- Downside of the approach was that this solution was only useable in German market
- Due to requirement of deploying Clover solution in EMEA Fiserv was looking for an approach to use one payment application for whole EMEA
- In 2017 Fiserv decided to support nexo and started to implement nexo IS 4.0 as early adopter and worked together with FIS (nexo test tool provider) from 2018 on in various sessions in Vienna and Brussels to get a certification tool setup
- After accreditation of the tool in May 2021 Clover Flex2 and Mini2 where worldwide the first two integrated terminal solutions to get certified by CFCF in September and October 2020

# Clover nexo Timelines



Based on nexo also Girocard was certified on Clover Flex 2 and Mini 2 in Germany

And on top we have also the **first two nexo devices** that have passed the complete **GIROCARD certification** tests. This is a significant milestone and moves us forward in Germany with Clover as a market leader for both nexo and Girocard.



April 2018

Initial version of  
nexo FIS tool



June 2019

nexo pilot  
ACCOR



December 2019

nexo pilot EMS  
Netherlands



September/  
October 2020

nexo certification  
Flex 2 and Mini 2



November 2020

Girocard  
certification



November/  
December 2020

nexo pilot  
Telecash AT and DE





clover

Gen 3





# Case Studies – New Market Entry



# Case Study – UAE

Regional Acquirer

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Five different terminal providers

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Four moved to nexo standard

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nexo now a recognised standard in the UAE market

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Fiserv is also launching nexo terminals in market in 2023 with another acquirer





# Where to next?



## Where to next ...

- CFCF Certification (nexo IS 4.0) for Clover Gen 3 Suite
- nexo Acquirer Developer Experience on [fiserv.dev](https://fiserv.dev)
- nexo IS 5.0 Implementation and Certification
- Launching in new markets – Europe and beyond

# Key Takeaways



## Benefits of nexo – Value Realised

- Time to market for new features
- Interoperability and ease to integrate
- Reduced complexity through consolidation
- Lower cost of ownership
- European and Global market expansion
- Growth – footprint and revenue





# Thank You!