Securing POS Key Injection Operations

Trintas, a leading provider of Point-of-Sale (POS) solutions, wanted to further expand on their ability to provide first-rate solutions for the retail industry. Due to their widespread market success and their desire to provide their customers with the highest possible levels of security, service speed, and technology, Trintas worked with Futurex to upgrade their Secure Key Injector (SKI) 3000 technology to the newer, more powerful SKI9000. Following a seamless migration assisted by Futurex's Solutions Architect Team, Trintas has seen additional operational and cost efficiencies, decreased turnaround time for POS rekeying activities, and assurance that their data security infrastructure is poised to grow alongside their organization.

Point of Sale service providers are often faced with the challenge of injecting encryption keys into hundreds of terminals in a short amount of time. This can be both costly and time-consuming, and legacy key injection tools are often not user-friendly and lack the ability to store device configuration data.

Trintas, an existing Futurex customer and a trusted POS service provider with over 17 years of experience, has employed proven technologies to help their customers achieve greater effectiveness in their operations. Trintas excels in offering world class service and selling quality POS terminals and equipment. Not only does Trintas provide the latest and best POS terminals and equipment, they highlight their market advantages by providing services to repair and restore older equipment in order to meet any and all needs of the customer.

Motivated by prior success and a commitment to maintain definitive excellence, Trintas decided to upgrade their existing key injection technology. This effort was driven by their desire to push above and beyond current, retail industry standards and establish a new, unrivaled precedence for security, service speed, and best-in-class technology. Trintas upheld the importance of maximizing the number of opportunities available to them by expanding the scope of POS terminals the company works with. After strategizing the best means of executing this upgrade, Trintas determined that they would migrate from the Futurex SKI3000 to the more advanced SKI9000.

Partnered together, Futurex and Trintas have worked to bring Trintas to the cutting edge of the industry and to bolster business.

About Trintas

Located in Allen, Texas, Trintas repairs, restores, replaces, deploys data entry and transactional hardware devices, and secures key injection of these same devices.

Trintas manages all aspects of Point of Sale services, from first deployment, installations, ongoing maintenance and repair, security protection with key injection, to the removals and disposals of the systems being replaced.

http://www.trintas.com

The Need for Migration

Trintas prides itself on providing customer-centric service along with state-of-the-art technology. In order to continue their exceptional business operations while still maintaining a focus on innovation and improvement, Trintas decided to upgrade their SKI3000 to the more advanced model, the SKI9000.

By migrating from the SKI3000 to the SKI9000, Trintas aimed to improve on their already successful business operations, while implementing the latest generation of key injection technology to better serve their customers' needs.

Anthony Siracuse, CEO and owner of Trintas, seized the opportunity to implement a solution that would further bolster Trintas' ability to continue to grow. "Our customers trust us to provide rapid, reliable, and secure retail services, and our key injection systems are a crucial component of this." Siracuse said.

SKI Series Comparison

Features	SKI3000	SKI9000
Size	1U	2U
Maximum injection ports	Two	Sixteen
Injection ports included in base unit	Two	Four
Integrated smart card reader	No	Yes
Integrated CompactFlash reader	No	Yes
Cryptographic hardware	EXP7000	EXP9000
Dual, hot-swappable power supplies	No	Yes
Front-panel LCD	Two line	Four line
Available USB injection ports	No	Yes
Customizable hardware configuration	No	Yes

Trintas' Requirements

Requirement: Implement a key injection solution that supports the most modern POS terminals

The SKI9000 is capable of injecting multiple kinds of encryption keys simultaneously into all major Point of Sale terminals for retail environments, including a wide range of mobile devices.

Requirement: Sustain an uninterrupted key injection process throughout the migration

Once the SKI9000 is fully operational, the device is ready to begin injecting encryption keys almost immediately. This allowed for little to no downtime in Trintas' business operations.

Requirement: Employ a device that incorporates disaster recovery and redundancy features

The SKI9000 is equipped with disaster recovery capabilities, featuring dual, hot-swappable power supplies that allow for hardware redundancy and diversity in power inputs.

Requirement: Minimize the need to retrain employees

A consistently designed Graphical User Interface (GUI) makes retraining employees easy. Rather than teach employees how to use a whole new system or interface, Trintas simply had to acquaint their employees with the innovative features of the SKI9000.

The Solution

For over a decade, the SKI Series has been providing global Encryption Service Organizations with security solutions for POS key management. The SKI9000, which is fully backwards compatible with the SKI3000, is capable of injecting encryption keys into up to 16 terminals simultaneously. The SKI9000 not only allows businesses to expand their key management capabilities, but also to maximize customer serviceability with support for over 18 major manufacturers.

After working with Futurex's Solutions Architects to evaluate their system requirements and current infrastructure, Trintas decided to upgrade from the SKI3000 to the SKI9000.

Not only was the physical installation of the SKI9000 virtually effortless, it allowed for a backup of Trintas' existing information and settings to be loaded for a nearly instantaneous configuration. After a quick initial configuration, the SKI9000 was ready to use.

Perhaps one of the greatest advantages of such a product migration is the SKI9000's scalability capabilities. The SKI9000's key injection infrastructure is designed to expand capabilities as a company's injection volume continues to grow.

Futurex's Solutions Architects

Solutions Architects are Certified TR-39 Auditors (CTGA), allowing them to view an organization's infrastructure the same way an auditor would, providing the support needed to pass an audit.

The Solutions Architect team is unique in that individuals who assist from the start of a project will see it through to completion, providing Xceptional Support every step of the way.

As such, returning customers interested in migration have the opportunity to work with team members already familiar with their business operations and goals.

The Results

Trintas exhibited industry-leading insight with their choice to upgrade from the SKI3000 to the SKI9000, ensuring their company will be kept on the forefront of key injection services. The implementation of the SKI9000 serves as further proof of Trintas' commitment to continual improvement and technological advancement.

Trintas successfully migrated from the SKI3000 to the SKI9000 with zero downtime, broadening the scope of their available services, increasing the efficiency of their key injection processes, and enabling them to take advantage of the latest POS technologies, including mobile terminals.

The ease of a seamless migration from the SKI3000 to the SKI9000, as well as the increased capabilities, overall performance, and efficiency of the SKI9000, have contributed to the satisfaction of Trintas' customers, something which they highly value.

Equipped with twice the number of injection ports, the SKI9000 allowed Trintas to substantially increase their productivity in a short amount of time. Efficiency also surged due to compatibility with additional POS terminal manufacturers.

"The upgrade was seamless and involved zero downtime for our customers," said Anthony Siracuse, "We take great comfort in knowing our key injection hardware can scale alongside our rapidly expanding business."