Verifone HQ

Simplify your remote device management

# Maximize Device Availability While Controlling Costs

What's the best payment device? The one that's up and running. Downtime, tampering, and troubleshooting are drains on your ROI. Plus, with new pressures put on merchants to create better in-store experiences, you can't afford to have a payment terminal issue. Still, managing your estates can be an arduous and sometimes confusing process.

Connect Your Device Estate

Verifone HQ™ is like the central nervous system of your business. It connects all of your payment devices from anywhere around the globe and provides you detailed feedback about how well they're performing, whether they need updates or maintenance, and what kinds of content they're feeding customers—all from one backend portal.

It does this through innovative "heartbeat" technology, which sends pulse inquiries to your devices, creating a network of constant communication between Verifone HQ and your estate. When a device is in need of repair, has been tempered with, or is performing in a suboptimal manner, Verifone HQ can let you know immediately.

There is no easier way to get complete control and visibility of your Verifone devices.
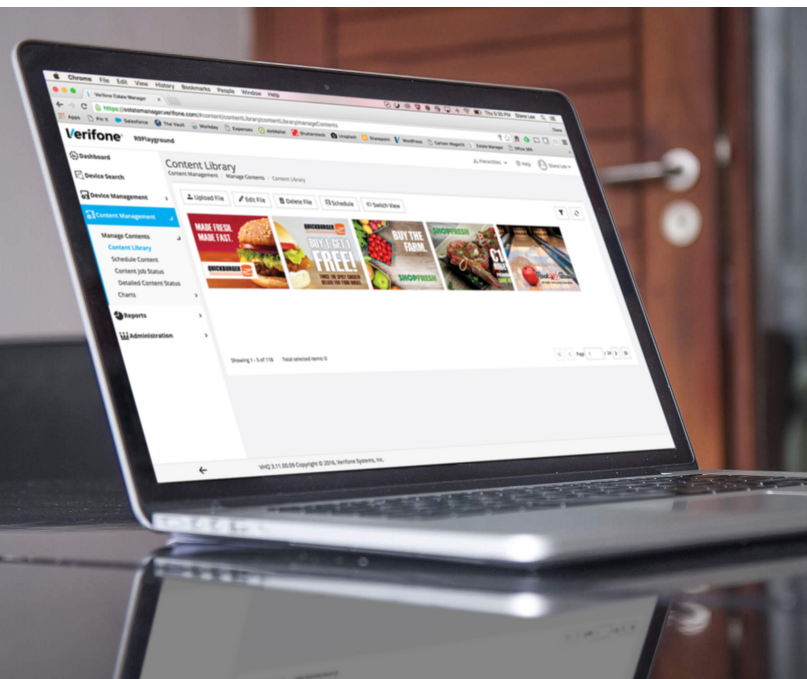
Simplify Device Management

Whether you have a down device in another room or another country, Verifone HQ can diagnose an issue and implement fixes. With more precise analyses through operating log data, diagnosing a specific issue just got quicker and troubleshooting just got easier.

- Get alerts in levels of severity
- Designate specific alerts to supervisors and support personnel
- Reduce risk and cost of downtime
- Have alerts sent to your email

Maximize Uptime

Ensure maximum terminal uptime with a comprehensive diagnostics module that keeps payment devices operating reliably. And, since devices are continually monitored for signs of manipulation, you can greatly reduce the risk of tampering.

Improve the Customer Experience

Verifone HQ also operates like your own personal content manager—pushing rich media to any or all of your devices to help enhance the in-store experience. Schedule images, audio, and even video to appear on your devices whenever you need.

- Easily define specific dates or times when content should appear
- Track media files being used by specific devices, groups, or hierarchies
- Browse complete content usage histories

Facilitate Security Compliance

Facilitate PCI security compliance with one report across your entire estate of devices. From finance to healthcare to retail, there's no business that wouldn't benefit from Verifone HQ. The connectivity and control we provide lowers the cost of ownership and greatly reduces headaches. Experience a better way to manage your POS estates.

It's easy to be different, but difficult to be better.

~5.4B

Verifone devices across the globe process approximately 5.4 billion transactions per year. With a market share of that size, we're constantly pushing ourselves to innovate and deliver.

30M

We've deployed 30 million Verifone devices worldwide, empowering businesses of all sizes to provide their customers with an interactive point of sale experience.

78%

Year over year, the number of customers using Verifone HQ to get the most out of their estates grew by 78 percent from 2015 to 2016.

143%

Year-over-year terminal growth from 2015 to 2016 for standalone Verifone HQ devices was 143 percent.