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Doug Demko
SVP, Service and Support
Shift4 Payments

 **Challenge**

Shift4 Payments provides merchants of all sizes in various industries with a complete payment processing solution, and it's responsible for programming and customizing all point-of-sale (POS) systems to ensure they meet the security, reliability, scalability and compliance needs of the businesses they serve. With more than 25,000 POS systems in the field, plus additional POS systems constantly being deployed, Shift4 Payments needed an endpoint management solution that would allow it to **proactively monitor and support all of its endpoints securely.**



Shift4 Payments is the leader in secure payment processing solutions powering the top point-of-sale and software providers across numerous verticals. The company securely processes over one billion transactions annually for nearly 200,000 businesses, representing more than \$100 billion in payments each year. www.shift4.com

 **Solution**

Before LogMeIn Central, Shift4 Payments used a few other remote support solutions, but they were difficult to manage and unable to support a large client base, so Shift4 Payments needed a more scalable and user-friendly solution.

Shift4 Payments implemented LogMeIn Central to deploy host software across all of its servers for instant installations and to have **control it could rely on day to day.** Shift4 Payments needed a very stable and reliable endpoint management platform, and LogMeIn Central has met that requirement. “Having reliable and unattended remote access is absolutely critical, and LogMeIn Central allows us to proactively log in and send out mass updates before issues occur,” says Doug Demko, SVP of Service and Support. Shift4 Payments also uses advanced features like One2Many (automated task management) to push updates and leverages two-step verification and security controls to aid in PCI compliance.

 **Result**



Improved POS system uptime



Enhanced efficiency



Time and cost savings

Implementing LogMeIn Central as a secure endpoint management solution has benefited Shift4 Payments tremendously:

- **Increases flexibility with fast installations that can scale to thousands of locations**
- **Enables resolution of issues without interrupting end users**
- **Saves time and money by automating routine IT tasks**

A typical POS technician call lasts 15 minutes, and having the ability to securely remote into the endpoint and see exactly what's going on saves two to three minutes per call. With roughly 20,000 calls a month (240,000 calls per year), shaving a few minutes off each call saves between 8,000 and 12,000 hours each year.

Want to learn more about LogMeIn Central? Call us toll-free at **1 866 478 1805** or visit www.logmein.com/central.