



### Benefits for Ooredoo

- Ooredoo is seen as the first to bring innovation in Qatar.
- Increased market penetration.
- Reduced cost as customers obtain services completely by themselves.

Ooredoo Qatar attains new heights in customer self-service by enabling SIM Dispensing using IRIS Omni Channel Payment Platform

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Ooredoo, has been an iconic Telecommunications company since 1987. With successful businesses and investments in Middle East, North Africa and Asia Pacific, Ooredoo is committed to staying at the forefront of digital innovation with digital products and services.

As data adoption accelerates and customers move toward digitization, Ooredoo is offering innovative services to transform and enhance customer experience and lifestyle. The latest addition to Ooredoo's innovative services is its self-service machines (SSMs) installed throughout Qatar.

## TPS Payment Solution Drives SSMs in Qatar

IRIS Omni Channel Payment

Platform is playing a key role in helping Ooredoo achieve its vision of becoming Qatar's payment hub through its self-service machines. IRIS is driving over 220 self-service machines and kiosks placed in strategic spots across Qatar. A PCI-DSS compliant solution, IRIS, is deployed as a middleware as well as a financial gateway connected with TIBCO, Qatar National Bank (QNB) and MasterCard Internet Gateway Service (MIGS). Every transaction that takes place on SSMs and connected channels is processed and recorded by IRIS. The solution also handles the settlement responsibilities arising out of the transactions.

Ooredoo has launched various features on its self-service machines. Initially, the

## 750,000

Every month, customers in Qatar perform over 750,000 transactions using self-service machines deployed by Ooredoo.

## 100%

Every transaction that takes place on Ooredoo's self-service machines is securely processed by IRIS.

## Self-Service Machines (SSMs)

### Mode of payment

Cash, cardless voucher, debit or credit card.

### Services

Bus Cards  
 Cinema Tickets  
 Donation  
 Electronic Vouchers  
 Mobile Money (e-wallet)  
 Mobile Phone Purchase  
 Mobile Top Ups  
 Preloaded SIM Purchase  
 Utility Bills

### Schemes

VISA  
 MasterCard  
 NAPS  
 GCC-Net

### Terminal Vendors

NCR  
 SEDCO

self-service machines enabled customers to instantly pay utility bills and top up their phone credits. Later on, Ooredoo introduced popular electronic gift vouchers on its SSMs including iTunes, Xbox, Skype, Facebook, Steam, Visa Prepaid Cards, PlayStation, eBay, Amazon and Google, as well as entertainment voucher cards for all iOS, Android and Blackberry devices. Now, IRIS has enabled Ooredoo's SSMs to dispense preloaded SIM cards.

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### Benefits for the end users

- Choice of accessing company's services beyond working hours.
- Improved customer experience and satisfaction.
- Secure and convenient way to pay.

### Feedback

"With TPS as our technology partner, we are able to offer and deliver innovative solutions to meet the needs of the local market. The self-service machines are designed to transform customer experience and enable them to avail our services 24/7"

Jahan Z. Khan,  
 Senior Manager SSM,  
 Ooredoo Qatar

"Being one of the leading payments technology company, TPS understands the strategic challenges and needs of telecom providers in South Asia, Middle East, & Africa. We work closely with our clients to help them transform their businesses by delivering innovative solutions resulting in an enhanced customer experience."

Ali Abdullah,  
 Regional Manager Business Development,  
 TPS



## TPS Advantage



TPS is a leading provider of cards and payment solutions trusted by over 130 customers spread across 30 countries in Asia Pacific, Middle East, Africa and Europe. Our mobility focused solutions and reliable services empower financial institutions, telecoms, central banks and payment processors in their mission critical digital banking and payment services.

We offer a blend of business consulting and technical expertise in cards management, ATM and POS terminal driving, merchant

management, bill aggregation, payment gateway, remittance processing, internet and mobile banking, Omni-channel management and enterprise payment switching services.

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IDEAS THAT **CONNECT**  
INNOVATION THAT **DELIVERS**