



Commercial



Industrial



Medical



Alarm Systems



Military



Home Appliance

What customers think about us



THE CLIENT

VeriFone is a global leader in secure electronic payment technologies. Verifone provide solutions, services, and expertise that enable electronic payment transactions and value-added services at the point of sale.

Verifone devices and systems process a broad spectrum of payment types including signature and PIN-based debit cards, credit cards, EMV smart cards, contactless, value-added applications, and signature capture.

THE CHALLENGE

An urgent analog telecommunication port certification according to strict North American standards for terminal equipment was required by Verifone.

Verifone has a cutting edge Point-of-Sale (POS) electronic payment server and payment processing application called the V900 and VIPER. The V900 and VIPER separates credit card processing from POS systems and makes standardizing and updating aging applications and hardware platforms effortless.

Verifone needed to ensure that their products were ready for a client installation in the US and Canada. Both of these countries have similar requirements for passing certification. Verifone required a compliance company that not only possessed the necessary equipment sensitive enough to distinguish between individual country requirements but that could also carry out simultaneous testing in a very short frame of time. The products needed to be compliant for ANSI /TIA-968-A:02 in the US and CS-03 Issue 9:04 with Am.2(06), Am.3(06) for Canada.

Ilan Gabrieli, Certification Engineer at Verifone comments "I have been a customer of Hermon Laboratories for almost 20 years, since they first started. During this time I have worked for various companies and held different positions but have always used Hermon Laboratories for my compliance needs. I trust them 100%; they're without doubt the best, most reliable and professional compliance laboratory in Israel. The service they provide is second-to-none."

"Hermon Laboratories successfully ensured our product was certified by ACTA in the US and IC in Canada in a very short time and as a result we could deliver on time to our client"

Ilan Gabrieli, Certification Engineer, Verifone

"The Telecom engineers at Hermon Laboratories are diligent, patient and professional."

"They genuinely care about the task at hand"

Ilan Gabrieli, Certification Engineer, Verifone





THE SOLUTION

Hermon Laboratories suggested testing the performance of the equipment using a unique automated telecom conformance analyzer and found an on-the-fly solution to a fail in longitudinal voltage test.

After defining requirements, Hermon Laboratories scheduled the Verifone tests to be initiated within a few days. During the testing a problem was uncovered and highlighted by the engineer dedicated to this project. On-the-fly the Hermon Laboratories engineer developed a solution that not only enabled the product to pass the tests but also saved Verifone weeks of work and lots of money to rectify the problem themselves.

Ilan Gabrieli said “The Telecom engineers at Hermon Laboratories are diligent, patient and professional. They genuinely care about the task at hand. I always get the feeling they want to satisfy the customer. They needed to carry out a great number of tests according to the standards and it was done in a logical, fast and effective manner that assured the best possible outcome. Even though they were under enormous pressure to complete the tests they always found time to explain what was happening, address the problem discovered and the steps they were going to take to solve it. I felt very confident.”

Once the Telecom compliance tests were completed and Verifone products had been approved, Hermon Laboratories needed to ensure that all necessary documentation and registration with the standards was done accurately, quickly and efficiently to assure certification. Hermon Laboratories has a dedicated administration team and they have the necessary knowledge, experience and relationships to correctly submit all documentation to the Standards authorities.

“The administration team really knows how to save the day” says Ilan Gabrieli. “I was very impressed with the speed and efficiency that all the necessary test reports, declarations, supporting and registration documents were prepared, arranged and submitted to the relevant authorities in the US and Canada. They knew exactly what to do and I definitely saved a lot of time and hassle because of the professional service they provided. They were very proactive – When asked for information, all Verifone had to do was supply the raw data and Hermon Laboratories knew how to interpret and re-arrange it all for the Standards authorities.”

THE RESULTS

The Verifone product was successfully certified by ACTA in the US and IC in Canada.

Verifone products were certified with the US & Canadian standards and delivered to the client on time. “Hermon Laboratories have provided me with a consistently good service over the past 20 years. They always deliver a professional, knowledgeable, diligent and dedicated service that assures results. The staff are not only a credit to the company but many of them have been with Hermon Laboratories for a long time which allows you to build up solid working relationship and a good level of trust.”

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EXPERTS IN GLOBAL COMPLIANCE SOLUTIONS



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