

ROCHE BROS. CASE STUDY

Supermarket Chain Simplifies Payment Complexities with NCR Connected Payments



NCR's Cloud-based payment solution helps Roche Bros. perform all the daily payments-related operations in a cost effective manner

Background

Headquartered in Massachusetts, Roche Bros. operates 21 neighborhood supermarkets employing more than 4,600 associates, and offering high quality produce, meat and fish, packaged food, and even prepared food.

The chain opened its first grocery store in 1952, and soon expanded its business by incorporating a "department" merchandising concept, gradually adding bakeries, florists, restaurants, a specialty fish department, salad bars and prepared foods to its high-end stores.

For more information, visit www.ncr.com, or email retail@ncr.com.





The Challenge

Much like any other retail chain, large or small, Roche Bros. has needed to face the increasing challenges of payment security risks and the emerging and ever-tightening requirements of the PCI data security standard.

“We were looking for an electronic payment solution that would reliably insulate sensitive card data from our retail enterprise,” explains John Lauderbach, Roche Bros. CIO. “At the same time, it was important for us to maintain the flexibility to choose the PIN pad vendors and payment processors we preferred to work with.”

In essence, Roche Bros. sought a vendor that would take care of payment security needs throughout the retail chain and its supermarkets, allowing it to run its business worry-free and focus on its core competencies.

Connected Payments made it easy for Roche Bros. to comply with payment regulations, and centrally control its PIN pads and POS payments.

The Solution

Following market research, Roche Bros. chose NCR Connected Payments, a highly secure solution that ensures complete payment data and transmission protection, from PIN pad to payment processor, so as to reduce payment footprint throughout its retail stores. Implemented as a SaaS (Software-as-a-Service) solution, Connected Payments made it easy for Roche Bros. to comply with evolving payment regulations, and to implement configurations and changes throughout its stores, POS systems and PIN pad devices – all in a centralized manner.

To further reduce potential liability and exposure to fraud, Roche Bros. configured its implementation of NCR Connected Payments to include P2Pe (Point-to-Point Encryption).

Why NCR Connected Payments? “There was simply no reason not to buy it,” says Lauderbach. “Solution integration was as straightforward as promised, with all on-going effort taken care of by NCR, thanks to Connected Payments’ SaaS delivery model.” “Best of all,” he sums up, “Connected Payments is offered complete payment security under an inexpensive subscription plan, with no hidden costs or other ‘surprises’ down the road.”



Key Solution Benefits

Roche Bros. made numerous gains by implementing Connected Payments, including:

- **Ongoing regulation compliance** – with Connected Payments implemented in the Cloud, any update applied by NCR is immediately made available to any retailer using the solution, making it easy for Roche Bros. to adapt and comply with evolving regulatory requirements.
- **Effortless, centralized P2Pe deployment** – Roche Bros. only needed to acquire P2Pe-compatible PIN pad devices, following which setup and key injection could be performed remotely and centrally for all of the supermarket chain's 300 in-store payment terminals.
- **Reduced PCI adherence complexity** – Connected Payments' P2Pe capabilities have enabled Roche Bros. to effectively reduce PCI scope, by covering adherence with seven of 12 mandatory PCI DSS sections.
- **EMV readiness** – all Connected Payments required was for Roche Bros. to gear up with hardware allowing PIN pads to read cards with EMV chips. Beyond that, the retail chain didn't have to do a single thing – NCR's payment solution independently handled configuration, compliance and practically anything else pertaining to EMV.

“NCR'S Connected Payments solution has taken payments off my daily to-do-list. The solution allows me and my team to run our business more productively, while freeing us to put all our focus and energy into what we're really good at.”

~ John Lauderbach

