

# ProtoBase

Distributed Payment Gateway Solution.



**No matter what business you're in — hospitality, restaurant or specialty retail — ProtoBase can help you better manage your payment processing, stay compliant and remain competitive.**

## **ProtoBase: Our Industry-leading Gateway for 20 Years**

ProtoBase™ is Elavon's popular gateway software solution originally developed by Southern DataComm.

ProtoBase is feature-rich, secure and compliant and supports multiple operating environments. It is PA-DSS certified and offers unique data encryption keys to safeguard sensitive data in the database.

A browser-based, user-friendly interface provides expanded user set-up functionality, settlement options, batch management and custom reporting tools.

## Benefits of Our High-Speed Integrated Payment Processing:

- 24-hour monitoring and support by our client services team ensures maximum uptime
- PA-DSS compliant system provides secure environment
- Encryption keys and export keys protect sensitive data
- Redundant connectivity links ensure no single point of failure
- User-friendly, browser-based user interface allows for easy upgrades
- Configuration utility for easy set-up and changes
- SofTrans modules enable change of credit card processor at any time
- 2-4 second authorizations improve customer service
- Fewer duplicate transactions/batches results in faster settlement
- Audit and transaction logs provide greater search capabilities
- Transactions are easily tracked through batch management
- On-demand training for accounting and night audit reduces labor costs

“Elavon’s gateway solution is simple for my customers to use. It helps them to get a faster response and see the information they most want to know.”

Joel Piper, Owner  
Piper Enterprises

## ProtoBase Delivers Payments

ProtoBase is a highly secure, reliable and flexible payment gateway that makes it easy for your customers to handle a growing volume of payment and other transactions. Elavon’s solution provides a single interface for delivering payments and other transactions securely from any merchant location to your choice of banks, processors and acquirers in a secure, compliant environment.



## Security & Reliability for Your Business

Securing your business and sensitive cardholder information is our number one concern.

- ProtoBase supports SSL front-end and encryption technology ensuring true peace of mind.
- ProtoBase features tokenization, which removes the storage of cardholder data from the POS/PMS, by replacing the actual account number with a Unique ID.
- ProtoBase incorporates strict data security protections and is PA-DSS compliant, a sub-set of PCI-DSS compliancy.
- ProtoBase is an endorsed payment application on the VISA website, validated by Trustwave.



## Providing Extensive Connectivity Options

Elavon understands that the way you accept payments varies greatly depending on your business.

ProtoBase reduces the complexities by providing one-to-many connectivity, consolidating payments from various systems and securely delivering them to banks/processors. Standardized APIs ensure seamless integration with multiple downstream POS/PMS systems, and multiple upstream payment processors. Transactions can be sent securely to your choice of processing endpoint providers using our secure payment delivery service network.

We support hundreds of value-added resellers and software providers across multiple point-of-sale platforms and are certified to all the leading processors and acquirers. You can choose from a variety of connectivity options, including SSL, VPN (hardware or software), MPLS, frame relay and dial.

## Flexibility for Your Unique Business Needs

Our flexible and scalable software configurations enable merchants to quickly and accurately process payments utilizing a choice of operating systems and network environments.

### ProtoBase Software

ProtoBase transaction processing software is designed for total flexibility with our customers' best interest in mind. Supporting all of the most popular operating environments and computing platforms, ProtoBase software enables our customers to change to the credit card payment processor of choice at any time by using our patented SofTrans modules.

### ProtoBase eXpress

ProtoBase eXpress provides an extremely fast & secure high-speed transaction processing service. ProtoBase eXpress connects a merchant location to our Payment Delivery Services via the internet and is ideal for merchants that do not have a private wide area network (WAN). This service improves customer service and processing by reducing authorization times to 2-4 seconds versus 15-20 seconds with dial up.

### Network!ProtoBase!

Network!ProtoBase! can be utilized if your business is using multiple POS/PMS systems and performing all authorizations and settlements separately. This offering is for customers that would like to consolidate all systems into one instance of ProtoBase for reconciliation and settlement.

## Support For All Payment Types

ProtoBase supports a wide range of tender and payment types.

- Credit: Processing for Visa®, MasterCard®, Discover® Network, American Express®
- Debit: Online PIN debit and off-line signature debit
- Electronic Check: Support for verification, guarantee and conversion services
- Gift and Stored Value Cards: Links to all leading open and proprietary gift card programs
- Private Label/ECA: All major private label finance companies and electronic credit applications
- Purchasing Cards: Level I, II and III support



## ProtoBase Service & Support

Our knowledgeable gateway support team provides 'round-the-clock coverage, unmatched experience and a professional, consultative approach to service.

Elavon can design a custom technical architecture, consult on security encryption and tokenization and provide development resources to connect your system to our gateway. In addition, our staff can deliver tailored training to help you maximize your gateway solution.

We back it all up with essential customer support from 24-hour first-line help desk, to back-end technical support and even onsite support.

## Contact Us

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Learn more at [www.gateway.elavon.com](http://www.gateway.elavon.com)