



Nets deploys PIN Management Solution from Proxama

Working with Nets to implement Proxama's PIN Manager – a digital credential lifecycle management system

Cardholders can now pre-select their PIN before their card is issued, and have their PIN delivered through a range of secure PIN delivery channels such as SMS and web banking.

Nets is a leading card payments processor in the Nordic and Baltic regions of Europe, whose clients include over 260 banks with over 33 million payment cards under management. The paper-based methods of PIN management previously used by Nets, in common with many other issuers and processors, were costly, inconvenient and potentially insecure. Costs included stationery and secure printing, and postage of a paper PIN Mailer to the customer, which opens up vulnerabilities of PINs being intercepted or being misplaced, all while the customer experienced a number of days delay before being able to activate and start using their card.

Nets needed a PIN management solution that would deliver cost savings to their card-issuing clients while improving both security and customer service to the cardholder.

Nets implemented Proxama's PIN Manager Solution

Bringing PIN management into the digital age, it supports every event in PIN lifecycles in a modern, flexible and cost effective solution. It improves security, reduces costs and offers card holders a faster and easier way to access and manage their PIN credentials.

Featuring strong hardware cryptography (HSMs) to protect PINs at all times, Proxama's PIN Manager was implemented alongside Nets' existing card management and processing systems, complying with PCI guidelines, card network security requirements and international standards.



Secure distribution options for new PINs and reminders across multiple electronic channels eliminated security concerns around the interception of mail, reduced the cost of stationery, specialist printing and postage of PINs, and dramatically reduced waiting times for customers. The ability to use their card immediately on receipt eliminated the loss of several days interchange income and reduced the risk of another card becoming the 'top of wallet' favourite. Nets Business Manager and executive of Nets PIN digitalization project, Tuomas Haapaniemi said:

“We are always looking for ways to help our card issuing customers be more successful. To do so we need to invest in modern systems that provide additional capabilities and improve efficiencies. With our selection of Proxama we are able to do just that. They have proved to be a great partner – very collaborative and experts in this specialist field.”

Contact Proxama today to learn more about new **PIN Management options**

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