

IP&E

CASE STUDY



How IP&E used the testing & certification services of ICC Solutions Ltd to speed up their Brand certification.

OVERVIEW

IP&E provides world class petroleum products and services to Micronesia. It is proud to fuel the energy needs of governments throughout the region with the highest quality petroleum products and lubricants in the world.

IP&E owns and operates the retail, commercial and distribution assets on Guam, Saipan and the Republic of Palau.

Following an acquisition of former Shell sites, the company has added 29 retail service stations, terminal operations, logistics as well as commercial, government, aviation and marine fuels in the north Pacific region.

CHALLENGE

IP&E approached ICC Solutions to assist with their EMV Pay@Pump Brand testing and certification for Worldpay.

Being a Worldpay partner for the supply of the VIABLE test kit, test cards and certifications services, and having successfully completed many testing & certification projects for customers around the world, the team at ICC Solutions were more than happy to work with IP&E to ensure that they achieved their goal.

The biggest challenge would be shipping petrol pumps from New Zealand to the UK!

Both companies agreed that it would be easier for ICC Solutions to perform testing on site in New Zealand, and two members of the ICC team set off on an adventure to the other side of the world.



We were delighted to be able to help IP&E with their Brand testing and certification for Worldpay. By sending our team on site, we were able to work with them in real time, resolve problems face to face, and ensure that they understood the process from the beginning.

*Liz Conroy
Business Development Manager, ICC Solutions Ltd*



APPROACH

- **Customer First:** by listening to the needs of IP&E, ICC were able to find the best solution to save time and money.
- **Experience:** using the knowledge of the ICC team in the UK and on site, the testing and certification was completed quickly and seamlessly.
- **Communication:** throughout the process the team at ICC ensured a smooth communication flow between the customer, Brands and other parties .
- **Fully Prepared:** before the project commenced, IP&E and ICC Solutions discussed requirements and made sure that each was fully prepared and up to speed on the testing requirements and devices to be certified.

CONCLUSION

By employing the help of the ICC Solutions team to complete testing for Worldpay, IP&E benefitted from a bespoke, faster service which enabled them to significantly reduce time to complete their certification whilst freeing up staff. Having the team on site meant that issues were resolved quickly and there was no delay in time differences.



While the concept may appear deceptively simple, the truth is that an immense amount of dedication and effort has been invested over the past 2+ years to bring this to fruition. A geographically diverse team comprising experts from the US, UK, Malaysia, Singapore, Philippines, New Zealand, and Guam, collaboratively united to realize this vision. Our collective efforts, spanning IT, marketing, operations, engineering, banking partners, and solution providers, have been diligently aligned towards the singular objective of enabling Pay at Pump for IP&E customers.

Today, we witness the tangible manifestation of our hard work and determination.

*Yuang-Teck Teo
Project Consultant, IP&E Holdings, LLC.*



ICC Solutions Ltd

ICC Solutions Limited has been at the forefront of the secure payments testing services and certification space for over 25 years – exporting to over 100 countries globally.

Our EMV Level 2 and Level 3 tools are qualified for all the major payment brands including Mastercard, Visa, American Express and Discover and span the full testing path from initial testing to certification, quality assurance and regression testing.

IP&E Holdings LLC

IP&E provides world class petroleum products and services to Micronesia and builds its shareholder value through its dedication to quality, safety, and legendary customer service.

The company's vision is to lead the Micronesian petroleum industry by providing the highest quality products and services and consistently ensuring sustainable solutions to its customers, business partners, suppliers, and employees.