

## ICC Solutions assists Toast reduce time to market for new POS terminal

### Overview

Launched in 2013, Toast successfully powers restaurants of all sizes with a technology platform that combines restaurant POS, front of house, back of house and guest-facing technology, with a diverse marketplace of third-party applications. Toast prides itself in being at the forefront of mobile POS hardware, launching a new handheld POS device which was previously only suitable for static POS terminals.

Toast had a business-critical deadline to bring a new EMV POS solution to its restaurant customers. Prior to launching a new EMV solution, the terminal configuration is required to successfully complete an EMV certification process, managed by ICC Solutions Limited, on behalf of Toast's payment acquirer. ICC Solutions assisted Toast performing all validation and certification testing using the innovative VIABLE closed loop test environment, facilitating extremely fast and efficient test campaigns.

### Challenge

The challenge for Toast was to have their new EMV POS terminal configuration fully tested and ready for certification as fast and as cost effectively as possible. With a limited background of EMV certification knowledge and a need for more resource at Toast, ICC Solutions was recommended to assist in fulfilling these test requirements in advance of also performing the formal certification tests.

The VIABLE test kit, built on the ICC Solutions platform, and comprising both card and host simulators in a single test environment, would be instrumental in ensuring the project goals could be achieved - bypassing the need to schedule connection time slots with the payment acquirer's host network. With the impending launch of the new handheld ToastGo™, Toast's EMV project had visibility to the c-suite as well as an aggressive deadline.

### Solution

Toast's decision to contract ICC Solutions to perform both validation and certification tests for the new EMV terminal configuration ensured that Toast was able to successfully complete both validation and certification testing phases for the new EMV POS configuration ready for deployment in the shortest time possible.

Leveraging the extensive EMV knowledge and experience ICC Solutions has built over the years, as well as the relationships forged with all major payment brands, was invaluable for Toast during the project.

Toast provided all terminal hardware required for certification, with training sessions organised at the outset to understand terminal configuration and connection. A strong rapport forged between the teams at Toast and ICC Solutions, with regular contact and reporting, ensured efficient progress and fast resolution of all matters.

The solution provided by ICC Solutions enabled Toast to avoid costly iterations of formal certification testing as well as to speed up time-to-market. This type of collaboration showcases the benefits which are achievable whilst supporting EMV adoption and migration in the US.

A senior manager at Toast commented "ICC Solutions was able to identify issues from the outset and were ready to test the solution the minute there was a fix. The speed and urgency absorbed many shocks to our timeline. It is constantly reassuring knowing the Test Team at ICC Solutions is running the anchor leg of your relay. To this day, they are still a fantastic resource for all things EMV related".

For more information on the test tools and services available from ICC Solutions, please visit: [www.iccsolutions.com](http://www.iccsolutions.com) or email [sales@iccsolutions.com](mailto:sales@iccsolutions.com)

### **About ICC Solutions Limited**

ICC Solutions Limited has been at the forefront of the secure payments testing services and certification space for over 20 years.

We offer an extensive product portfolio comprising qualified test suites for contact and contactless terminal testing covering EMV Level 2 and Level 3, a broad range of test cards plus testing and certification services.

Our 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.

Our dedicated team is passionate about our products and services which, combined with exporting to over 60 countries, ensures that we can fully assist our customers no matter their location or industry sector. Learn more at [www.iccsolutions.com](http://www.iccsolutions.com).

### **About Toast**

Launched in 2013, Toast powers successful restaurants of all sizes with a technology platform that combines restaurant POS, front of house, back of house and guest-facing technology with a diverse marketplace of third-party applications. By pairing technology with an unrivalled commitment to customer success, Toast helps restaurants streamline operations, increase revenue and deliver amazing guest experiences. Toast was named to the 2018 Forbes Cloud 100 and recognized as the third fastest-growing technology company in North America on the 2017 Deloitte Fast 500. Learn more at [www.toasttab.com](http://www.toasttab.com).