



Keep critical Internet connections up and running with Heartland's SmartLink Cellular Backup

Most businesses will experience a DSL or cable Internet connection outage at some point, potentially costing merchants lost revenue and productivity.

When your broadband fails, it hampers service, card payment acceptance and ultimately, convenience for your customers. That's where you can count on Heartland's SmartLink Cellular Backup, a high-speed option available through Managed Network Services, designed to transport key payment transactions in case of a service failure.

SmartLink Cellular Backup is an affordable and reliable approach to maintaining the secure flow of payment transactions when broadband fails. The cellular backup connection automatically kicks in and maintains network controls for your transactions—prioritizing payments and maintaining transaction speed.

SmartLink Cellular Backup:

- Improves network availability by having two diverse access methods to the Internet
- Applies SmartLink security policies for broadband and cellular connectivity
- Keeps your mission-critical business applications up and running
- Maintains your cloud-based POS system's ability to stay connected to the Internet for card acceptance
- Eliminates manual backup processes that take time, decreasing sales and productivity

For more information, call 866.734.9451 or visit heartlandpaymentsystems.com/smartlink

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How Cellular Backup works

SmartLink Cellular Backup operates as a failsafe. If there is an issue, the SmartLink support team works with merchants to determine next steps for resolution.

The SmartLink Security Appliance automatically begins sending payment transactions to the cellular backup, allowing the system to keep POS payment transactions flowing. This protects your sales and eliminates the overall expense of individual manual transactions and chargebacks from unauthorized card acceptance.

If cellular backup is activated for an extended time, the SmartLink support team will contact the site and assist with identifying and troubleshooting the failure. If the problem can't be resolved, the SmartLink support team will continue to follow up until SmartLink Security Appliance is back on broadband. In the event of a complete hardware failure of the SmartLink-provided hardware, Heartland will ship preconfigured plug-and-play equipment within two business days.

To establish SmartLink Cellular Backup, you must be using SmartLink Managed Network Services, which includes the SmartLink Security Appliance.

Keeping your POS protected may require continued secure broadband

- Maintaining your firewall connectivity is important even when broadband fails, as most managed firewalls do not provide cellular backup
- Some POS firewall providers do offer a wireless modem, but do not offer wireless service or monitor the cellular service to be sure it is active and ready for a primary broadband outage

Installation of SmartLink Cellular Backup is simple, and our U.S.-based support team is available around the clock if you need assistance. Be assured that you'll reach a real person trained for "first call" resolution.

With cellular backup, payment transactions will continue to be processed via cellular transmission without tying up dial lines or incurring per-transaction fees.



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