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CUSTOMER SUCCESS

Triton Systems of Delaware, LLC

Maintaining Market Leadership with Symantec User Authentication Solutions

Triton Systems of Delaware needed to support remote key transport while eliminating the cost of having two engineers visit each automated teller machine when master key codes needed changing. By leveraging user authentication solutions from Symantec (formerly VeriSign), Triton was the first in the retail market with support for remote key transport, saving its customers over \$450 in costs for the life of each machine—without compromising security or reliability.

Keeping cash flowing worldwide

Triton Systems of Delaware (Triton) is a leading provider of off-premise automated teller machines (ATMs) in North America. Today, after 20 years of production at its Long Beach, Mississippi manufacturing plant, the company has shipped more than 180,000 units—many of which can be found stationed in convenience and grocery stores worldwide.

Built to provide the lowest total cost of ownership in the marketplace, Triton maintains its market dominance by striving to set new standards via innovative functionality and support services. In addition, the company prides itself as a leader in the area of regulatory compliance, including its recent accommodation of remote key transport mandates.

“One of the latest issues facing the industry is the handling of master keys,” explains Chuck Hayes, product manager for Triton Systems. “These are the keys that are used to encrypt a customers’ personal identification number (PIN). Until recently our customers were required to send two engineers to visit a machine so that each one entered only one half of the master key, thereby ensuring no single individual has the full key code. Obviously it was expensive for two people to visit each machine, so Triton wanted a way to minimize this cost while still maintaining the high levels of security for which we are renowned.”

The United Kingdom became a driver for change too, because it mandated ATM manufacturers provide support for remote key transport. “The United Kingdom is one of our major markets,” notes Hayes, “so the business decision at that point was easy, we just had to support remote key transport. Outside of that, it also was one of the top new features requested from our distributors worldwide.”

SOLUTION SUMMARY

Website: www.tritonatm.com

Industry: Manufacturing

Founded: 1979

Headquarters: Long Beach, Mississippi

Employees: 400

SYMANTEC SOLUTION

User Authentication

Why Symantec?

- Easy-to-manage, certificate-based support for remote key transport

Managed PKI solution makes it easy

Triton opted to investigate an automated remote key transport solution that utilized certificate-based protocols. This allows a financial processing switch to download master keys remotely to the ATM without human intervention.

“There are other forms of remote key transport,” explains Hayes, “but they have weaknesses to which we did not want to expose our customers. We chose to adopt a public key infrastructure (PKI) certificate-based protocol that conformed to the ANSI x9.24 standard, which addresses the security of online personal identification number and master key management.”

Faced with the choice of becoming a PKI Certification Authority or selecting a hosted environment, Triton opted to go with an outsourced hosted and managed solution. “There are a great many security policies and procedures we would have to undertake to become a Certification Authority. There are rules set forth by the Payment Card Industry in terms of how a secure facility for key-loading should operate. We have about 400 employees, and we didn’t want to undertake the expense of this responsibility. We would have had to spend \$250,000 to build a secure facility for loading the certificates into the ATMs,” explains Hayes.

“Beyond the initial expense, there are constant audits to undertake, and that would have been just too much of a headache for us,” he adds. “We felt it would be better if a company that had already proven itself in the PKI business provided a service to us, so we could stay focused on our core competencies.”

After evaluating hosted digital certificate issuing solutions, Hayes chose Symantec™ Managed PKI Service (formerly VeriSign® Managed PKI). Two Triton team members worked with the VeriSign project manager, who in turn coordinated efforts with Triton’s keypad manufacturer to implement the solution. “Simply put, Symantec acts as a Certification Authority for our keypad manufacturer in Denmark,” Hayes describes. “The entire implementation process was pretty good, it took just a few weeks to mesh

SOLUTIONS AT A GLANCE

Key Challenges

- Eliminate costs associated with technicians having to physically visit ATMs to enter and change master keys
- Comply with growing global requirement to support remote key transport for ATMs

Symantec Products

- Symantec™ Managed PKI Service (formerly VeriSign® Managed PKI)

BUSINESS RESULTS AND TECHNICAL BENEFITS

- First retail ATM manufacturer to market with remote key transport feature, increasing competitive advantage
- ATM owners can enjoy significant cost savings over the life of the machines

everything together, and get all the parties aligned—it worked out really well.”

First to market with remote key transport

The security around remote key transport is operating exactly how Hayes anticipated. “We don’t handle the digital certificates at all for the keypads themselves,” he says. “The only time Triton becomes involved is when a financial processor requires a Host certificate. Triton cross-checks the processor’s application and releases their Host certificate through the Symantec website.”

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Product Manager
Triton Systems of Delaware

Today, because of the hosted Symantec Managed PKI Service, the process of key-loading requires no physical visits. Once the ATM is installed its management functions can be used to automatically download keys electronically. “There are some countries that require periodic master key changes, and now that our ATMs don’t require an on-site visit by two engineers, the cost savings are very compelling,” comments Hayes.

“When our customers send out a technician, it generally costs \$75 to \$100 per visit per person. For a market like Canada that requires keys to be changed every two years, the ATM owner no longer is burdened with that expense over the full life of the device. Looking at the low end of \$150 to change keys every two years, and an ATM lasting about six to eight years, that’s a savings of \$450 to \$600. For owners that have large fleets of ATMs—frequently with more than 1,000 machines—these savings are considerable.”

Perhaps most important, the swift deployment of the solution enabled Triton to be a market leader with support for remote key transport. Hayes concludes: “We are the first retail manufacturer of ATMs with remote key transport built-in, and the models of ATM we’ve sold in the past four years are all upgradeable to utilize these digital certificates. Thanks to Symantec Managed PKI Service we have a huge differentiator, particularly in the marketplaces where remote key transport is being mandated, and we’re delighted to be so far ahead of our competitors.”

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