



“BILLIONS OF FINANCIAL TRANSACTIONS. ZERO DOWNTIME!”



KEY FIGURES

11 MILLION+

Transactions Heartland processes daily:

- Credit card authorizations
- Payroll processing
- Gift card transactions
- More

80 BILLION

Total payments Heartland processes annually

0% DNS DOWNTIME

Since using Neustar UltraDNS

“If our DNS ever went down, we’d cease to exist,” says Brendon McCaulley, Executive Director of IT Service Operations for Heartland Payment Systems, a top five U.S. payments processor. To make sure that wouldn’t happen, Heartland migrated to Neustar UltraDNS.

“NEUSTAR GIVES US THE TOOLS AND EXPERTISE TO ASSURE THE END-USER EXPERIENCE.”

“We decided to retire our legacy Windows-based DNS and deploy a more robust solution,” says Brendon. “Our old DNS solution wasn’t based in the cloud, so it couldn’t scale with our growth, plus it depended heavily on aging physical servers.”

Heartland selected Neustar UltraDNS “because we had so many name servers and needed to ensure their availability,” says Brendon. It came down to Neustar’s “reputation for reliability,” he adds. “Now our site is always available, with quick DNS response times. We can also failover automatically when server performance degrades. It’s a nice insurance policy that helps remediate issues.”

In addition to UltraDNS, Heartland relies on Neustar website monitoring to ensure a reliable user experience. “We monitor every application that helps process payments,” says Brendon, “every single front-end authorization gateway. Our business processes over 11 million transactions each day, so it’s essential to get performance alerts in real time. For example, our credit card authorizations have stringent SLAs. Neustar’s monitoring tools helps us meet those obligations. They also enable us to do performance forecasting.”

“Since partnering with Neustar, we’ve experienced zero DNS downtime while supporting billions of transactions,” says Brendon.

By teaming with a single provider, Heartland can protect its domain and its brand reputation at once. “We need to assure the end-user experience,” says Brendon. “Neustar gives us the tools and expertise to get it done.”