



**silver lining**  
COMMUNICATION INNOVATION

# Working With You To Build Your Perfect IT & Telecoms Solutions



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# Providing our clients with award-winning IT for over 14 Years.

**75,000+**  
Users now utilise  
our bespoke  
services

Silver Lining is a professional service provider offering the best in business IT, telecommunications, data and security solutions. Our unified communications services can provide you with improved efficiency, reduced running costs and the flexibility to easily upgrade as your business grows. Our collective knowledge, innovation and expertise have led to contracts with household names.

We work alongside you to provide a solution that truly meets and exceeds your needs. Whether it's business broadband, telephone systems, IT infrastructure, business mobiles, or just a memorable phone number – we are here to help. There are no off-the-shelf solutions here - we think outside the box!

For all your **IT & Telecoms** needs

**250K+**

Phone numbers  
managed

**1K+**

Gigabits of  
connectivity

**50M+**

Minutes of calls per  
month

**6K+**

Support calls  
a year

**20K+**

Devices  
Monitored

**£1Bn+**

Estimated annual  
transaction value  
through PCI  
Systems

**£200K+**

Raised for  
Charity

## Security

SOC Services  
Penetration Testing  
Firewalls  
PCI-DSS  
Cyber Security

## Connectivity

Strategic Review  
Internet  
WAN/LAN  
Resilience  
Connectivity

## Voice

Telephony  
Conferencing  
Contact Centre  
Mobile  
Call Management

## IT

Consultancy  
Continuity  
Cloud IT  
IT Support  
Virtual Desktop

# Your Silver Lining Anywhere



At the forefront of Silver Lining's managed IT services is **RevolutionCloud**, a fourth-generation cloud infrastructure offering ultra-resilient, flexible and scalable cloud IT solutions. The result of years of iteration and forward-thinking, RevolutionCloud is a platform built with the future in mind.



## Voice

Telecommunication services are a vital component of “unified communications”. Telecoms are integral to the smooth running of operations, allowing your business to be **fully connected at all times**, both to each other and your clients.

As experienced business telephone providers, we'll help you choose the best voice products and services for your company's requirements. Whether it's traditional ISDN business telephone lines or the latest integrated IP telephony system, we have office phone systems to suit all situations.

### OUR SERVICES

- Omni Channel
- Workforce Optimisation
- Workforce Management
- PCI
- Collaboration
- SIP
- Inbound Packages & Deals
- Devices & Accessories
- Mobile Data
- 4G & 5G Data Solution

### OUR PARTNERS



Gamma

Splice.com



Mitel



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## Mobile Services

We offer a unique mobile service to ensure you get the best deal for your budget. Whether you are a single user, SME or a large corporation, we can provide you with **a competitive price on mobile broadband**, and the latest handset from the best suppliers.

We will work with you to identify your key requirements. Where applicable, we can evaluate your existing solution to tailor any new offering to best suit you. We commit to providing free of charge tariff audits that help identify areas that need attention which we can then use to discuss the best options moving forward with you.

### OUR SERVICES

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- Device Management
- Security
- IoT (Internet of Things) & M to M (Machine to Machine)
- Bespoke Tariffs

### OUR PARTNERS

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# IT

It is essential that your business has reliable and resilient IT support and management. Silver Lining can assist you via a staged transition by providing professional IT support and management plans, delivering quality, **cost-effective IT solutions** to businesses of all sizes.

We cover every aspect of your business IT infrastructure, from networking, security, backup & recovery and cloud services to providing the most appropriate solutions for your individual needs.

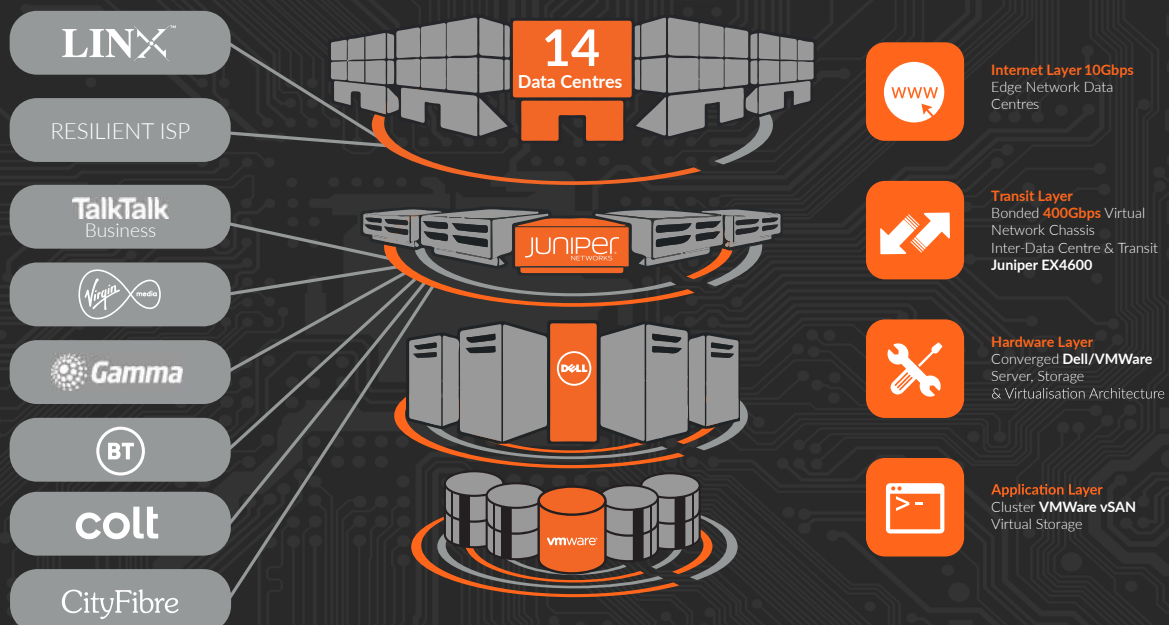
## OUR SERVICES

- Cloud Desktop
- Office / Microsoft 365
- Data Backup
- Infrastructure as a Service (IaaS)
- IT Support
- Cold Storage / Air Gap
- Proactive Monitoring
- Cloud IT Services

## OUR PRIVATE CLOUD

Hosted across 14 UK data centres, our cloud offers an end-to-end platform wholly owned and operated by ourselves, from the ISP layer to applications and storage. This ensures total security, control and resilience; as every platform layer has been designed with these factors in mind, we can offer our services with a 100% uptime guarantee.

Your  
IT  
Anywhere







## Cloud Desktop

Our cloud desktop allows **ultimate flexibility and security**, with all applications running centrally within the Cloud environment. With data stored centrally across a virtual environment, you can work from any computer terminal via private MPLS Cloud or over the internet.

Using a Cloud-based virtual desktop allows us to publish the latest software and applications directly to your desktop, removing the headaches of software management, significant purchases, and the need for specialised hardware and support. (Think of it like virtual IT).

### THE BENEFITS

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- Reduce overhead costs
- Lower your carbon footprint
- Work from anywhere
- Decrease IT maintenance with virtual IT (No need for on-site Outsourced IT support)
- Secure high specification data centres
- Guarantee business continuity
- Get highly skilled engineers and consultants on hand when you need them

### OUR PARTNERS

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## Connectivity

Connectivity is crucial, and we understand the importance of **high-quality business broadband** that helps your operations run as smoothly as possible.

Silver Lining provides a range of connectivity solutions from internet-only broadband to fully managed infrastructure as a service. We can design customised wide and local area network solutions to ensure your network is shaped to your business needs with our network and communication services.

### OUR SERVICES

- MPLS
- SD-WAN
- Proactive Monitoring
- 4G & 5G Data Solution & Fiber Ethernet
- Core Switching, Edge Switching & Routing
- Local Area Network Security
- WiFi
- Hosted Telephony Services

### OUR PARTNERS

aruba

 Gamma

colt



TalkTalk  
Business



CISCO

### YOUR CONNECTIVITY ANYWHERE

Silver Lining understands that making sure your communications are fully connected is crucial. With our robust, reliable services, we can offer total unification of your business' data.

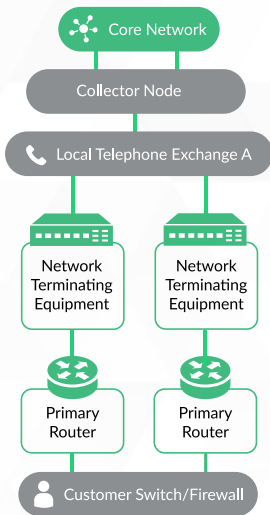




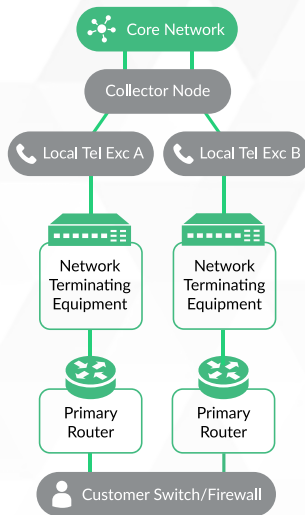
# Your Resilience Anywhere

Nothing is more important than business continuity. No matter what, your customers rely on your business to provide vital services. So, in turn, you can rely on Silver Lining to keep you up and running.

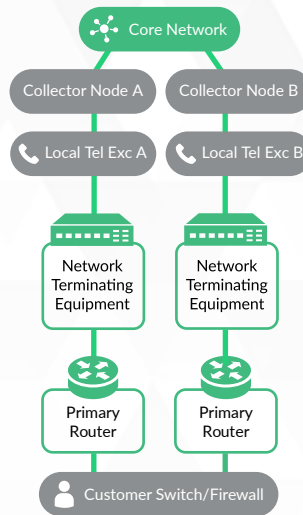
## Dual Circuit



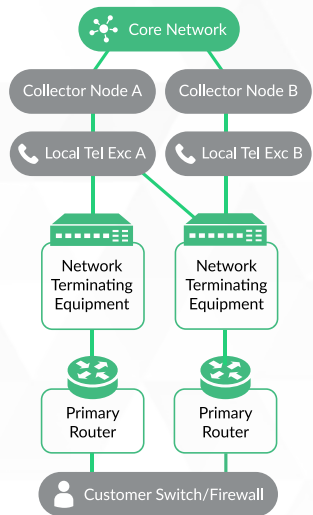
## Dual Circuit RO2



## Dual Circuit RO2x



## Fibre Circuit



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Responsive and reliable connectivity is crucial for your business. Get in touch to start the conversation today.

”



## Security

Security is not just an option but a necessity to protect your brand, your IP and your customers to ensure regulatory compliance. **We understand security** and protect your critical systems, your data and your organisation.

Security often focuses on individual aspects, such as malware protection or data loss prevention, and concentrates on boundary defences. While these are necessary, they should be part of a seamless view of information security focusing on complete data defence rather than just boundary defence.

### OUR SERVICES

- Ransomware Protection Guaranteed
- PCI-DSS
- Pen/Vulnerability Testing
- Firewalls
- SOC Services
- Secure Desktop as a Service
- Secure Cloud Desktop
- IDS/IPS

### OUR ACCREDITATIONS



### YOUR SECURITY ANYWHERE

Our office IT security service solutions provide and integrate security within all areas of your business. We can help you assess, manage and reduce potential risks or remove the risk entirely whilst ensuring you stay compliant with the latest legislation.



# PCI Security

PCI-DSS is short for Payment Card Industry Data Security Standards. They are the standards all businesses must legally meet to **protect customers' payment card data.**

When a business isn't covered by a comprehensive PCI compliance solution, it can lead to the breach or theft of cardholder data. This can affect the entire payment card ecosystem. Customers can suddenly lose trust in merchants or financial institutions, and their credit can be negatively affected; there is enormous personal fallout. Merchants and financial institutions, meanwhile, can lose credibility (and, in turn, business) and be subject to numerous financial liabilities.

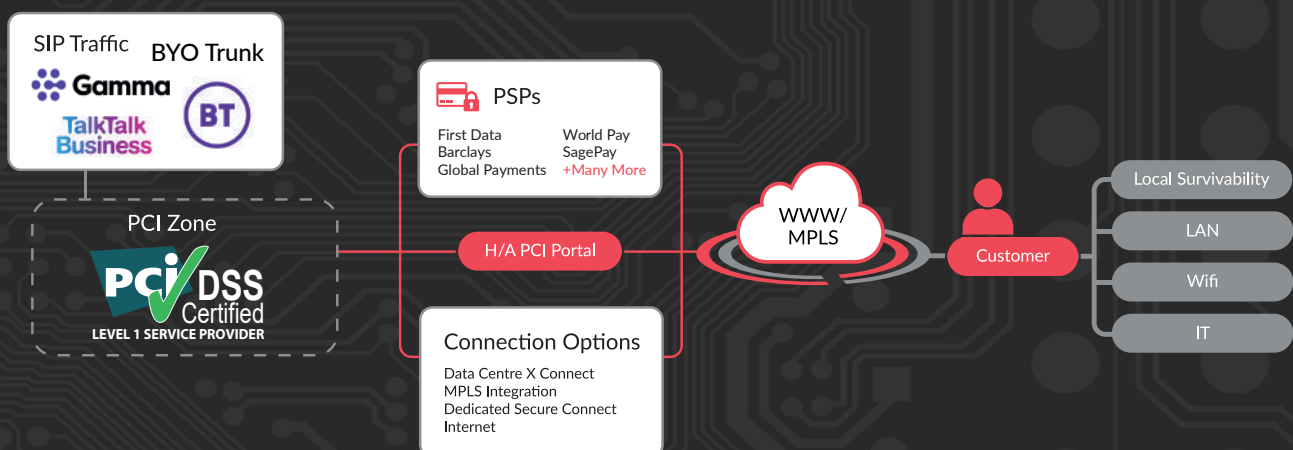


## THE BENEFITS

- Simple cost model, with zero transaction fees or call charges
- Low Setup Costs
- Two deployment options: Multiple and Simple
- Does not switch telecoms traffic, removing interoperability challenges
- It doesn't incur 3rd party charges to use the system
- Compatible with 3rd party systems
- Level 1 PCI DSS Certified
- Zero onsite equipment require

## HOW IT WORKS

We employ a PCI-DSS data security solution at Silver Lining, ensuring PCI compliance for all voice transactions. It also protects businesses from fraud by ensuring no card information is ever seen or heard by the agent/call recipient. This is achieved without any need to pause, suppress or manipulate voice recordings.





**Get in Touch**  
Fuel your business with  
industry-leading IT solutions.  
**03456 831 111**

