

PCI Compliance Simplified: Protecting Your Transactions

Safeguard your data with our secure payment solutions. Keep up-to-date and ensure peace of mind when it comes to protecting sensitive information.

Securing Your Digital Future

We understand the challenges businesses face in protecting sensitive payment information and personal data. Our state-of-the-art products ensure adherence to PCI-DSS standards and aligns with GDPR requirements, providing a comprehensive compliance strategy.

Whether you're an expanding enterprise or a well-established corporation, our bespoke solutions simplify compliance processes, enhance data security, and bolster consumer confidence.

Join us in our commitment to creating a safer, more secure digital landscape for businesses and their customers. Seize this opportunity to benefit from our exclusive offer and join the movement towards enhanced digital safety.

FREE FOR A YEAR

when you take up a 60 month contact with us!

What is PCI-DSS?

PCI-DSS are essential security standards for businesses handling card payments. Adherence also supports compliance with the EU General Data Protection Regulation (GDPR).

Enforcement and Risks

Non-compliance with PCI DSS standards can lead to fines ranging from approximately £4,000 to £80,000*, along with potential additional penalties from banks, such as higher transaction fees or termination of services.

Repeat violations can incur escalating fines. This non-compliance risks financial losses, reputational damage, and loss of customers.

Strategic Compliance

Partnering with a knowledgeable provider can facilitate strategic IT transitions, such as moving from ISDN to SIP, and help manage costs while ensuring your business remains compliant.

*PCI Fines And Penalties- GoCardless

Have questions? Call us on 0345 683 11 11, email us on info@silver-lining.com or chat to us on our website.

Our PCI Solution Step-By-Step



Step 1: Connect Your Agent To The Customer

Begin by connecting the customer to one of your agents. This can be done in three ways: entering a unique code provided by your agent into the customers keypad, calling a phone number to connect directly, or clicking on a personalised link generated by your agent. Each method is designed to establish a secure and direct connection with your agent.

Step 2: Confirmation Of Information

Once the customer has connected, your agent will be able to initiate the verification process. During this step, the customer will be asked to confirm specific details. This is an essential step to ensure the secure and accurate handling of the transaction. It helps maintain the integrity and security of the entire process.

Step 3: Customer Enters Card Details

Following the confirmation of the customers information, your agent will prompt them to enter their card details into a secure form. This step is highly secure; your agent will not have the ability to see or hear any of the information entered by the customer.

Step 4: Completion And Confirmation

After the customer has entered their card details, the software will display the result of the transaction on your agent's screen. Your agent will then be able to inform the customer about the status, confirming whether the transaction has been successfully completed or if there are any additional steps or corrections needed.

Book Your Free PCI Demo Today! Call us on 0345 683 11 11 or email us on info@silver-lining.com

PCI for Remote Workers

Our omnichannel PCI solutions enable your workforce to securely and effortlessly accept PCI-DSS compliant card payments, irrespective of their location. These solutions function across a variety of channels, including calls, emails, webchats, SMS, instant messaging, and social media, ensuring customer satisfaction without compromising on security.

In the current landscape of remote working, businesses encounter unique challenges in delivering consistent, high-quality customer service. Customers expect a seamless service whether they are interacting with office-based or remote agents, across all communication channels. Our solution ensures that your remote workforce can meet these demands effectively.

A key benefit of our system is the ability to handle card payments remotely without PCI-DSS risks. We store all sensitive information securely in the cloud, preventing client and credit card data from entering the remote working environment. This approach not only eliminates security risks but also enhances customer trust and satisfaction.



56% of customers expect queries to be dealt within a single interaction¹

Our PCI systems feature an advanced design, boasting
£3 Billion
in annual transaction value⁴

80% of business buyers and **64%** of consumers said they expect companies to respond to and interact with them in real time²

50% of consumers would use a company more frequently after a positive customer experience³

1. Connecting with Customers Report – LivePerson

2. How Your Customers' Expectations Have Changed in the Age of the Customer – Salesforce

3. The Multibillion Dollar Cost of Poor Customer Service – NewVoiceMedia

4. Based on an estimated transaction value.



PCI-DSS pricing has never been so transparent

Lift your business out of scope in as little as 5 days whilst your competitors are left in the firing line.

Simple
Pricing Model

**£ Per Trunk
Per Month**

Rapid Environment Optimisation

Reduce or de-scope in 5 days: Streamline your operational environment quickly and efficiently, tailoring it to better suit your business needs within just five days.

Disaster Recovery Assurance

Total resilience and protection: Build a robust system with assured disaster recovery to keep your business secure and operational under any circumstances.



24/7 Proactive Support

Tailored support with 24/7 help-desk: Receive proactive, bespoke support any time with a 24/7 help desk, ensuring assistance is always available.

Secure Payment Processing

PCI-DSS compliant payments across platforms: Process secure card payments compliant with PCI-DSS standards via phone, email, webchat, SMS, instant messaging, or social media.

Continuous Communication

Uninterrupted interaction & call recording: Maintain seamless agent-customer interactions with uninterrupted communication and call recording for quality assurance.



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