



Voice



IT



Data



Mobile

Case Study



silver lining
communication innovation



Company

Silver Lining
Convergence Ltd.

Industry

Telecommunications
and IT Services

Headquarters

Whiteley, Hampshire

Founded

2007

Services

- Telephone Systems
- PCI Compliance
- IT Solutions
- Cloud Platform
- Connectivity
- Mobile Packages
- Managed Services
- 24/7 Support

Awards

- The News Business Excellence Awards 2015: Innovation of the Year
- The News Business Excellence Awards 2016: Community Contribution

Working with you to build your perfect IT & telecoms solution since 2007.

Silver Lining Convergence began in 2007 as a telecommunications reseller. In the last 3 years, the market has seen a huge decline in revenue and thus we needed to evolve and diversify to maintain growth and security. Silver Lining has focussed on providing managed tailored solutions and new markets in order to ensure continued development. Our business has shifted from commodities reseller to creating new products through innovation, such as our own Cloud environment, radio network and PCI solution, along with delivering professional managed services. We have shifted from a telecoms focus to also providing cloud, data, mobile, IT and merchant services.

This change in approach has done more than secure existing revenue and customers; it has also delivered significant growth. In 2013 Silver Lining turned over just under £3.5m. In 2014 we saw our turnover grow to £5.4m and in 2015 we made £6.2m, doubling our revenue of only 2 years ago whilst maintaining our profit margin.

Silver Lining have been delivering bespoke managed solutions for businesses, education, & public sector organisations based in the UK and Europe. It is our mission to ensure improved efficiency, reduced costs and the flexibility to easily upgrade as your business grows.

We are one of the UK's leading providers of managed services and pride ourselves on being highly regarded for our exceptional customer service and highly skilled, professional team.

Silver Lining was awarded with 'Innovation of the Year 2015' and 'Community Contribution of the Year 2016' by the News Business Excellence Awards.

We are also working towards our Investors in People Gold Standard award as well as ISO 27001 certification, further demonstrating our commitment to providing a first class, quality service to our customers every time.

Our Services

Telephony

Future-proof solutions to support flexible environments and meet your needs, from analogue handsets to hosted VoIP networking.

IT Support

Bespoke support levels from small teams of three or four to large enterprises, including 24/7 on-call engineering.

Connectivity

Responsive, reliable networking from EFM and radio to super-fast fibre broadband, utilising existing infrastructure or bespoke installation.

Business Continuity

Secure data backup and recovery through full infrastructure analysis. Cloud storage and remote working to keep you running if disaster strikes.

Outsourcing

Efficient and cost-saving services from core functions to fully managed IT, ideal for situations where on-site tech staff are unsuitable or unnecessary.

Hosted Solutions

Public and private Cloud infrastructure for telephony and hosted apps, accessible from anywhere via public or private connectivity.

Award-winning PCI compliance solutions.

Within the payment card industry, one avenue with potential to reduce fraud is the mass handling of customer data. One major compliance factor, especially for large enterprises, is how card data is stored. Agent devices and payment environments must be secured and regularly audited. In many call centres, customers speak their card details aloud and these are captured via recording. Pausing the recording isn't feasible, as many companies record calls to meet legislation. This spurred us to develop a solution using existing technology, an appliance to be installed on customer sites.

The appliance sits within the phone system and integrates with CRM and payment systems. When agents take payment, customers enter card details using their keypad. The appliance captures key tones without passing them to the phone system, so they cannot be recorded. Data is transferred securely to the payment gateway and a token is sent to the CRM system.

2015 saw our first managed PCI contract, and in September we signed contracts with a large UK insurer with value in excess of £500k. In the next 3 months we signed contracts with another 4 companies including the UK's largest online white goods retailer. As a result of the demand in Europe, as well as a recent managed service contract we received in Brussels, we opened our central European office in Brussels in 2015.

Secure and resilient Cloud IT.

In 2011 we invested £1.5m in our own secure and diverse Cloud infrastructure to address the growing demand of our customers for additional flexibility in their core strategy. For the past 5 years we have been deploying our cloud infrastructure directly and indirectly through a channel model.

We provide our customers with a range of Cloud IT solutions, such as a private Cloud, a space in our tenanted environment or simply supply rack space to host our customers' servers.

Hosted solutions are ideal for those looking to reduce upfront expenditure. Cloud computing offers total flexibility, providing access to desktop apps and data at home, on the road, in the office or abroad. With the growing number of web-enabled devices, access is paramount. Using a hosted solution (Cloud IT) is a cost effective alternative to traditional on-premise server infrastructure, with agreed monthly costs and little upfront expenditure.

It is part of our mission statement to continuously strive to provide the very best in data and telecommunication solutions. We are proud of both customers and partners who embrace and work with a plethora of applications. From a single phone on a desk to 4,500 desktops. We are well placed to offer a fully supported 24/7 comprehensive cloud based solution.

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