



Hosted Telephony

Voice delivered **anytime**, **anywhere**, on **any device**.

Silver Lining's hosted voice infrastructure delivers state of the art IP telephony from our core data centres and locally at each centre.

Our unique proposition ensures you never miss a call even if the office is compromised.

- Simplify voice deployment
- Built in business continuity without the cost
- Seamless migration that minimises risk
- No more costly upgrades, maintenance or adds moves and changes costs

Advanced features

A Silver Lining voice solution does not expect you to compromise features just because you're using a hosted system. Silver Lining offers a full suite of applications ideal for a small business right through to an advanced contact centre.

Call handling

Our voice solutions offer you a range of options in terms of call handling. No longer are you reliant on a desk phone or fixed location. Using IP Allows Silver Lining to deliver calls wherever you are.

Local gateway

Silver Lining can offer local gateways with PSTN connected to it. This is ideal for clients who do not want to rely on a site's data connection to deliver all inbound and outbound calls.

Inbound/outbound call features

We provide a range of services that can be added very quickly, services such as call queuing, Call recording, PCI, reporting, wall boards, Contact Centre, Auto Attendant, IVR and more.

Business continuity

Silver Lining can offer a selection of Business Continuity solutions to ensure telephony is always available. This includes both existing customers and those looking to overlay non Silver Lining deployments.



Softphone integration

Silver Lining can offer you softphone applications delivered to you via a desktop or a smart phone device.

Low call costs

mindful that you need to keep costs down so have ensured our rates are both low and competitive. As part of that Silver Lining can also offer bespoke billing to ensure transparency.

Reporting

Silver Lining has the ability to offer detailed reporting by extension / department as well as report on both inbound and outbound calling for those who need detailed reporting.

0845 313 11 11
www.silver-lining.com

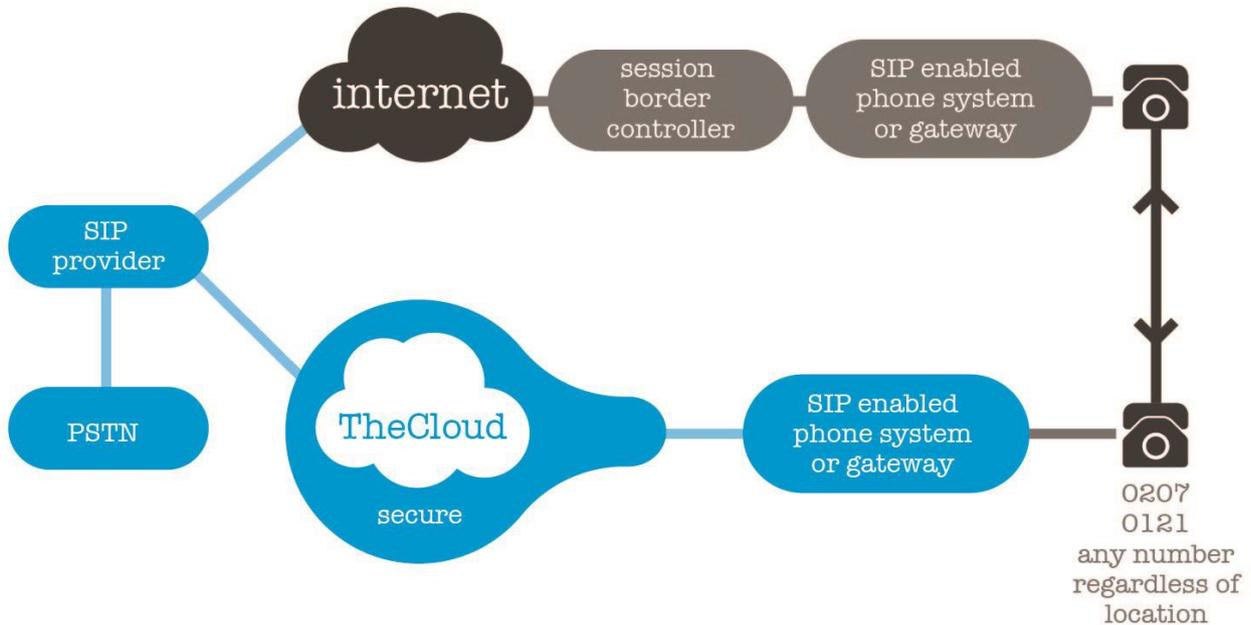
Contact us for a free consultation



How it works

Highly available **IP Voice** accessed from any device or location in the world.

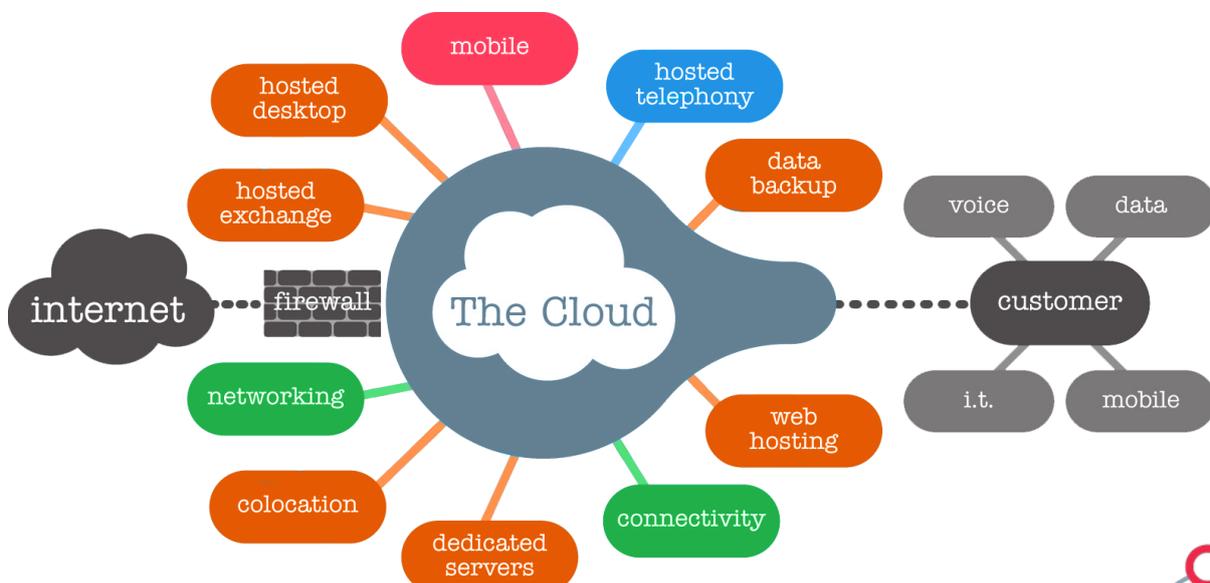
Silver Lining has built highly available infrastructure that allows you to 'tap into' services available via suitable data connections or PSTN services. Each application has been built on redundant servers and VM's to ensure availability is high. The service is delivered to you within agreed SLA's and terms to ensure the service you receive reflects the high standards you have come to expect.



More than just a voice provider

Silver Lining doesn't just supply telephony services. Together with our **IT**, **mobile**, and **networking** options, we help fulfil your **unified communications** needs whilst creating **partnerships** with you.

Silver Lining empowers you to become a **highly agile business** by accessing the **latest technology** without the burden of infrastructure and software costs. As a valued Silver Lining customer you also have primary access to all of our



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