# Cloud Secure

## PCI compliance problems, solved

**Silver Lining understand that when it comes to looking after your customers, data security is at the forefront of your priorities.**

With ever tightening PCI compliance regulation and an ever present threat of fraud from both outside and within organisations, a comprehensive, easy to deploy and easy to manage PCI solution is key.

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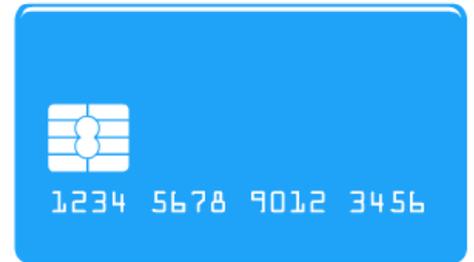
- **Using pause and resume to prevent customer card details being recorded is not enough.**
- **Struggling to secure your internal network for PCI compliance?**
- **Having to implement draconian staff measures to prevent card detail capture?**
- **Not sure how to get card details securely to your payment partner?**

## What is PCI?

The main message of the Data Security Standards is that card details must be protected and any authentication data (post-authorisation) should not be stored anywhere on the company's systems.

## Enforcement

Regular audits are carried out by professional Qualified Security Assessors (QSA) or internal compliance personnel. Non-compliance can be a costly oversight, as fines can be imposed that can result in merchant services being withdrawn and huge fines imposed. Deloitte estimate the cost of non-compliance could run into millions of Euros: estimates the cost at €5 per credit card transaction before the investigation costs and other charges.

## How does PCI DSS affect me?

If your company takes credit card payment information over the telephone, your business needs to be PCI compliant.

## Ensuring compliance?

Checking processes against controls for processing, following recruitment protocols, following data protection policies are 3 essential elements to ensuring you are Compliant, this comes before the need to storing the actual data in a compliant manner

## The Silver Lining Solution

Silver Lining's Cloud Secure solution provide clients PCI compliance that protects a business from fraud, by ensuring no card information is ever seen or heard by the call recipient. This is achieved without interruption to the phone conversation between the call recipient and the customer and without any need to pause, suppress or manipulate voice recordings.

## Time to make the step

If you are ready to implement a market leading solution from a provider of communications excellence, then now is the time to sample our PCI solution. Contact us now to arrange a demo or trial our PCI solution and see how we make PCI make sense.

Contact us for a free consultation
**0845 313 1111**
**www.everycloud.eu**
marketing@everycloud.eu

# How it works

Silver Lining has built highly available infrastructure that allows you to 'tap into' services available. Each application available is built on redundant servers and VM's to ensure availability is high. As a valued Silver Lining customer you also have primary access to on premise telephony, knowing that the system is backed up and available off site.
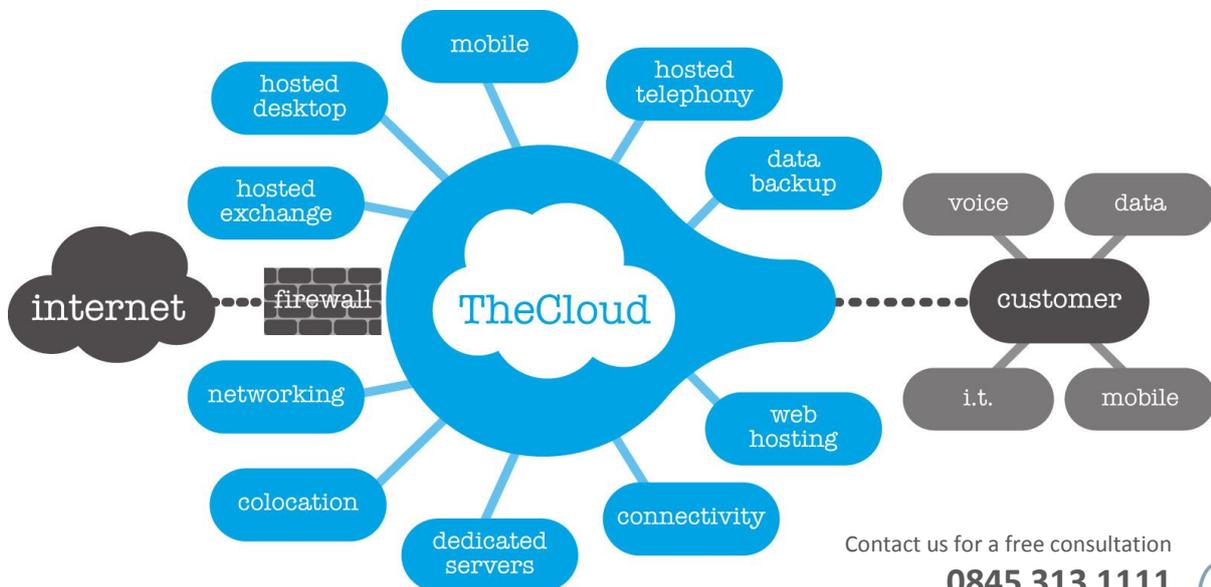
# Agent experience

We provide you with a secure payment pop up via a secure web server which delivers encrypted information from our secure web server, or we offer an API for integration of our application into your existing systems via our secure web server to offer your agent a simple and manageable experience. The agent instigates the collection of the card details by triggering the system to prompt the customer for their details. At all times the customer remains in contact with the agent and the agent has visibility of the progress of the inputting of the card details and can quickly spot any errors displayed by our systems validation checking. At no time does the agent or your call recorder receive any of the card details either verbally or via DTMF. Once the system has validated the details input by the customer, the agent can instigate the payment to be requested from the payment provider and will then see whether the payment has been successful or declined.
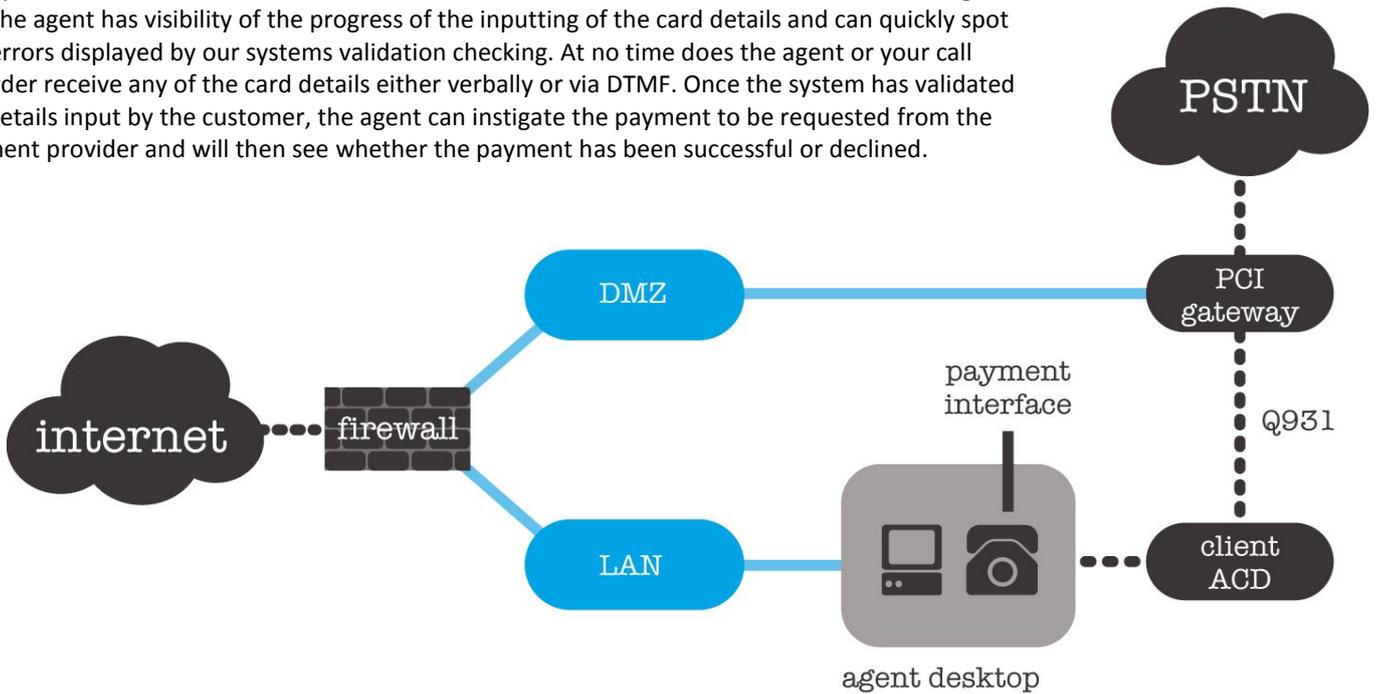


# More than just an IT provider

Here at Silver Lining we don't just help you supply IT services. Together with our voice, connectivity and networking options, we help you provide unified communications creating partnerships with you and your business customers.

We empower you to become a highly agile Business by accessing the latest technology without the burden of infrastructure and software costs.



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