



Voice



IT



Data



Mobile

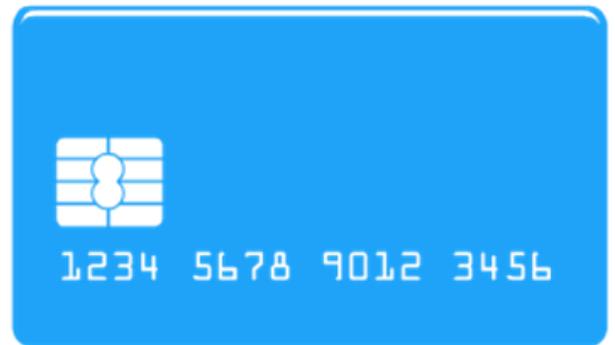
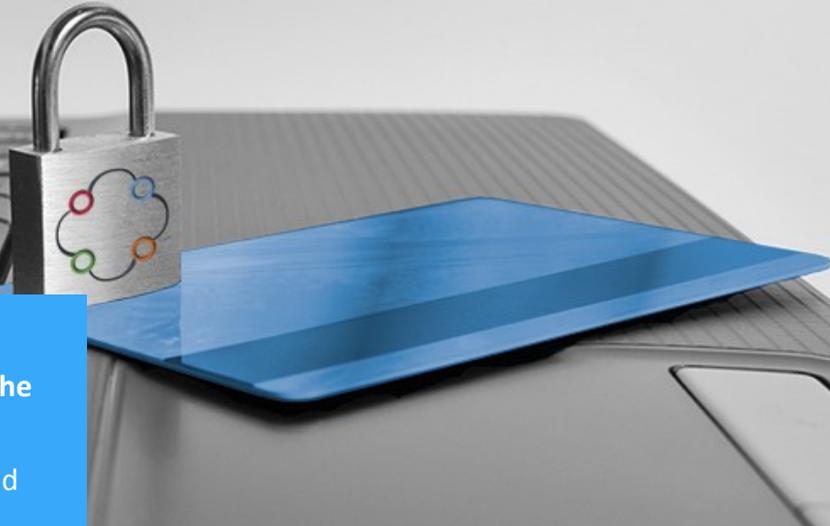
PCI-DSS

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.

- 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 (DSS) 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 Non-compliance can be a costly oversight, as fines can be imposed that can result in merchant services being withdrawn and huge fines imposed.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.

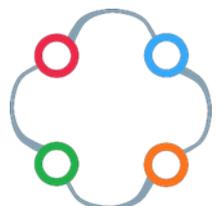
Time to take the step

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.

0845 313 11 11

www.everycloud.eu

Contact us for a free consultation



How it works

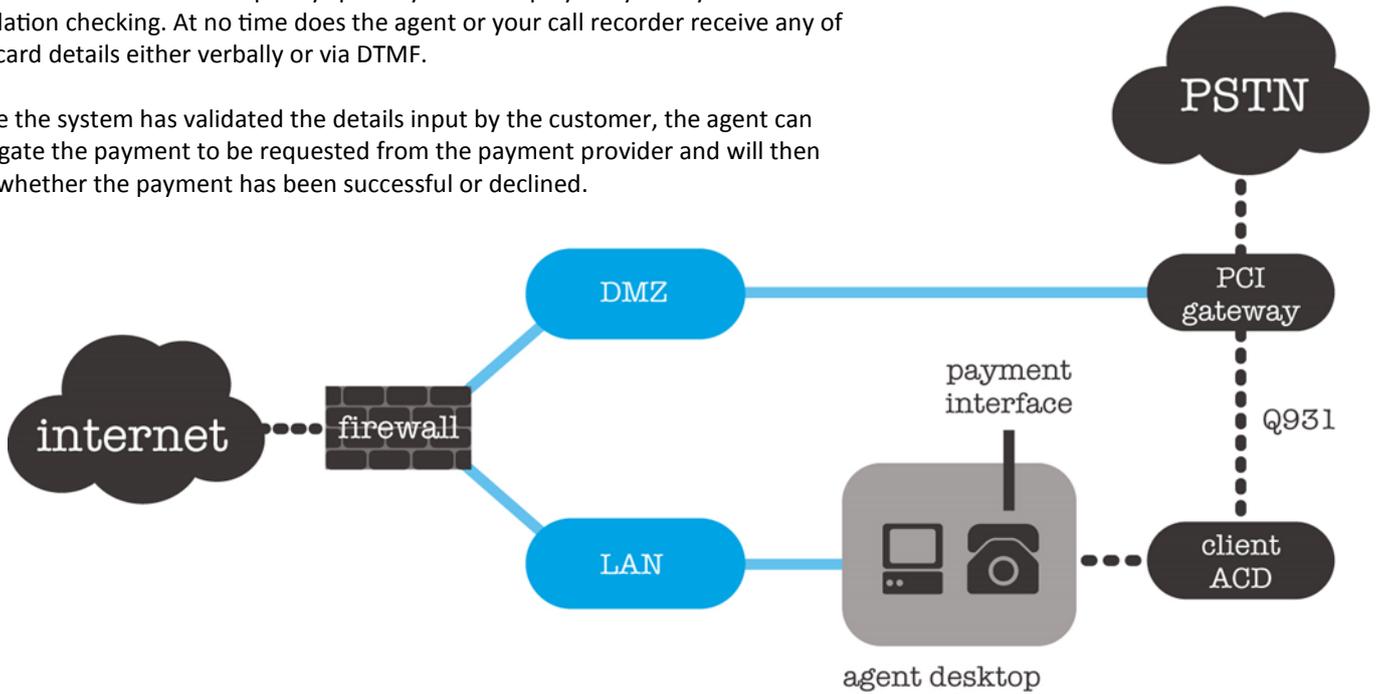
Silver Lining have built **highly available infrastructure** that allows you to 'tap into' services available. Each application available is built on redundant servers and VM's to ensure availability is high. As a valued customer you also have primary access to key contact centre features, knowing that the system is backed up and available off site.

We provide you with a secure payment popup via a secure web server which delivers encrypted information from our server, or we offer an API for integration of our application into your existing systems via our 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 system's 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.

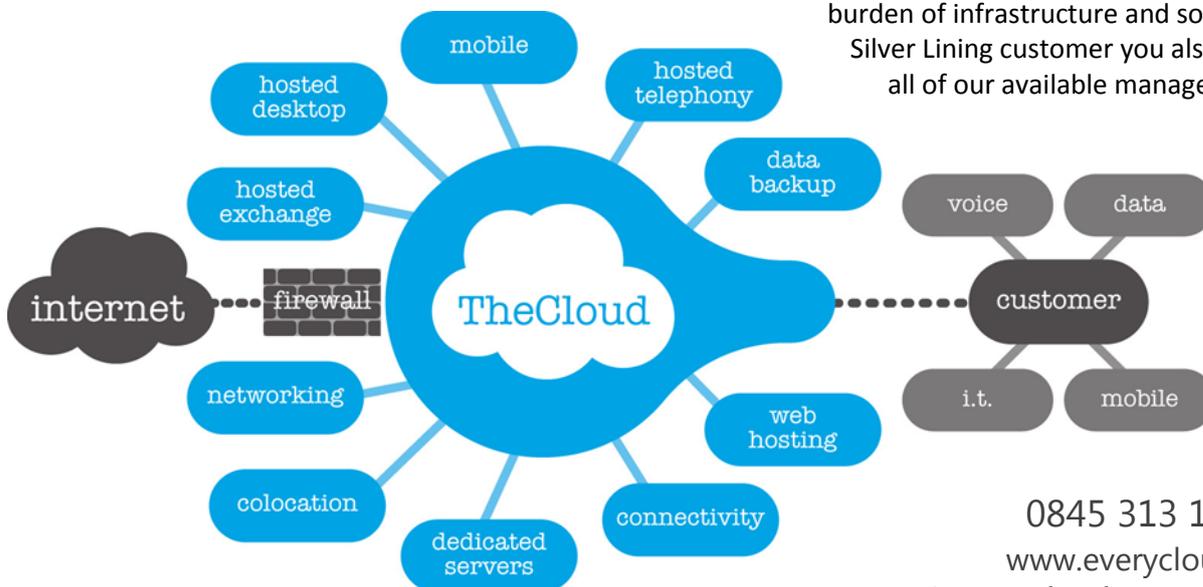
Agent experience



More than just an IT provider

Silver Lining doesn't just help you supply IT services. Together with our **voice, connectivity** 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 available managed products and services.



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