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COMMUNICATION INNOVATION

Working With You
To Build Your Perfect
IT & Telecoms Solutions

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COMMUNICATION INNOVATION

Providing our clients with **award-winning** IT for over 14 Years.

Silver Lining is a leading provider of business IT, telecommunications, data, and security solutions. Our unified communication services are designed to enhance operational efficiency, minimise running expenses, and offer the ease of scaling up as your enterprise expands. Our comprehensive knowledge, innovative approach, and proficiency have earned us contracts with well-known brands.

We collaborate closely with you to deliver a solution that meets and surpasses your expectations. We've got you covered, be it business broadband, telephone systems, IT infrastructure, business mobiles, or even a catchy phone number. We don't believe in one-size-fits-all solutions - we prefer to innovate beyond conventional boundaries!

For all your **IT & Telecoms** needs

Security

SOC Services
Penetration Testing
Firewalls
PCI-DSS
Cyber Security

Connectivity

Strategic Review
Internet
WAN/LAN
Resilience
Connectivity

Your Silver Lining **Anywhere**

Voice

Telephony
Conferencing
Contact Centre
Mobile
Call Management

IT

Consultancy
Continuity
Cloud IT
IT Support
Virtual Desktop

Certifications & Industry Compliance

We are proud to present a list of our certifications which each and every one of the Silver Lining family uphold and work to. They are a testament to the hard work and dedication our team put in to their work and the values we have as a business.

Crown Commercial Service Supplier

Cyber Essentials Certified Plus

SME Climate HUB

PCI-DSS Certified Level 1 Service Provider

British Assessment Bureau — UKAS Management Systems 8289 — ISO 45001 HEALTH & SAFETY MANAGEMENT

British Assessment Bureau — UKAS Management Systems 8289 — ISO 27001 INFORMATION SECURITY MANAGEMENT

British Assessment Bureau — UKAS Management Systems 8289 — ISO 14001 ENVIRONMENTAL MANAGEMENT

British Assessment Bureau — UKAS Management Systems 8289 — ISO 9001 QUALITY MANAGEMENT

At the forefront of Silver Lining's managed IT services is **our true private cloud**, a fourth-generation cloud infrastructure offering ultra-resilient, flexible and scalable cloud IT solutions. The result of years of iteration and forward-thinking, our true private cloud is a platform built with the future in mind.

Voice

Telecommunication services play a crucial role in "unified communications". They serve as the lifeblood for seamless business operations, ensuring your organisation stays interconnected continuously, fostering internal collaboration and maintaining client relationships.

As a telecommunications service provider, our extensive range of products and expert team ensure that we can fulfill your business needs, whether it involves Voice over Internet Protocol (VoIP) technology, mobile phones, or tailored telephone system requirements.

OUR SERVICES

- Omni Channel
- Workforce Optimisation
- Workforce Management
- PCI
- Collaboration

- SIP
- Inbound Packages & Deals
- Devices & Accessories
- Mobile Data
- 4G & 5G Data Solution

OUR PARTNERS

Mobile Services

We deliver a **bespoke mobile service tailored to your budget**. Whether you're an individual, SME, or large corporation, we offer competitive tariffs, mobile broadband, and the latest handsets with flexible contracts ranging from 30 days to 36 months.

We pledge to collaborate with you to pinpoint your essential requirements. If relevant, we can assess your current solution to customize any new offering to suit your needs optimally. Furthermore, we commit to providing tariff audits free of charge, which help identify areas requiring attention. This information then forms the basis of our discussion on the best options for you moving forward.

OUR SERVICES

- Device Management
- Security
- IoT (Internet of Things) & M to M (Machine to Machine)
- Bespoke Tariffs

OUR PARTNERS

IT

Reliable IT support is vital for your business. At Silver Lining, we offer professional IT support and management plans. We provide **high-quality, cost-effective IT solutions** suitable for all business sizes through a staged transition.

We manage all your business IT needs - from networking, security, backup & recovery to cloud services, tailoring solutions for your specific requirements.
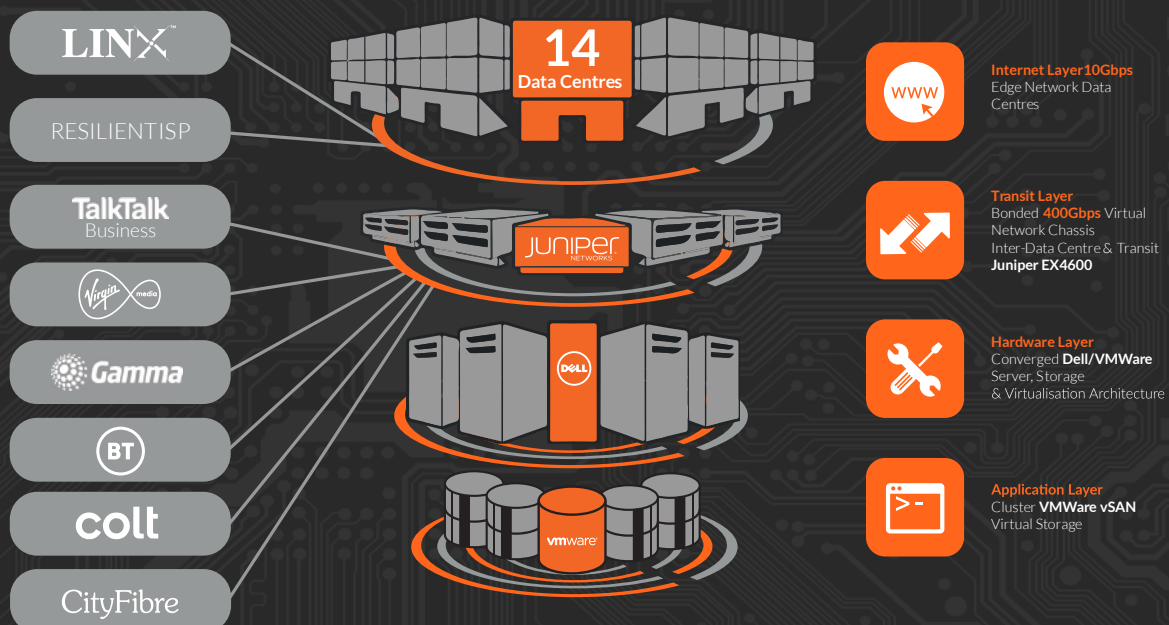
OUR SERVICES

- Cloud Desktop
- Office / Microsoft 365
- Data Backup
- Infrastructure as a Service (IaaS)

- IT Support
- Cold Storage / Air Gap
- Proactive Monitoring
- Cloud IT Services

OUR PRIVATE CLOUD

Our cloud platform, fully managed and owned by us, is housed in 14 data centres across the UK. We control every aspect, from the ISP layer to applications and storage. This arrangement provides ultimate security, control, and resilience. Since we've designed every layer of our platform with these considerations in mind, we proudly offer our services with a 100% uptime guarantee.

Your
IT
Anywhere

LINX

RESILIENTISP

TalkTalk
Business

Virgin media

Gamma

BT

colt

CityFibre

14
Data Centres

JUNIPER
NETWORKS

DELL

vmware

WWW

Internet Layer 10Gbps
Edge Network Data
Centres

Transit Layer
Bonded **400Gbps** Virtual
Network Chassis
Inter-Data Centre & Transit
Juniper EX4600

Hardware Layer
Converged **Dell/VMWare**
Server, Storage
& Virtualisation Architecture

Application Layer
Cluster **VMWare vSAN**
Virtual Storage

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Cloud Desktop

Our cloud-based desktop offers unparalleled **flexibility and security**, running all applications directly within the cloud environment. With your data securely stored across a virtual platform, it empowers you to work from any computer terminal, either through a private MPLS Cloud or over the internet.

Utilising a cloud-based virtual desktop enables us to directly deliver the most recent software and applications to your desktop. This eliminates the challenges of software management, substantial purchases, and the requirement for specialized hardware and support. It's akin to having a virtual IT department at your service.

THE BENEFITS

- Reduce overhead costs
- Lower your carbon footprint
- Work from anywhere
- Decrease IT maintenance with virtual IT (No need for on-site Outsourced IT support)

- Secure high specification data centres
- Guarantee business continuity
- Get highly skilled engineers and consultants on hand when you need them

OUR PARTNERS

Connectivity

Connectivity is crucial, and we understand the importance of **high-quality business broadband** that helps your operations run as smoothly as possible.

Silver Lining provides a range of connectivity solutions from internet-only broadband to fully managed infrastructure as a service. We can design customised wide and local area network solutions to ensure your network is shaped to your business needs with our network and communication services.

OUR SERVICES

- MPLS
- SD-WAN
- Proactive Monitoring
- 4G & 5G Data Solution & Fiber Ethernet
- Core Switching, Edge Switching & Routing
- Local Area Network Security
- WiFi
- Hosted Telephony Services

OUR PARTNERS

aruba Gamma colt BT CISCO

UBIQUITI NETWORKS JUNIPER NETWORKS TalkTalk Business hp
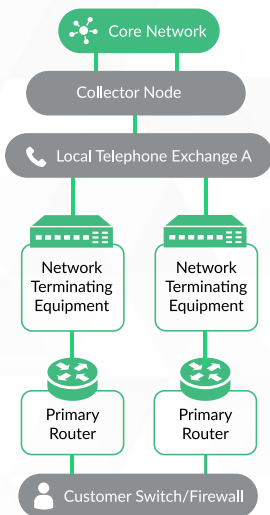
YOUR CONNECTIVITY ANYWHERE

Silver Lining understands that making sure your communications are fully connected is crucial. With our robust, reliable services, we can offer total unification of your business' data.

MPLS   SD WAN

Fiber Ethernet   FTTC

4G & 5G   Your Connectivity Anywhere   EoFTTC
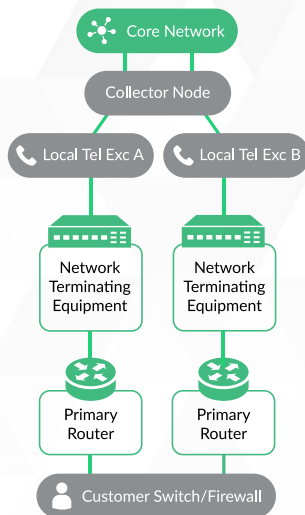
ADSL   FTTP

WWW   VPLS

Your Resilience Anywhere

Nothing is more important than business continuity. No matter what, your customers rely on your business to provide vital services. So, in turn, you can rely on Silver Lining to keep you up and running.
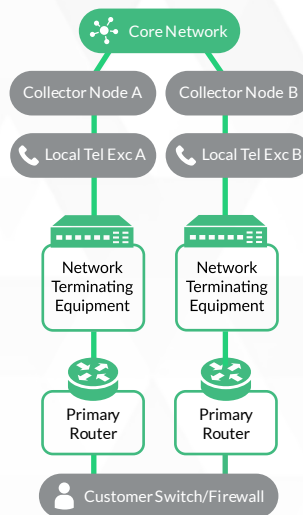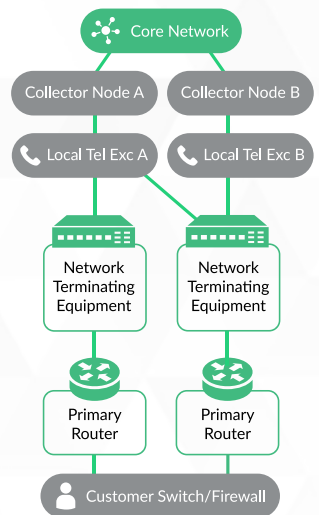
Dual Circuit

- Core Network
- Collector Node
- Local Telephone Exchange A
- Network Terminating Equipment
- Network Terminating Equipment
- Primary Router
- Primary Router
- Customer Switch/Firewall

Dual Circuit RO2

- Core Network
- Collector Node
- Local Tel Exc A
- Local Tel Exc B
- Network Terminating Equipment
- Network Terminating Equipment
- Primary Router
- Primary Router
- Customer Switch/Firewall

Dual Circuit RO2x

- Core Network
- Collector Node A
- Collector Node B
- Local Tel Exc A
- Local Tel Exc B
- Network Terminating Equipment
- Network Terminating Equipment
- Primary Router
- Primary Router
- Customer Switch/Firewall

Fibre Circuit

- Core Network
- Collector Node A
- Collector Node B
- Local Tel Exc A
- Local Tel Exc B
- Network Terminating Equipment
- Network Terminating Equipment
- Primary Router
- Primary Router
- Customer Switch/Firewall

" Responsive and reliable connectivity is crucial for your business. Get in touch to start the conversation today. "

data

Security

Security is not just an option but a necessity to protect your brand, your IP and your customers to ensure regulatory compliance. **We understand security** and protect your critical systems, your data and your organisation.

Security often focuses on individual aspects, such as malware protection or data loss prevention, and concentrates on boundary defences. While these are necessary, they should be part of a seamless view of information security focusing on complete data defence rather than just boundary defence.

OUR SERVICES

- Ransomware Protection Guaranteed
- PCI Compliant Solutions
- Pen/Vulnerability Testing
- Firewalls

- SOC Services
- Secure Desktop as a Service
- Secure Cloud Desktop
- IDS/IPS

PCI DSS Certified
LEVEL 1 SERVICE PROVIDER

YOUR SECURITY ANYWHERE

Our office IT security service solutions provide and integrate security within all areas of your business. We can help you assess, manage and reduce potential risks or remove the risk entirely whilst ensuring you stay compliant with the latest legislation.

PCI-DSS

Vulnerability Testing

Ransomware Protection

Secure Cloud Desktop

IDS/IPS

Your **Security** **Anywhere**

Remote Access Solutions

Cold Storage

On Premise Data Centre

Firewalls

SOC Serveries

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PCI Security

PCI-DSS is short for Payment Card Industry Data Security Standards. They are the standards all businesses must legally meet to **protect customers' payment card data**.

When a business isn't covered by a comprehensive PCI compliance solution, it can lead to the breach or theft of cardholder data. This can affect the entire payment card ecosystem. Customers can suddenly lose trust in merchants or financial institutions, and their credit can be negatively affected; there is enormous personal fallout. Merchants and financial institutions, meanwhile, can lose credibility (and, in turn, business) and be subject to numerous financial liabilities.
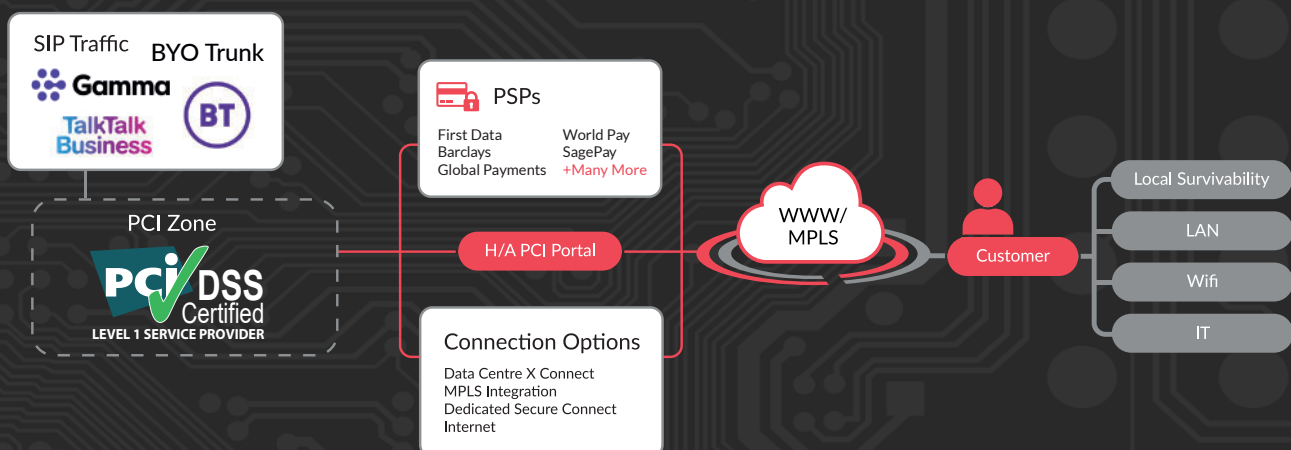
THE BENEFITS

- Simple cost model, with zero transaction fees or call charges
- Low Setup Costs
- Two deployment options: Multiple and Simple
- Does not switch telecoms traffic, removing interoperability challenges

- It doesn't incur 3rd party charges to use the system
- Compatible with 3rd party systems
- Level 1 PCI DSS Certified
- Zero onsite equipment require

HOW IT WORKS

We employ a PCI-DSS data security solution at Silver Lining, ensuring PCI compliance for all voice transactions. It also protects businesses from fraud by ensuring no card information is ever seen or heard by the agent/call recipient. This is achieved without any need to pause, suppress or manipulate voice recordings.

Get in Touch
Fuel your business with industry-leading IT solutions.
03456 831 111

Crown
Commercial
Service
Supplier