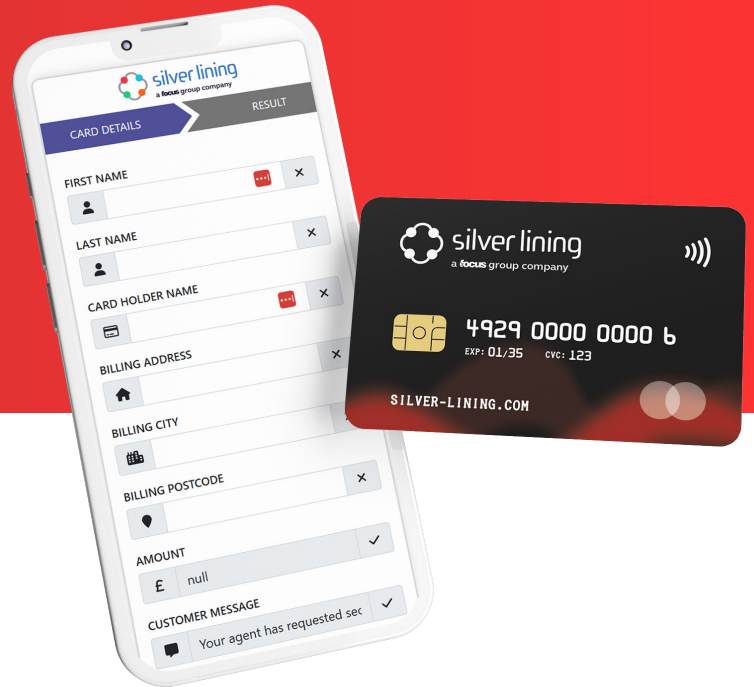


A Revolutionary PCI Compliant Solution

The ultimate solution for secure, PCI-compliant transactions.



Key Benefits of our PCI Solution

Enhanced Security: Protect sensitive payment data with advanced encryption, tokenisation, and secure processing to prevent breaches and fraud.

Streamlined Transactions: Optimise payment processes across channels, reducing handling times and improving operational efficiency.

Reduced Compliance Scope: Minimise PCI DSS requirements, simplifying audits and lowering compliance costs.

Flexible Integration: Seamlessly integrate with existing systems, including telephony, IVR, CRM, and payment platforms, without disrupting operations.

Improved Customer Experience: Provide a smooth, secure, and convenient payment journey across multiple platforms and languages.

Cost Efficiency: Save on compliance and operational costs with effective, scalable, and resilient payment solutions.

Why Choose Silver Lining?

Our PCI solution provides robust security for all voice and link transactions, protecting businesses from fraud by ensuring that sensitive card information is neither seen nor heard by agents or call recipients.

This seamless approach eliminates the need to pause, suppress, or alter voice recordings, making compliance straightforward and efficient.

With this solution, your business can reduce the burden of PCI requirements, simplifying the Self-Assessment Questionnaire (SAQ) process.

By reducing the number of necessary PCI controls, we can not only enhance security but also offer significant cost savings, making ongoing management and auditing simpler and more cost-effective.

Join the many businesses thriving with our PCI solutions.

Contact us at 0345 683 11 11, email info@silver-lining.com or visit silver-lining.com to learn more.



How Our PCI Solutions Work.

Innovative technology that intercepts telephone tones and replaces them.

This ensures sensitive payment card information never enters your business environment. This seamless process helps to maintain PCI compliance by eliminating the risk of unauthorised access to customer data.

By bypassing sensitive information altogether, our solution safeguards against potential leakage or theft of personal details, offering businesses a secure and reliable way to handle customer payments.

Our Solutions

IVR Payment

Interactive Voice Response (IVR) payment systems offer a seamless, automated way for customers to make payments over the phone.

By calling a designated phone number, customers follow prompts to enter their payment information through their phone's keypad or by speaking responses.

The IVR system then processes the transaction securely and provides instant confirmation, offering a flexible solution for payments outside of traditional online or in-person methods.

Agent Assistance

Agent Assistance operates seamlessly within the call, stepping in precisely at the moment of payment to intercept and keypad tones or customer speech using telephone DTMF, ensuring that sensitive card data remains confidential.

This innovative approach guarantees that agents can effectively guide clients through the transaction process without compromising data security.



Digital Payments

Our digital payment platform integrates seamlessly across SMS, webchat, email, and social media, enabling agents to accept payments effortlessly across channels.

This approach empowers customers to select their preferred digital payment method. With secure links sent via their chosen channel, agents guide customers in real time, ensuring a smooth, uninterrupted payment experience that enhances satisfaction and boosts agent efficiency.

For even greater efficiency, payment links can also be generated automatically from back-office systems.

This removes the need for staff involvement altogether, allowing customers to complete payments independently while maintaining the same high level of security and control.

