



Case Study

Resilient IT Infrastructure for Confident Growth

Scaling with Confidence: How @SIPP Unified IT and Telecoms
to Support Rapid Expansion

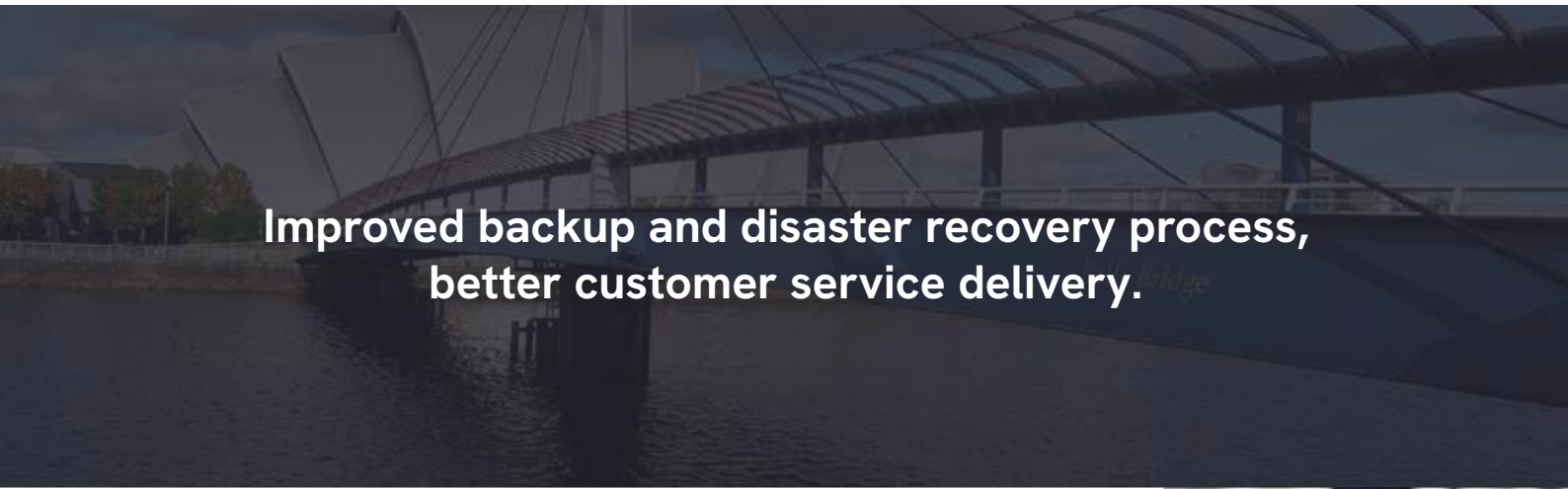
SilverCloud. | @sipp



About @Sipp

Formed in 2001, @SIPP set out to do things differently in the pensions market. The business specialises in bespoke SIPP solutions, supporting clients who value flexibility, expertise, and a tailored approach to long-term financial planning.

As a regulated financial services organisation, @SIPP relies on secure, resilient, and dependable technology to support both its people and its customers.



**Improved backup and disaster recovery process,
better customer service delivery.**

Challenge

@SIPP experienced a period of rapid growth, doubling its staff numbers in a relatively short space of time. This growth placed increasing pressure on existing IT infrastructure and communications systems, which were no longer fit for purpose.

Technology and telecoms were being managed by multiple suppliers, creating complexity, slower issue resolution, and a lack of clarity around accountability. The business needed a more robust, joined-up approach, along with reliable support that could meet the demands of a fast-growing financial services organisation.



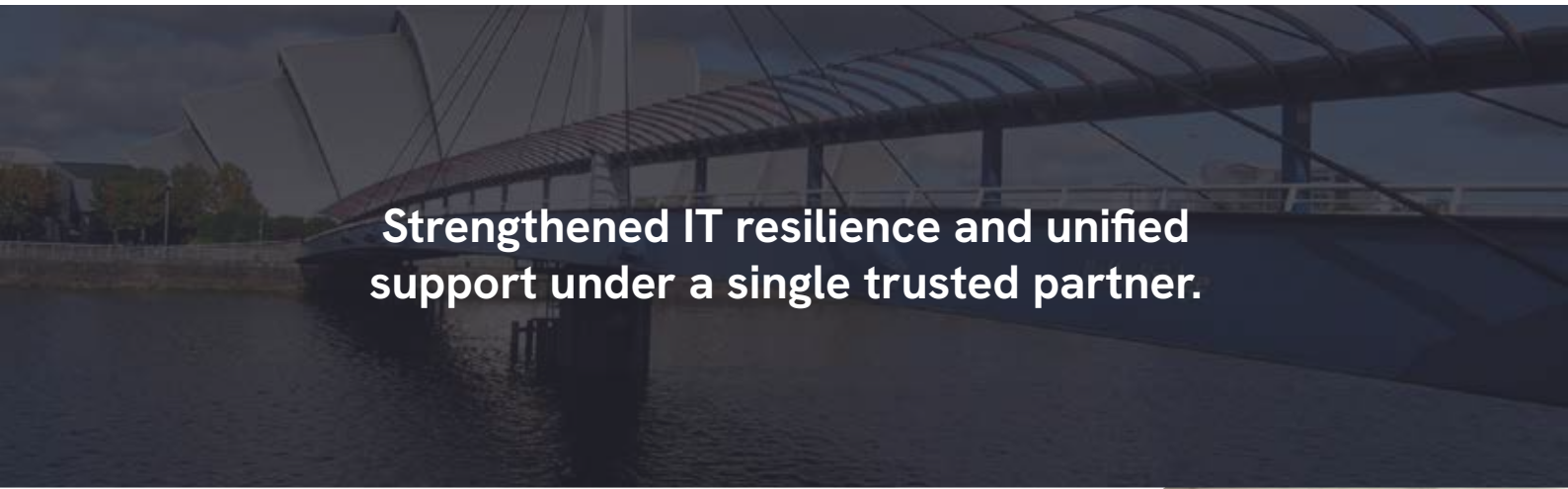


Solution

SilverCloud delivered a fully integrated IT, telecoms, and connectivity solution under a single partnership.

The solution included a strengthened backup and disaster recovery platform to protect critical systems and data, alongside a proactive IT management approach designed to prevent issues before they impacted users.

@SIPP also gained access to SilverCloud's in-house support team, working to clearly defined and contractually agreed service levels. This provided not only fast and reliable support, but access to a broad range of technical expertise without the cost or limitations of relying on a single in-house IT resource.



Strengthened IT resilience and unified support under a single trusted partner.

Outcome

@SIPP now benefits from a far more resilient and proactively managed IT environment.

Backup and disaster recovery processes are stronger and more reliable, technical issues are resolved quickly by experienced specialists, and IT is no longer a barrier to growth. With a single trusted partner managing all IT and communications, the business has greater clarity, improved performance, and reduced operational risk.

Most importantly, the improved technology foundation enables @SIPP to deliver a better, more consistent service to its customers, while supporting continued growth with confidence.



Today's Technology means that a business can link with customers, staff and suppliers across the globe easily and swiftly without needing a worldwide network of people and premises.

We want to help businesses to provide a better customer experience. If your customers never visit your premises, their experience of communicating with you is paramount. It is, in effect, your brand, and it makes communications the cornerstone of your business success.

We want to help our customers build better businesses. Businesses in which people collaborate easily, systems adapt as the business develops, and managers have the data that shows them where improvements are needed most

Get in touch

0141 552 0000

support@silvercloud.co.uk

www.silvercloud.co.uk



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