Case Study

Secure Digital Infrastructure for Safer Environments

Securing a Growing Organisation: How Safehinge Primera
Modernised IT for Compliance and Control
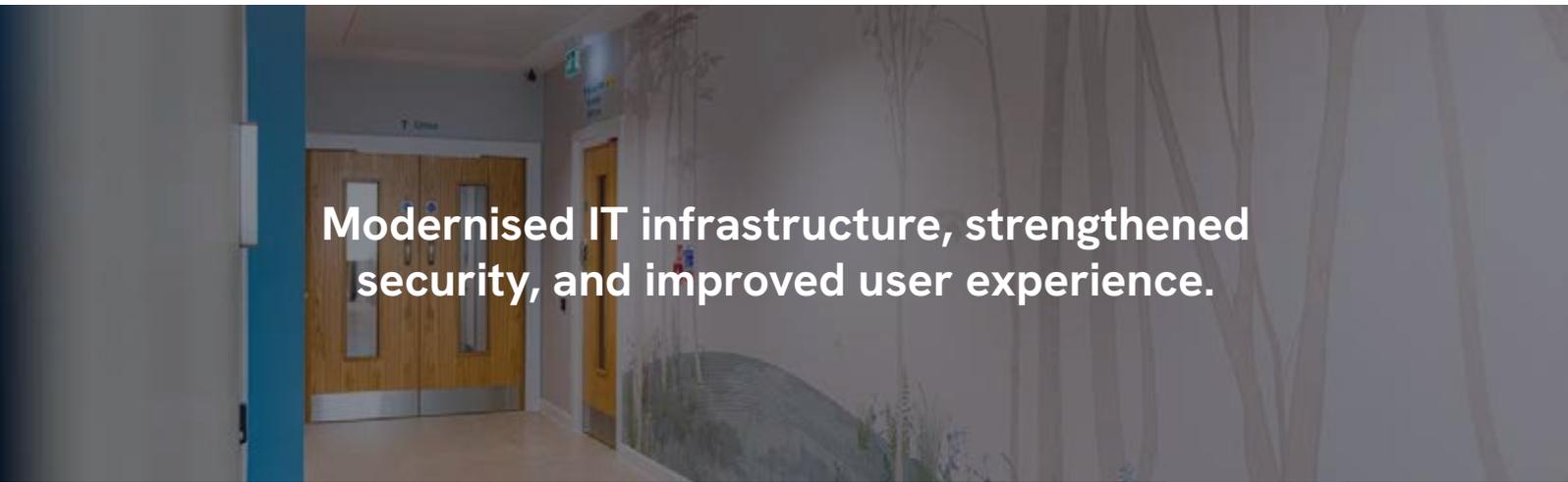
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About Safehinge Primera

Since 2009, Safehinge Primera has been dedicated to protecting people through some of life's most vulnerable moments. They design and manufacture specialist products and services that create safer environments across mental health, education, and custodial settings, places where dignity, safety, and reliability are critical.

By working closely with clinicians, architects, and facilities teams, Safehinge Primera has built a reputation for listening first and designing solutions that make challenging environments safer, more comfortable, and more cost-effective.
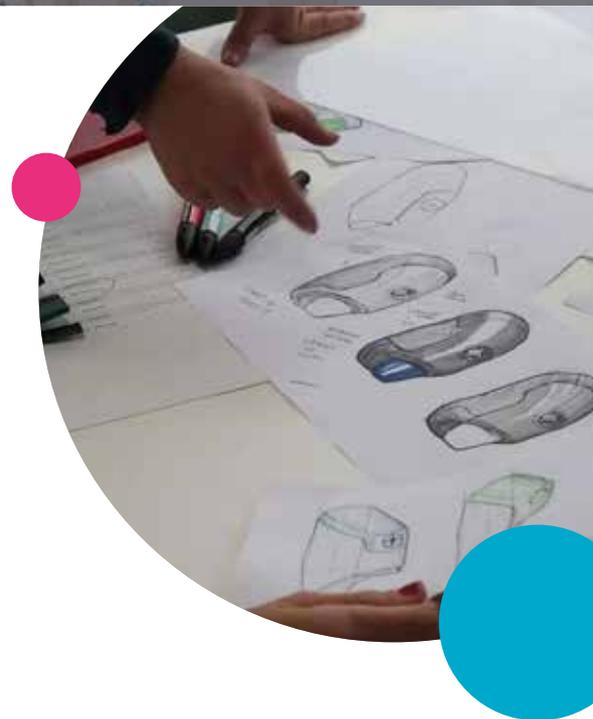
Modernised IT infrastructure, strengthened security, and improved user experience.

Challenge

Safehinge Primera's technology environment had not kept pace with the organisation's growth or evolving security requirements.

Around 90 users were accessing systems from a mix of home and office locations, with no centralised identity management in place. There were no consistent user or security policies to support compliance or ISO certification, and an ageing on-premise server was operating without any reliable backup solution.

Universal local admin access introduced unnecessary risk, while a small internal IT team was already stretched and unable to proactively address these challenges. The organisation needed a more secure, structured, and manageable IT foundation.

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Solution

SilverCloud onboarded Safehinge Primera onto a fully managed IT support model, immediately introducing proactive monitoring to identify and resolve issues before they impacted users.

Key systems were modernised, including upgrading 65 machines to Windows Pro and implementing ISO-compliant Microsoft Intune policies to enforce consistent security and device management. Robust backup solutions were established to protect business-critical data, removing the risk posed by the legacy server environment.

To support collaboration and future-ready working, SilverCloud also implemented Microsoft SharePoint and Teams, with Copilot introduced to lay the groundwork for AI-led productivity and automation.

Upgraded legacy systems to a resilient, fully managed digital environment.

Outcome

Safehinge Primera now operates within a modern, secure digital workplace with full organisational visibility and control.

The business successfully achieved ISO 27001 and ISO 9001 certifications, underpinned by strong governance, security policies, and resilient systems. Users benefit from a consistent, well-managed environment, while the internal IT team has regained capacity to focus on higher-value initiatives rather than firefighting.

Most importantly, Safehinge Primera now has a solid technology foundation that supports future AI and automation adoption, ensuring the organisation can continue to innovate while maintaining the highest standards of safety, compliance, and care.

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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

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