



Case Study

How Park Property Management Removed the Stress from IT

SilverCloud.



PARK
PROPERTY MANAGEMENT



About Park Property Management

Park Property Management is a residential and commercial property management company responsible for overseeing more than 10,000 properties across Scotland. With a growing portfolio and a fast-paced operational environment, the business relies heavily on dependable technology, secure systems, and responsive support to keep both teams and tenants connected.

As the company has continued to grow, maintaining efficient day-to-day operations without disruption has remained a key priority.

Testimonial

"SilverCloud has time and again had the personal and availability to react to dynamically changing situations in my office and keep things running at incredibly short notice."

Tom McCubbine, Operations Director, Park Property Management

Challenge

Park Property Management needed an IT partner that could deliver more than just technical support. The business was looking for a responsive, dependable provider that offered strong value for money while maintaining consistently high service standards.

With a growing team and increasing operational demands, it was essential that IT never became a blocker to productivity. The business needed confidence that systems, communications, connectivity, and security were all being proactively managed, allowing staff to focus fully on supporting customers and managing properties.





Solution

SilverCloud delivered a fully managed technology solution covering IT support, telephony, connectivity, networking and endpoint protection.

Alongside day-to-day support, SilverCloud implemented proactive measures behind the scenes to help protect user accounts, business systems, and sensitive client data from evolving cyber threats. This included continuous monitoring, account security management, and infrastructure support designed to keep the business running smoothly without disruption.,

What stood out most to the team at Park Property Management was SilverCloud's straightforward and practical approach. Rather than overwhelming users with technical jargon, the team focused on clear communication, simple explanations, and solutions that made sense for the business.

Responsive IT support, improved system reliability, and stronger data security

Outcome

Since partnering with SilverCloud, Park Property Management has been able to continue growing its business with confidence, knowing its technology is being proactively managed and supported.

The business values the responsiveness and accessibility of the SilverCloud support team, with quick response times and straightforward support helping minimise disruption across daily operations. Whether logging issues by phone or email, the Kerr's Dairy team knows they can quickly speak to someone who understands their environment and can provide practical support.

Alongside ongoing support, the business is now taking confident steps into AI adoption, creating opportunities to streamline processes, improve efficiency, and modernise the way teams work.



We exist to make sure no business is left behind.

The right technology doesn't just keep things running, it gives you the power to scale, stay ahead of the competition, and seize opportunities others miss. As your dedicated technology partner, we work as an extension of your team delivering solutions with expertise and genuine care.

We look at the whole business, not just the IT stack, and build genuine partnerships based on trust, collaboration and a shared vision for growth. Our goal is simple: to help our customers build better businesses. Businesses that scale with confidence, outpace their competition, and have the foundations to thrive long into the future.

Get in touch

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