



Job 1 is to keep systems running.

Do we answer our clients' calls in the middle of the night when an emergency is at hand?

Yes, we do.

Damage Control | Information Retrieval

SRS knows that the actions taken in a crisis, often in real-time, determine success or failure. We've observed that with users and administrators alike, the first impulse almost always produces the wrong action. An example is when you detect an intrusion, the first impulse is to shut down the system; booting back up is precisely what could make the system inaccessible and maliciously encrypt data.

This is how an IT emergency can produce "downstream" effects as serious as the primary problem. So SRS' first actions focus on protecting systems from additional harm. Steps are then taken to limit the potential downstream issues. SRS provides expert-level services in the field of "complex information retrieval." This field of expertise differs from simple data recovery services. SRS has restored entire corrupted email systems, recovered lost data that was distributed across multiple servers, and restored company-wide file systems.

System Restoration | Recovery Coordination

SRS specializes in resolving complex technical issues that affect business operations. For example, we can immediately begin the work necessary to repair system-wide network failures, internet connectivity issues, and server issues caused by security breaches. We can then provide ongoing services to help ensure future emergencies and security issues are avoided.

Emergency responses sometimes require the coordination of multiple vendors. For example, a sprinkler goes off in the server room, hard drives need specialized data recovery services, and part of the solution requires electrical work. Solving this issue will require multiple vendor coordination and implementation measures to prevent it from occurring again. It's important to have an IT Service provider who knows what actions to take, and how to make them in the correct sequence. Learn more about how SRS can coordinate a seamless recovery that requires the expert services of multiple firms. Contact us at 646-258-0307 or email MeetSRS@strategicresponsesystems.com.

Recovery Defined

Damage Control

Damage control restrains the harm caused by an IT issue, equipment breakdown, or security breach.

Information Retrieval

SRS typically works at levels that include system-wide or application-wide data loss.

System Restoration

"System Restore" is action necessary to bring servers, networks, software applications and firm IT infrastructure back into correct working order.

Recovery Coordination

"Recovery Coordination" refers to SRS' capability to coordinate the response of a firm or firms that specialize in drive data recovery and equipment repair.