



IT Service Desks | End User Training

SRS provides clients with options for user and IT team assistance through both email-based and phone-in support desks. When SRS clients call, they speak and work directly with SRS technical experts who immediately respond to issues and resolve problems.

SRS can also assist IT teams with the deployment of end-user skill development programs. We view training as an opportunity for our clients to develop effective computer usage capabilities and introduce users to new or updated company IT security policies. Strategic Response Systems can also assist in the development of technical onboarding procedures and IT security measures for new staff that join the firm, an important step in preventing inadvertent gaps in security protocols.

Remote Management | Knowledge Transfer

SRS provides IT infrastructure “Remote Monitoring and Management” services. RMM typically includes regular virus scans, system-wide software updates, and the remote management of servers. We take it one step further however and deliver customized technical diagnostic support system that can actively seek out impending IT infrastructure problems and address them before they occur.

As your IT partner, we embrace the opportunity to transfer useful technical knowledge to your staff and other end users. For example, help desk requests from one client were reduced by more than 75% when we taught users how to solve common workstation glitches and other basic issues.

Efficient Operations

Your organization can reach the blissful state of “efficient operations” when you have properly educated end users and effective IT system support that takes pre-emptive action to avoid technical issues. To find out how SRS can help you get there, call us at 646-258-0307 or email MeetSRS@strategicresponsesystems.com.

Technical Support

IT Support Desks

SRS staff provides end users with immediate email or phone-in support when they encounter IT related issues.

End User Training

SRS post-implementation training ensures proper use of workstations, mobile devices, and software.

Remote Management

SRS’ technical systems can remotely monitor and manage client IT ecosystems.

Knowledge Transfer

SRS empowers end users and IT team members through ongoing support and collaboration.