STRATEGIC RESPONSE SYSTEMS
Deep Technical Expertise | Business Outcome Focused

Tech Support Services

Efficient Operations

The result of properly educated end-users, effective IT system support, and the prevention of technical issues.

Tech Support in the Field and in the Office

SRS provides a variety of options on how office and field workers can get help with their technical issues. Some locations make telephone contact the best approach; others make online interactions more efficient. When you contact us, SRS understands that whatever issue you have is the only issue that is important at the time. Whether you have a technical issue or are calling to simply ask a question, you will reach an SRS technical expert who will quickly resolve your issue or provide the answers you need to keep the project moving.

SRS leadership personally work with our clients to form a concise service level agreement that codifies the overall objective, scope and working relationship, specific service deliverables, SRS staffing, time frames, metrics to measure and budget.

Strategic Response Systems can also assist in the development of technical onboarding processes and procedures and IT security measures for the range of workers and contractors that work on projects -- an important step in maximizing productivity and ensuring proper IT security measures are in place to secure your data.

End-User Tech Training | Remote System Checks

SRS takes remote IT infrastructure management a step further than most, delivering a 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.

Your company can all but eliminate delays due to technical issues when you have properly trained end-users and an effective IT support program in place; one that also 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	End-User Training	Remote Management	Knowledge Transfer
SRS staff provides end-users with immediate email or phone-in support when they encounter IT related issues.	SRS post-implementation training ensures proper use of workstations, mobile devices, and software.	Technical systems can remotely monitor and manage client IT ecosystems.	SRS empowers end-users and IT team members through ongoing support and collaboration.

www.StrategicResponseSystems.com