Titan HST Reliability and Resiliency utilized by customers during CrowdStrike Outage

In a world where our connectivity is growing increasingly fragile, are you prepared when all else fails? In recent months, hundreds of companies have been affected by operating system outages that render their communication to staff and to customers completely useless.

In July of 2024, Crowdstrike released a software update that contained a bug which caused around 8.5 million Microsoft devices worldwide to become disabled and users could not access any information on the devices. While the company did remediate the bug and push a software update quickly, users were still unable to gain access to their devices for several hours after until the update had been installed and the devices rebooted. This affected companies from doing normal business, airlines from operating flights, and even hospitals unable to input information into patient's records for days and weeks after the incident. Communication amongst businesses, employees, and customers was severely impacted.

The question is not if this type of incident will happen again, but when? And when it does happen, does your team have an effective response plan?

Titan HST provides a multi-patented solution for mass communication, incident reporting, and business continuity for any organization. The Titan HST platform works independently from your organization's infrastructure through the Titan HST mobile app and web portal, email, text message, and auto-call. Titan HST's core features allow users to communicate when networks are down via patented Mesh Networking built directly into the Titan HST mobile app, translate content in over 22 different languages through Real-Time Language Translation, and scan through zero-visibility situations to find people requesting help using Augmented Reality.

Titan HST supports clients domestically and globally with reliable and resilient technology that allows organizations to coordinate a response in the event of network and cyber outages by allowing employees to report suspicious activity, management to send important updates to employees and customers through multiple notification methods and enables everyone to communicate when networks are down or overloaded. The Titan HST system is equipped with dozens of features, tailored to fit the needs of each client so they can send important updates and information before, during, and after an incident.

During the outage in July of 2024, Titan HST was able to successfully support several clients in their efforts to keep communications live and employees up to date about ongoing recovery efforts while they worked to resolve the outages at their organizations. Through the Titan HST mobile app, management and administrators sent Broadcast Messages about the outage and steps to resolve the issue on their Microsoft Devices. Employees were able to receive the Broadcast Messages through text message, email, and auto calls and could respond to the message with updates about their recovery status. Management was also able to communicate updates amongst the leadership teams through secure group chats and could host video conferencing calls to maintain normal operations while their devices rebooted.

When outages occur, businesses depend on reliable and resilient solutions for their day-to-day operations. Titan HST has developed an easy-to-use, customizable, and cost-effective product that supports the needs of management, security, and HR departments in any sector and during any incident. Ensure your organization is prepared for the next outage by equipping your team with the power of Titan HST.