



We are **HA**
Managed Hosting Architects

Project Rescue & Support

Get unexpected critical issues fixed fast.
Our expert team will have you back up and
running quickly and efficiently.





If you've got an issue, we'll sort it



When you hit a critical and unexpected issue, you need immediate expert knowledge and a skilled team to put it right. Fast.

Our unique combination of technology and development knowledge means we'll solve any issue quickly and efficiently, minimising financial impact.

What to do when you hit an unexpected issue

Acting quickly is crucial.
Contact us immediately 0800 862 0844.

You will speak directly with an experienced engineer who will talk through the issue you're experiencing, including any methods or tools which have been used to attempt to rectify the issue so far.

What happens next?

We will immediately set up a structured approach, putting in place vital action steps to identify the priority issues and regain control.

Our highly skilled and knowledgeable Project Rescue Support Team will formulate a carefully considered plan of action to minimise the length of downtime and limit the negative impact on your budget and reputation.



We thrive on solving problems

What sort of issues do we solve?

Any issue. You can be sure we'll solve it!

When a project fails, it can be due to a number of reasons. Sometimes, there can be an obvious cause, such as: a project changing scope mid-development, insufficient skillset, or pre-planning has overlooked the need to ensure all the right resources are in place to achieve the end goal.

There are situations when a project fails due to early warning signs going undetected, resulting in a much bigger problem further down the line.

At first, an issue can appear simple to rectify. However, it isn't always what can be seen on the surface which is the real issue. The **actual** issue is often buried deeper and will reoccur if it is left undetected and unresolved.

We carry out a thorough investigation into the issue and gain a full understanding of the root cause and the level of severity.

From this, we prioritise the most serious threats and vulnerabilities then focus appropriate resources exactly where recovery is required.

You can have peace of mind knowing we'll get your project back on track, with as little disruption to the current project timetable as possible.



Commonly experienced project recovery issues

- Hardware failure or malfunction
- Development team issues
- Intractable bugs
- Project failure
- Malware or other cyber attack
- Project abandonment
- Data security breach and/or loss of data
- Insufficient "quick fix" applied



Providing support at every stage

What impact does a critical issue have on your company?

Experiencing a critical issue can highlight internal concerns within a company which may have been previously unidentified, such as:

- The company has outgrown their technical and strategic skillset
- The company doesn't have the immediate resources available or in place to take action and rectify the issue
- A simple "quick fix" has been applied but has lead to yet another, even bigger, issue.

When an emergency issue arises it often creates chaos within the company, both internally and externally.

The situation is extremely stressful for companies, sparking an immediate panic to rectify the issue themselves, as quickly as possible.

However, this usually results in the company adopting an unsystematic approach to the situation which, in turn, causes more damage than the original issue.

If you experience a critical issue, call us before you do anything else: **0800 862 0844**. We can advise you on the best direction to take based on your scenario.

We provide ongoing support at every stage

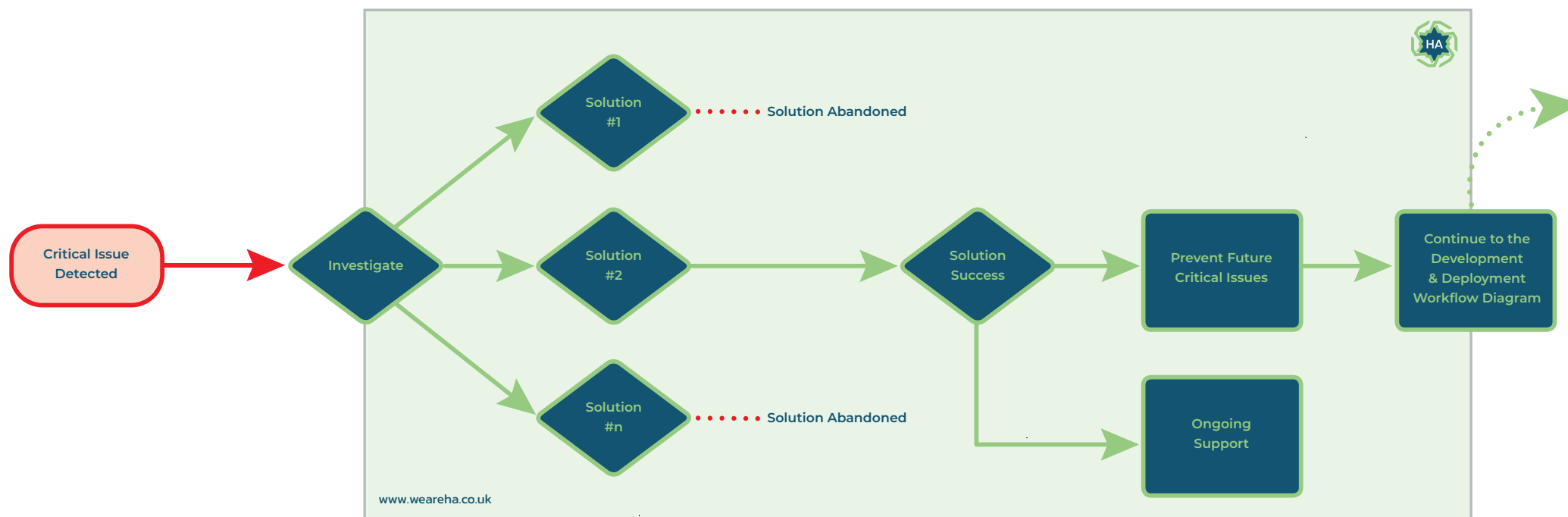
Whether you're experiencing an issue with a small or large project, you'll need expert management and support to get it back on track.

Communication is key to achieving the best outcome and a successful project completion.

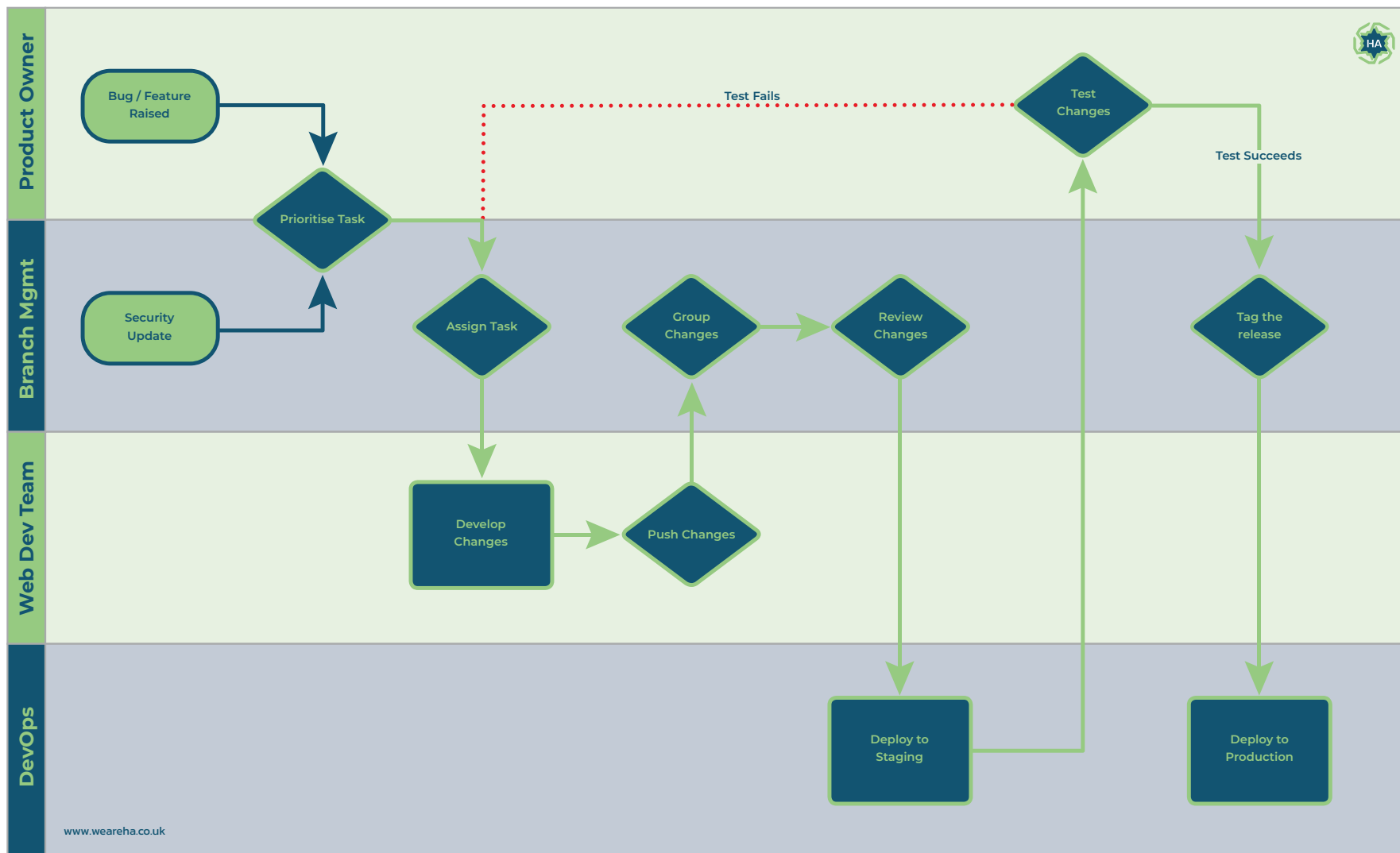
Our Project Rescue & Support Team are available 24/7 during each stage of the project, including pre-development and post-development.

Be reassured you will speak directly with a member of the Project Rescue & Support Team based in our UK offices.

Example of HA's critical issue process



Development & deployment workflow diagram





About our expert team

At HA, we have a highly skilled and knowledgeable project recovery team in place, who thrive on solving problems.

Our unique combination of technology and development knowledge gives us an extremely strong set of skills and resources. This allows us to confidently take on any aspect of unexpected project and system failures clients encounter, taking the stress away from you.

We use advanced technologies to deliver successful solutions best suited to each scenario.

Examples of the languages and frameworks we have used, but are not restricted to, include:

- Java
- .NET
- JavaScript
- PHP
- Ruby
- HTML5
- Angular
- Vue.js
- React
- Node.js
- Drupal
- Magento
- Python
- Wordpress
- Docker
- SQL Server
- PostgreSQL
- MySQL
- Percona
- Git and Git Lab
- Ghost Inspector

HA's Project Rescue & Recovery Team have been solving issues for over 20 years.

Our areas of expertise, disciplines and skills include:

- Full Stack Development
- DevOps
- Server Management
- Software Development
- Project Management
- Database Administration



Talk to us: 0800 862 0844

Email us: hello@weareha.co.uk

Connect on Linked In: [We Are HA](#)

Visit our website: www.weareha.co.uk