SRG OPCOMS
OPERATIONS MANAGEMENT PLATFORM
by STRATAGEM RISK GLOBAL

Technical overview

How the platform is built, secured, hosted and kept running

VERSION 19.5.2 · NOVEMBER 2026

AT A GLANCE

One system, built to be owned

30+
modules, switched on and off per company

1
installation and database per company

0
outside services needed to run it

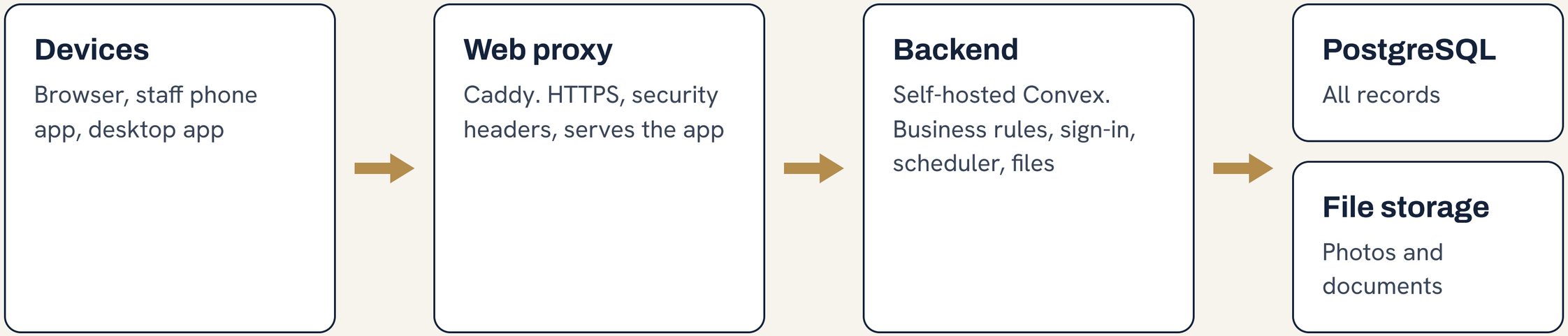
220+
automated tests on every release

7
staff roles, with labels you can rename

3
ways to host: office PC, own server, or us

ARCHITECTURE

Four parts, all on your server



Everything runs in Docker containers. Only the web proxy is reachable from the internet; the backend and database stay on a private network. Fonts and icons are bundled, so nothing calls out to other services.

TECHNOLOGY

Modern, open-source building blocks

Layer	Technology	Why
Screens	React 19, TypeScript, Vite, Tailwind	Fast, typed, works on phones and desktops
Business logic	Convex (self-hosted, open source)	Live updates and rules checked on the server
Database	PostgreSQL	Proven, reliable storage for every record
Web proxy	Caddy	Automatic HTTPS certificates and security headers
Packaging	Docker Compose	Same install on any Linux server or office PC
Testing	Vitest and convex-test	Rules tested automatically before every release

LIVE AND AUTOMATIC

Screens update themselves. Routine work runs itself.

Live screens

Every screen subscribes to its data over a secure WebSocket. When a manager assigns a task, it appears on the staff member’s phone in seconds, with no refresh.

Scheduled jobs

Recurring tasks are created every hour. Overdue alerts go out daily. The licence check runs daily. Backups run nightly from the server’s scheduler.

Notifications

In-app alerts for tasks, memos, SOPs and meetings. Email alerts go out through the company’s own mailbox, so they come from its own address.

HOSTING

Three ways to run it, same software

Office computer

Windows or Mac. A Server Control Panel installs, starts, backs up and upgrades it with one click.

Your own server

Any Linux server or VPS. One install script, then one command each to back up or upgrade. Your own address, e.g. ops.yourcompany.com.

Hosted by SRG

We run it for you. One server holds many companies, each with its own backend, database, files, web address, certificate and licence.

Moving between options is a backup and a restore: nothing is locked in.

DATA SEPARATION

Walls at two levels

Between companies

Every company has its own installation and its own database. There is no shared table, so one company can never see another’s data, by design rather than by filter.

Between properties

Inside a company, each property sees only its own people and records. Head office sees all of them and filters by property and department. Moving someone to another property clears their old property’s permissions.

SECURITY PRINCIPLE

Every permission is checked on the server. The screen only hides what the server would refuse anyway.

SIGN-IN

Accounts that are hard to break into

Hashed passwords

Stored as Scrypt hashes, never in plain text. Minimum length and mix enforced.

Signed sessions

RS256-signed tokens with rotating refresh. Keys are generated per installation.

Two-step login

Authenticator-app codes, required for owners and managers, with recovery codes.

Lockouts

Failed sign-ins are rate-limited. Wrong codes lock the account, longer each time.

No hints

Sign-in errors never reveal whether an email address exists.

Instant removal

Deactivated staff are refused at sign-in and on every action, immediately.

ROLES AND PERMISSIONS

Everyone sees and does only their part

Role	What they can do
Owner	Everything, including settings, modules and permissions. Cannot be demoted or deleted.
Administrator	Company-wide tasks, departments and staff
Manager	Company-wide operations, fleet and quotation approval
Supervisor	Assigns tasks to any department; manages own department’s staff
Team Leader	Tasks and staff of their own department; runs the daily checklist
Staff	Their own tasks, issues, reports and Staff Support requests

On top of roles, extra rights are granted per person: procurement, inventory, finance, maintenance, reservations and more.

BUILT-IN CONTROLS

Approvals that stand up to an audit

Separation of duties

Nobody approves the cost of their own purchase request. Nobody signs or countersigns a document they raised or benefit from.

Head-office sign-off

The head-office approval step can only be recorded by head office, never by the person who raised or approved the request.

Full history

Every change to settings, ownership and permissions is in the audit log, with who did it and when.

WEB AND FILE SECURITY

Hardened at the front door

HTTPS everywhere

Automatic certificates, HTTP redirected to HTTPS, HSTS on.

Strict headers

Content Security Policy, no framing, no content sniffing.

Checked uploads

File type and size checked on the server; SVG and HTML refused; files served sandboxed.

No injection

No SQL is built from user input; screens escape all output.

DATA AND PRIVACY

An operations system, not a guest system

What it holds

Staff accounts, tasks, maintenance, permits, purchasing, stock, reports, photos and documents. Guest names only if you use Reservations.

What it never holds

No card numbers and no bank account details. Payments are not taken inside the app.

Your data, your way

Export any list to Excel, CSV or PDF. A full export of all data is available on request, at any time.

DEVICES

Works on whatever your team already has

Phones

Installs from the browser to the home screen, with your logo. An Android app is also available. Photos go straight from the camera into tasks, repairs and claims.

Desktops

Any modern browser, plus desktop apps for Windows, Mac and Linux for offices and front desks.

Each person’s view

Staff see only their own work, property and department. Managers and head office see more, as their role allows.

BACKUPS AND UPGRADES

Recoverable, and upgraded in minutes

Backups

One command saves all records and uploaded files, a raw database copy and the settings. Run nightly; old backups are pruned. Restore is one command too, on the same or a new server.

Upgrades

The upgrade script takes a backup first, then rebuilds and restarts. About ten minutes, then a quick sign-in check. Hosted customers are upgraded for them.

LICENSING

Signed keys that never delete your data

Bound to you

Each licence is signed by SRG and tied to one installation ID and its web address, so it cannot be copied to another company.

Fair limits

30-day trial, warnings before expiry and a 14-day grace period. If a licence lapses, the system turns read-only: people can still sign in, view and export.

Nothing deleted

Read-only mode refuses changes on the server but keeps every record. Activating a key restores full use instantly.

REQUIREMENTS AND QUALITY

Small footprint, tested on every release

Server

2 CPU cores, 4 GB RAM and 20 GB disk. Linux with Docker, or a Windows or Mac office computer. Ports 80 and 443, and a web address pointing at the server.

Testing

220+ automated tests run on every release: permissions, property walls, approval rules, licensing and the demo data. Dependencies are audited before each release.

Integrations

Export to Excel, CSV and PDF today. Booking.com, Agoda, Expedia and Airbnb sync is planned as a paid add-on; PMS links on request.

SEE IT RUNNING

Questions?

Live demo: demo.srg-opcoms.com

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