

EVOLVE

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Protocol Networks

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About Us

Founded in 2000, Protocol Networks is one of the fastest growing information technology consultancies in New England, because unlike other IT consulting firms, Protocol Networks focuses on solving business problems with technical solutions. We use a practical business approach with all of our clients. Our diverse customer base has given us the experience and knowledge to offer in-depth and comprehensive solutions.

Infrastructure Services

Protocol Networks is a Professional IT Services Company dedicated to supporting our clients in all "Data Center" Infrastructure and Managed Service areas. Our Tier 3 Network Operations Center (currently SSAE 16 SOC I Type II certified and in the process of PCI compliance) offers 24x7x365 Monitoring and Managed Service capabilities with 4 different levels of support which can be customized for desired support/SLA on equipment. Our team of Senior Architects and Engineers support all the "underlying Data Center" infrastructure needs around Systems, Networking and Security with the most common ones below:

1. Managed Services – IMMS (Monitoring, Maintenance, Patching, Vendor Management etc.)
2. Disaster Recovery – (Business Continuity Planning, Data Center Designs/Moves, Testing, Data Backup and Replication etc.)
3. Systems (Exchange, AD, VMware, Linux, SQL, etc.)
4. Networking (Routing, Switching, VoIP, etc.)
5. Security (Servers and Desktop, Internal Security Health Checks)
6. Citrix
7. CIO Services (for companies that don't have a CIO or Strategic Plan for IT that ties into the business' goals)
8. Staffing Services

Infrastructure Monitoring & Management Services

Protocol Networks IMMS provides an extension to your team that enables you to meet today's data center challenges. Our IMMS offering provides comprehensive Managed Services for managing all elements of your IT infrastructures; this includes the physical hardware, OS, virtual machines and hypervisors. IMMS service allows you to offload time consuming tasks to a team of experts trained to optimize data center performance. We monitor your data center 24x7x365 to identify issues that may affect performance and provides a single point of contact for all incidents and service requests. We will proactively notify your team of any issues that arise and, if required, intervene on your behalf.

The Protocol Networks IMMS service is designed to help clients tackle their most complex data center challenges and improve the performance of their existing infrastructure.