



Infrastructure Monitoring & Management Service

Protocol Networks

Protocol Networks' Unique Approach Provides
Fortune 100 IT Management and Maintenance

engage@protocolnetworks.com

877.676.0146 x 701



© Copyright 2001-2018 Protocol Networks All Rights Reserved

Protocol Networks IMMS Overview

Protocol Networks IMMS provides an extension to your team that enables you to meet today's data center challenges.

Protocol Networks 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. Protocol Networks monitors 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.

Service Value

Our IMMS service offers the following benefits:

- Reduce operational costs in the data center
- Improve IT productivity and service quality
- Accelerate the adoption of new technologies both inside and outside the data center
- Improve risk management and security
- Enable IT to focus more time on strategic priorities



Immediate Benefits

With Protocol Networks Managed Monitoring Service, you receive clear information that drives immediate business benefits:

- Immediate and ongoing insight without investing time and money in evaluating, acquiring, training employees on, or maintaining tools
- Quick identification of root causes for fast and effective incident resolution
- Better control of the performance of critical services on which your business relies
- The freedom to have your staff focus on IT innovation, not incident diagnostics and remediation.

Delivery Model

Key Features of our IMMS service:

- 24x7x365 US-based support
- Remote Service Desk
- Monitoring & Notification
- Customer Web Portal
- Remote Management
- Incident Management
- Vendor Management
- Custom Reporting
- Change Management
- Proactive Service Adviser
- Dedicated Remote Support
- On-Site Engineering



Using Protocol Networks IMMS empowers first-level operators to resolve more issues rapidly.

This approach reduces downtime, time reviewing log files and event data, and allows your team to focus on maximizing the role IT plays within your organization.

Protocol Networks Methodology

- Protocol Networks provides a true extension to your IT team with its IMMS service. With our unique approach, you maintain full read/write access to your infrastructure with the benefit of being supported by Protocol Networks' team of highly skilled and certified engineers.
- We provide a single point of contact for end-to-end problem resolution, including coordinating vendor escalation, thereby reducing your data center management burden. In doing so, we enable clients to focus on projects that have greater impact on business performance.

Protocol Networks IMMS Provides

- Management and support of all data center infrastructure
- Dedicated service management with a single point-of-contact for all incidents and service requests
- Proactive alert notification and incident management
- Change Management
- Dedicated remote engineering support with decades of hands-on experience
- Easy-to-use, always-on web portal to view system status
- Comprehensive performance reporting
- Defined ITIL-based processes
- Integrated support between Managed Services and Professional Services teams

Regardless of which service level your organization chooses, you are charged monthly by the number of computing "Elements" being monitored within your Infrastructure. Elements can be any physical or virtual entity within your environment. These include: Physical devices, VM's, Virtual Hosts, appliances, etc. In today's dynamic and fluid virtualized infrastructures, Protocol Networks takes a monthly snapshot of your environment and calculates your Elements as an AVERAGE over the quarter. Utilizing our change control process, this method allows total flexibility to SAFELY add temporary or permanent elements such as VM's for testing, sandbox, and resolutions without impacting your OpEx.

Business Maintenance Solutions

Protocol Networks' maintenance/patching service is delivered for applicable covered assets across the network, and is geared to deploying patches. It is possible in many situations to update popular application software from Microsoft and other.

“Critical” Microsoft patches will generally be installed within 10 days of Microsoft release; provided Protocol Networks does not believe there is any major problem or risk associated with the patch(es).

A key benefit to the Protocol Networks Business Maintenance Solutions is the approach we take to reviewing available patches and determining the right patches to apply and the right time to apply those patches. Sometimes applying patches can have an adverse effect on system performance. In these cases, Protocol Networks may elect to wait until it is deemed safer to deploy the patch. This determination can vary from situation to situation. Unique situations may also arise where a client might determine an immediate need or threat requires deployment of a patch. Protocol Networks will work with the client to address that situation.



Choose a Trusted Provider That Understands your Business

Protocol Networks Infrastructure Monitoring and Management Service gives your Enterprise the assurance that your IT infrastructure is proactively monitored and managed 24x7x365. With a host of incident notification and escalation services, you have the confidence of knowing that communications disruptions are resolved quickly and transparently.

This comprehensive service is backed by the vast experience of certified IT professionals.

We are a trusted partner with more than a decade of network monitoring and management experience. When it comes to expertise from a partner who understands your business, Protocol Networks is unequalled.