

Ensuring Mission-Critical Uptime for Red Leaf's Clean Energy Innovation

CLIENT: Red Leaf – Developer of zero-emission shale oil extraction (HCCO process), rare earth element recovery, and infrastructure planning.



INDUSTRY: Clean Energy & Oil Shale Technology

Technology Partner

Protek – IT solutions provider specializing in high-availability systems, secure IT infrastructure, and resilience planning. With deep expertise in cybersecurity and infrastructure design, Protek delivers isolated environments, redundant systems, and robust failover mechanisms to ensure operational continuity and data protection. Their solutions are tailored for mission-critical applications, especially in industries like clean energy where uptime and safety are non-negotiable.

Red Leaf is at the forefront of sustainable energy innovation, pioneering the HCCO process for zero-emission shale oil extraction and rare earth element recovery. During a critical phase of live testing, Red Leaf's operations were disrupted by server failures and system interruptions, threatening the integrity and safety of their testing environment. Maintaining 100% uptime was not just a performance goal—it was a safety imperative.

Challenge:

- Unstable server environment during active oil shale testing.
- Frequent interruptions jeopardizing data integrity and operational safety.
- Need for isolated, redundant infrastructure to support continuous testing and monitoring.

Protek's Solution

Protek was brought in to stabilize and secure Red Leaf's IT environment. Their approach included:

- **Server Replacement:** Replaced outdated and unreliable servers with high-performance, fault-tolerant systems.
- **Isolated Environment Setup:** Created a dedicated, isolated network to prevent external interference and ensure secure data flow.
- **Redundancy & Failover Systems:** Implemented redundant systems and automated failover protocols to guarantee uninterrupted operations.
- **Monitoring & Support:** Provided real-time monitoring and 24/7 support to ensure rapid response to any anomalies.

The Results:



Achieved 100% uptime during critical testing phases.



Eliminated server-related interruptions, ensuring safe and accurate data collection.



Enhanced operational confidence for Red Leaf's engineering and safety teams.



Strengthened partnership between Red Leaf and Protek for future infrastructure planning.

Impact

This collaboration enabled Red Leaf to continue its groundbreaking work in clean energy without compromise. Protek's infrastructure support ensured that Red Leaf's testing environment remained stable, secure, and fully operational—laying the foundation for future scalability and innovation.



Headquarters

542 W. 9320 S.
Sandy, UT 84070

[Reach Out Today](#)

Call Us: [\(844\) 796-1717](tel:(844) 796-1717)



Beehive Brick and Stone Stays Productive With Rapid IT Support

Protek keeps this specialty building supplier connected without the wait.

CLIENT: Beehive Brick and Stone



LOCATION: Sandy, Utah

INDUSTRY: Retail building materials and garden supplies

SERVICES: Brick, manufactured stone, natural stone, pavers, hardscape tools, showroom, and delivery support

Executive Summary

Beehive Brick and Stone needed reliable IT support that responded fast and treated every issue with care. Protek delivered consistent help from a team known for respect, patience, and technical know-how.

Challenges

- Needed a responsive partner who answered calls directly
- Wanted respectful support that didn't dismiss smaller issues
- Valued long-term consistency with familiar staff and helpful communication
- Required help desk support for both hardware and software problems

Protek's Approach

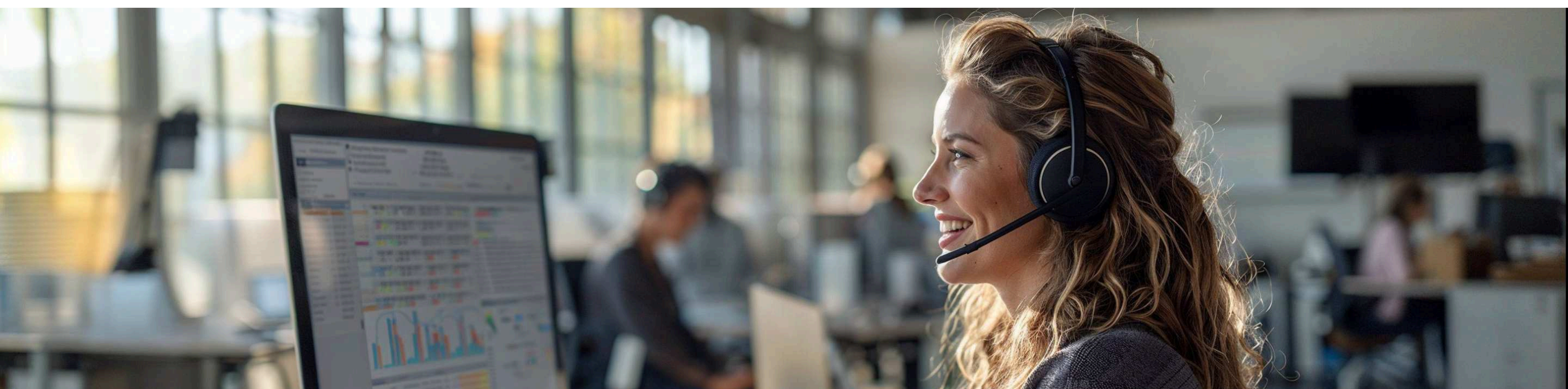
Protek delivered a dedicated support experience focused on accessibility and respect at every level of the company.

Key Actions

- Answered calls live, reducing the need for callbacks
- Built trust by resolving a wide range of technical issues
- Maintained a helpful, kind attitude

Solutions

- Support remained consistent and accessible across all departments
- Staff treated every issue with equal importance
- Response time stayed quick, even during busy periods



The Results

- Beehive Brick and Stone staff reached tech support on the first call nearly every time
- Protek became a trusted partner over a 9-year relationship
- The business stayed productive with dependable help for both simple and complex issues

Looking for an IT support team that always picks up the phone?

Protek delivers responsive, respectful IT helpdesk services from real people who solve real problems.

[Contact us](#) today.

CLIENT TESTIMONIAL



I have worked with **Protek Support** now for the last 9 years and have found them to always treat me with kindness and respect. No matter how simple or complex my computer hardware or software issues have been. From the receptionist to the techs, I have only the very best to say about them. I have been very lucky that almost every time I call in I can reach one of the techs without even a call back.

My experience has been nothing but the absolute very best.

Thanks **Protek** for all your support.

Alan Kirk



[Reach Out Today](#)

