



# BUSINESS TECHNOLOGY CASE STUDY

## VIKING CONSTRUCTION

**INDUSTRY:** Residential Development

**LOCATIONS:** Hayden, ID

## THE SITUATION

- During ownership restructuring, Viking Construction realized years of quick fixes, unreliable hardware, and makeshift setups left them without the tools to operate efficiently across offices and field locations.
- An outdated IT setup—including a server in a coat closet, poor WiFi, and disconnected systems—caused daily roadblocks, overheating, and weak communication.
- Old phones and no centralized, secure file management made collaboration difficult, with poor call quality and limited features across locations.
- With no cybersecurity protections or IT support plan, the company faced risks that hindered growth and scalability.
- Viking needed enterprise-grade networking, stronger security, and a refreshed online presence to reflect their brand and work.

## THE CLIENTS WORDS



*Absolutely the best service I have ever had dealing with a tech company! I really do not think there are many companies in the area that could have accomplished so many of my company's special needs with such ease. I can not speak highly enough for Intechtel. Knowledgeable, fast, and friendly!*



**Kristen A.**  
Viking CFO



## HOW DID WE HELP?

To address these challenges, Intechtel delivered a complete technology upgrade, modernizing Viking Construction's IT for greater reliability, security, and scalability, including:

- We rewired the main office with professional-grade racks and cabling, removing clutter and enabling future growth.
- We implemented segmented networks with built-in protections and a high-capacity NAS for centralized, secure file storage.
- We deployed an enterprise-grade VoIP system with HD audio, voicemail-to-email, and advanced call routing, along with a seamless WiFi network for reliable coverage.
- We added integrated surveillance to protect the premises and provide ongoing managed IT services, monitoring, cybersecurity protections, and a refreshed website.

Now, Viking Construction operates with enterprise-grade IT infrastructure that is faster, more secure, and easier to manage—giving their team more time to focus on delivering exceptional projects.



CALL US ON (208) 635-4400 TO FIND OUT HOW WE CAN HELP YOU!



*My team and I would LOVE to help you with your I.T. Give me a call at (208) 635-4400 and let's have a quick 10-minute non-salesy chat!*

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