



# BUSINESS TECHNOLOGY CASE STUDY

## COEUR D'ALENE GOLF CLUB

**INDUSTRY:** Public Golf Course

**LOCATIONS:** Coeur d'Alene, ID

### THE SITUATION

- The Coeur d'Alene Public Golf Course was relying on outdated technology that couldn't keep pace with the demands of their busy operations.
- Inconsistent WiFi coverage made it difficult for staff to stay connected and for guests to enjoy reliable internet access.
- An aging analog paging system created communication challenges, with limited reach and clarity both indoors and across the grounds.
- A legacy phone system was difficult to manage and update, especially during seasonal schedule changes and event-driven needs.
- The overall infrastructure was outdated and inflexible, leaving little room to scale or adopt modern tools for future growth.

### THE CLIENTS WORDS



*Working with Intechtel was a fantastic experience from start to finish. Their professionalism, attention to detail, and commitment to quality exceeded my expectations. They were incredibly responsive and thorough in answering all my questions, and their communication throughout the project was top-notch.*



Mike Elmore  
PGA



## HOW DID WE HELP?

To address these challenges, Intechtel delivered a complete technology upgrade, modernizing IT for greater reliability, flexibility, and security, including:

- We rewired the facility with new structured cabling, removed legacy equipment, and installed a modern rack system to securely house all hardware.
- We deployed a next-generation firewall with intrusion prevention to protect the network.
- We installed a fully managed switch and enterprise-grade wireless access points for seamless WiFi coverage across the property.
- We provide managed IT services with proactive monitoring, troubleshooting, responsive support.
- We upgraded their phone system with a robust IP solution, featuring a custom auto attendant, voicemail-to-email, and long-range cordless phones.
- We replaced the aging analog paging system with modern IP paging and seamless indoor/outdoor coverage.

Now, staff and guests experience hassle-free connectivity and operations daily.



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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