



BUSINESS TECHNOLOGY CASE STUDY

REDAL & REDAL LAW FIRM

INDUSTRY: Legal Services
LOCATIONS: Coeur d'Alene, ID

THE SITUATION

- Redal & Redal Law Firm in Coeur d'Alene needed an IT partner who understood the demands of handling sensitive legal data.
- Their previous provider left them with outdated hardware, weak cybersecurity, and minimal support, putting both operations and client trust at risk.
- The firm required secure, enterprise-grade hardware and network infrastructure to reliably support office operations.
- Weak cybersecurity protections and lack of offsite backups left client data vulnerable.
- Existing systems for client data, communications, and office surveillance were unreliable and outdated.
- They needed proactive, ongoing IT support from a local, trusted partner to ensure smooth daily operations.

THE CLIENTS WORDS



"We received a new phone system from Intechtel. It was such a great experience because of the sales people and tech people. Really a great firm, honest and always willing to help! I highly recommend these folks for your needs"



John Redal
Owner & Attorney



HOW DID WE HELP?

To address these challenges, Intechtel delivered a complete IT overhaul, building a secure, future-ready environment tailored to the needs of a modern law firm, including:

- Redesigned network and infrastructure with business-grade servers and enterprise firewall for security and performance.
- Implemented multi-layered cybersecurity protections and offsite backups to safeguard sensitive client data.
- Installed a modern VoIP phone system for reliable and efficient office communication.
- Deployed a full office surveillance system to enhance safety and visibility throughout the firm.
- Provided ongoing managed IT services with continuous monitoring, proactive maintenance, and responsive local support.

Since 2015, Redal & Redal has relied on Intechtel for secure, reliable IT. With modern systems and ongoing support, they protect client trust and focus on practicing law.



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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