



BUSINESS TECHNOLOGY CASE STUDY

BISTLINE LAW FIRM

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

THE SITUATION

- The team at Bistline Law in Coeur d'Alene needed a more reliable, secure, and efficient IT system to support daily operations.
- Disorganized file systems created confusion, duplicate documents, and inefficiencies.
- Lack of proactive monitoring and managed security left systems vulnerable.
- Outdated hardware and unreliable network performance slowed productivity.
- Team members relied on cell phones for communication, leading to missed connections.
- Minimal cybersecurity and identity protection measures exposed sensitive client data to risk.
- No centralized computer or user management made troubleshooting and onboarding difficult.

THE CLIENTS WORDS

“*Intechtel stepped in and immediately helped us identify our vulnerabilities...The Intechtel team is fast, respectful, and consistently does the job right. We couldn't be happier with their service and highly recommend them to anyone looking for dependable IT support.*”

★★★★★ | Sharon O. Office Administrator

HOW DID WE HELP?

The team at Bistline Law in Coeur d'Alene had been struggling with outdated and disconnected technology, making daily operations frustrating and inefficient.

Intechtel stepped in to provide IT solutions, including:

- We implemented Managed IT Services with proactive monitoring and helpdesk support to prevent downtime.
- We migrated the firm to Microsoft 365, SharePoint, and OneDrive for seamless storage and collaboration.
- We deployed enterprise-grade cybersecurity protections and a next-generation firewall to safeguard client data.
- We designed a secure WiFi network and provided business-class fiber internet for fast connectivity.
- We upgraded office hardware with modern business-grade computers and a professional VoIP phone system for reliable communication.

Our ongoing partnership ensures Bistline Law's technology stays secure, efficient and ready to grow.



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!

Adam Johnson
I.T. Consultant
e: adam@intechtel.com
w: intechtel.com

