



## BUSINESS TECHNOLOGY CASE STUDY

### EP GLOBAL COMPANIES, INCLUDING TATE & ASSOCIATES

**INDUSTRY:** Accounting

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

#### THE SITUATION

- When Intechtel first met EP Global Companies, including Tate & Associates Accounting Firm, they were frustrated with a large IT provider that was slow to respond and resolve issues across their multiple businesses.
- Referred by an existing Intechtel client, they were seeking a more responsive and reliable IT partner.
- Extremely slow DSL internet caused constant bottlenecks for Tate & Associates' cloud-based accounting team.
- Outdated network infrastructure, hardware, and a legacy Windows Server 2012 R2 created security and performance risks.
- Long IT support wait times and limited assistance disrupted daily operations.
- Inefficient onboarding and offboarding processes reduced productivity across teams.
- Two offices within the same building lacked proper connectivity, limiting seamless collaboration.

#### THE CLIENTS WORDS



*Since switching to Intechtel from our previous provider partners we have experienced little to no issues or problems that our previous provider partners could never seem to take care of effectively. All of us at the EP Global Corporation and its subsidiaries couldn't be happier.*



**Brent L.**  
COO, EP Global Companies



### HOW DID WE HELP?

The team at EP Global, including Tate & Associates Accounting Firm, struggled with slow internet, outdated systems, and unresponsive IT support, making daily operations inefficient.

Intechtel stepped in to provide IT solutions, including:

- High-speed dedicated fiber internet to eliminate DSL delays and support cloud-based accounting tools.
- We migrated legacy server systems to secure, scalable cloud solutions, improving reliability and reducing costs.
- We provide fast, responsive IT support for day-to-day issues and security needs.
- We streamlined cloud-based user management to simplify onboarding and offboarding.
- We installed structured cabling to connect offices and ensure reliable WiFi coverage.

Our ongoing partnership ensures EP Global Companies and Tate & Associates Accounting Firm maintain secure, efficient technology that supports continued growth.



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

