



Construction Company Boosts Productivity with WiLine Connectivity

Dedicated, symmetrical high-bandwidth service is essential for modern cloud-based architectural services required for doing business with subcontractors and building owners.

Building on her father's success in the construction industry has come naturally to Lori Hyder, Vice President of Inland Building Construction Companies, Inc. When she took over daily operations in 2016, she saw how quickly technology was changing, and recognized the value of high-speed internet access to improve staff productivity and help grow the business. After exploring many options, Hyder chose WiLine dedicated internet access (DIA) and cloud voice service to help pave the way for future growth.

"My father started the business in 1978 as a subcontractor installing acoustical ceilings and had expanded into general contracting by 2006," Hyder explained. "When I took over operations, we only had 5 Mbps speeds on a legacy line."

Today, IBCC is a general contracting company serving K through 12 schools and colleges, with annual revenues of around \$40 million. As middleman between subcontractors and building owners, it's essential that the IBCC team knows and shares information easily and quickly for each project and the legacy internet line just wasn't helping the company keep pace.

"The construction industry is all about the plans—we download them from the architect and print them as part of our process to solicit bids," Hyder said. "Fast, reliable internet is a necessity, but having dedicated internet access was even more important to me because time is money. Slow internet speed meant employees were waiting around during uploads and downloads and couldn't do anything else. This costs the business in the

Company At-A-Glance

Inland Building Construction Companies Inc

Location: San Bernardino, California

Vertical: Construction

Size: 70 employees

Goal

To increase productivity and support business growth by leveraging a high-speed internet connection that supports modern online business services, including architectural plan sharing required for project bidding.

Solution

WiLine symmetrical and dedicated internet access (DIA) at 150 Mbps and WiLine Cloud Voice solution.

Benefits

- High speed internet supports fast downloads and uploads so the business can respond to more RFPs and expand by competing more effectively.
- Staff stays productive and can use their time more efficiently, using multiple high-bandwidth online services at the same time.
- Bandwidth can be increased quickly and easily to meet growing business needs.
- Full-featured business phone service is easy to use and manage, reducing costs and adapting to staffing needs.



long run. WiLine was the only company to offer dedicated service at an affordable rate."

Given the company's location, internet access options were limited. At that time, it would have cost IBCC over \$20,000 to bring fiber or coax to the building and other solutions didn't offer dedicated service. In the case of the legacy internet service, which was not dedicated, this often meant that when neighbors got online, IBCC's 5 Mbps plunged to just 2 Mbps, tanking employee productivity and business opportunities.

"I started doing a lot of research, looking at reviews, and talking to experts until one mentioned WiLine and I called to set up an appointment to learn more about its fixed wireless technology," Hyder said. "WiLine was an easy choice. The cost was right, the dedicated service was ideal, and if we need more speed, WiLine can simply turn it up at any time."

At first, IBCC started out with 100 Mbps and later moved to 150 Mbps as business needs grew. The company now has about 20 office and 50 field employees, and most of its daily business is conducted online, using cloud-based tools, such as PlanGrid, DropBox, online banking, and accounting solutions.

The company has Wi-Fi throughout its building, and has also used WiLine's short term internet service for online access at job sites, a service Hyder says has been extremely beneficial in keeping staff connected and updated on projects.

More recently, it switched all phones over to the WiLine Cloud Voice Service for Business and provided staff with modern touch-screen desk phones that just plug in and work great.

"The WiLine phone service has added another level of convenience and allowed us to keep up with the times, especially during COVID when people were sometimes working from home," Hyder said. "People could take their phones home, plug them in, and work as usual. The simple set up and ease of use has meant we don't need an IT person to move extensions or reprogram the phones, I can do it online in about two seconds."

As someone who likes to thoroughly investigate a purchase and get all the facts before buying, Hyder has come to trust the expertise of the WiLine staff. The proof, she said, is in the speed and quality of her internet service.

"Going from 5 Mbps before to 100 Mbps with WiLine was the difference between night and day," Hyder said. "Everything nowadays is in the cloud, including the PlanGrid software that we use on a daily basis. With WiLine, everyone can be downloading or uploading and doing different things at the same time, and it doesn't take forever. That's something that no other company could offer and we've never looked back."