

SpyGlass

SETTING THE BAR FOR RECORD-SAVING TELECOM AUDITS

The Challenge

A multi-billion-dollar manufacturing company with multiple locations experienced a telecom management change. For several years, the company's telecom was managed by their facilities group. When the responsibility transferred to the IT team, the CFO and CIO realized the team needed to fully understand the company's network to effectively manage it and make strong business decisions.

Additionally, the team sought to utilize ongoing telecom expense management (TEM) software. However, without first understanding the breadth of the network and the costs associated with its management, TEM software and managed services would not be as effective once deployed and would be more costly.

The Strategy

To thoroughly understand their telecom network, and to right size all land and wireless services, the company elected to employ an in-depth telecom audit.

For land services, the audit found:

Unused lines

Excess Features

Redundant Services

Billing Errors

Outdated Pricing

With wireless services, the audit found:

Unused hot spots

Unused phones

Outdated pricing



Additionally, the audit identified retroactive savings



The telecom audit also uncovered an opportunity to better leverage long distance pricing.



The client disconnected a data circuit years ago, but they continued to be billed for the service.



The company has a master service agreement with preferential LD pricing but isn't leveraging all LD traffic. Some LD spending is running through rogue LD contracts with inefficient pricing.

BUSINESS IMPACT

Company Size:
85+ Locations
5000+ Employees

Revenue: **\$1.22B**

Before the SpyGlass Telecom Audit:

\$510k/mo

IN TOTAL TELECOM SPENDING



THE RESULTS

After the SpyGlass Telecom Audit:

Less than

9-month ROI

10.6% Saved Annually

Savings on telecom:

**\$54k monthly/
\$648k annually**



BONUS: \$60k
retroactive
credit



**MAGNITUDE OF SPYGLASS
RECOMMENDATIONS:**

- 400+ Individual cost saving recommendations implemented**
- Savings opportunity in 15 different categories**
- Savings opportunity at over 60% of the locations**

When the responsibility over telecom transfers to a new employee's desk, information and historical knowledge can get lost in the shuffle. Likewise, the newly responsible parties may not have a clear blueprint of what they are now managing. **This can lead to lost profit.**

A telecom audit ensures your cost center is optimized and the managing parties are equipped with the knowledge they need.

Stop overpaying on telecom and put money on your bottom line.

**They reclaimed profits.
You can, too.**

**GROW YOUR PROFIT WITH
A TELECOM AUDIT**