

HYBRID REMOTE TECH COSTS: Untangling a Wireless Maze

ABOUT THE CLIENT

A West Coast medical care and wellness services provider with 672 employees serving a community of over 60,000 members and patients. With 11 locations, the provider's Vice President of Finance and accounting department faced managing the technology service costs of thousands of wireless devices — with most added in response to meeting the pandemic's changing work environment.

THE CHALLENGES

In response to the pandemic's work-from-home order in early 2020, a SpyGlass client quickly ordered more wireless devices to help ensure newly remote employees were connected.

With the best hybrid remote work intentions, IT management would keep already purchased devices and redistribute to a new staff member.

As the pandemic enforced a growing remote workforce, IT kept reordering new devices instead of redistributing current inventory.

The result: Almost 400 unused wireless devices.

THE STRATEGY

To thoroughly understand the healthcare provider's fluctuating telecom and technology services network, SnapShot Audit experts analyzed:

Land Services

- Unused lines
- Excess features
- Redundant services
- Billing errors
- Outdated pricing

Wireless Services

- Unused phones
- Unused hot spots
- Wireless inventory
- Excessive overage fees

OUR WIRELESS TECH COST SOLUTION: SpyGlass SnapShot Audit



ASSESS

Unused phones,
hot spots + tablets



IDENTIFY

Unnecessary devices
+ additional areas
for savings



OPTIMIZE

Existing wireless
plans

LONG TERM SAVINGS

274

Unused devices
eliminated

\$129k+

Total annual savings
from eliminating unused
devices and landlines

\$65K+

Total annual savings
from wireless pricing
optimization

SNAPSHOT AUDIT BUSINESS IMPACT

BEFORE AUDIT

\$54k+/month
total telecom spend



AFTER AUDIT

\$39k/month
total telecom spend

ABOUT SPYGLASS

SpyGlass provides industry-leading telecom and technology expense management solutions to 13,000+ clients throughout the U.S. and Canada. Throughout virtually every type of business, in every sector, we challenge the technology cost status quo to deliver surprising savings that empower your bottom line.

CONTACT US

SpyGlass

25777 Detroit Road, Suite 400, Westlake, OH 44145

Phone: 440.348.9350 | Toll Free: 877.4.SPY.NOW

www.spyglass.net