

## Top U.S. Insurance Agency Secures Tech Service Savings to Boost Budget for Continued Client Success

SnapShot Audit Uncovers 50% Savings in Fax-Related Services

### ABOUT THE CLIENT

As one of the top 75 insurance agencies in the U.S., this trusted risk management group offers proactive solutions and guidance from over 150 insurance carriers. Licensed in all 50 states, the agency works to ensure all individuals and businesses they serve can spend more time focusing on what is important to them — knowing they have experts dedicated to their insurance needs.

But with more than 15,000 clients throughout the U.S., the insurance agency recognized it needed to reduce costs associated with technology services and reallocate budget dollars to ensure their clients move forward with confidence.

### THE CHALLENGES

With multiple office locations in different states throughout the eastern U.S., the insurance agency became aware telecommunication services were an issue. The agency was spending \$1,600 per month at just one location for fiber internet services, along with an additional expense on unnecessary cable internet service.

While the agency assumed expenses would be similar at all locations and could be reduced, they needed assistance in uncovering where to cut costs. To get answers, they turned to the SpyGlass team of technology expense management (TEM) experts for billing issues surrounding:

- Excessive plain old telephone services (POTS)
- Unused features tied to telephone services
- Internet services
- Unused technology services

### THE STRATEGY

SpyGlass SnapShot Audit experts analyzed the risk management client's telecom and technology expenses, specifically surrounding their fax services and plain old telephone service (POTS) lines. By providing SpyGlass access to their telecom and technology expenses, TEM experts uncovered more than \$19k a month spent on telecom services with six different providers spread out over 18 locations. These findings included:

- Unused and excessive landlines
- Excessive landline features
- Redundant internet services
- Technology upgrade possibilities



### OUR TECHNOLOGY EXPENSE MANAGEMENT SOLUTION: SpyGlass SnapShot Audit



#### ANALYZE

Tech service costs across voice, data, internet, cloud services, SaaS license and mobility



#### IDENTIFY

Savings recommendations for streamlined services



#### OPTIMIZE

Existing services by implementing approved recommendation for savings

## THE RESULTS

After performing a comprehensive SnapShot Audit of its telecom and technology expenses, SpyGlass TEM experts were able to identify substantial savings for the risk management insurance agency by eliminating:

Unused features • Redundant internet connections • Unused/excessive landlines

In addition, savings were accomplished by SpyGlass implementing more competitive pricing on data services and upgrading to online fax services. The agency had seven POTS lines and two PRIs, all of which were moved to a fax app, resulting in a reduction of more than 50% savings on fax services.

“A lot of the fax lines were tied in with the actual phone bills, with service costing \$20, \$30, and \$40 a pop per line,” explains the agency’s office manager, “When we really looked at the big picture SpyGlass presented, on paper it doesn’t look like there’s a difference in savings, but there actually really is a big of a difference.”

\$11k

Annual savings via  
competitive pricing &  
online fax upgrade

\$37k+

In Potential Total  
Annual Savings

50%

Reduction in fax-  
related expenses

*“SpyGlass helped us generate bigger savings and open a portion of our future budget, so we could reallocate funds to update infrastructure. The sheer cost savings and ability to streamline data into one usable document to analyze what you really have is what made this experience with SpyGlass so beneficial.”*

- Office Manager, One of the top 75 insurance agencies in the U.S.

## 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

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