SpyGlass

CASE STUDY

60-Year-Old Community Action Agency Captures Tech & Energy Savings with SpyGlass

The Commission on Economic Opportunity breaks through New York's regulated monopolies with SnapShot Audit® & ePro+®

ABOUT THE CLIENT

The Commission on Economic Opportunity (CEO) is a non-profit Community Action Agency providing support and resources to New York residents. Recently celebrating its 60th anniversary, CEO is dedicated to giving the less fortunate in the Troy, New York area a leg up. The agency works with individuals of all ages, and over 500 children through Head Start and its childcare program, and serves 100,000 people through its food pantry. The CEO housing programs assist individuals, especially senior citizens, get new heating, windows, and other appliances necessary for sustainable living.

CEO's Chief Financial Officer, Mary O'Grady has become increasingly aware of how important staying on top of technology expenses is — especially when the agency was hacked by cybercriminals several years ago.

THE CHALLENGES

Based in New York, CEO must operate based on the state's monopoly of technology service and energy providers, forcing them to pay higher fees and bills. With eight buildings spread throughout the Troy area, it became difficult to stay ahead of changing energy service rates and bills. Knowing they needed to get their expenses under control but having only one person in their IT department with limited time, SpyGlass, serving as a trusted technology advisor, stepped in at the perfect time.

Conducting their initial audit in 2017 and a secondary audit in 2024, SpyGlass TEM experts analyzed:

- Overlooked charges on accounts
- Unnecessary phone lines
- Changes in pricing and contracts
- Unnecessary taxes

THE STRATEGY

After reviewing CEO's technology expenses, our team of TEM experts were able to find:

- Unused and excessive lines, including POTS
- Unused wireless devices
- Unnecessary taxes

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

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THE RESULTS

Between the initial and secondary audits, SpyGlass's proven SnapShot Audit® was able to save CEO over $25,000 annually. Those savings can be reinvested into the organization, improving their technology and leading to improvements for the individuals they serve. CEO also recently began taking advantage of the SpyGlass energy management service, ePro+®, unlocking even more incredible savings for the future.

$25k+

Annual Elimination Savings over Two Audits

$3k+

Retroactive Tax Credits

$8,900+

Improper Tax Application Savings

"As a non-profit, we have one person doing everything. Unless you have a team of experts reviewing your technology and energy bills regularly, you need Spyglass. The money they saved us was pretty substantial."

- Mary O'Grady,
Chief Financial Officer, Commission on Economic Opportunity

ABOUT SPYGLASS

SpyGlass is a leading provider of telecom and technology expense management (TEM) audits and solutions to 16,000+ clients throughout the U.S. and Canada. By collaborating with virtually every type of industry, we challenge the technology cost status quo to deliver surprising savings that empower your bottom line.

CONTACT US

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