SpyGlass

CASE STUDY

Northeast Ohio College faces telecom costs head-on for long-term savings

OMNIA Public Sector member organizes tech service bill chaos with proven SnapShot Audit®

ABOUT THE CLIENT

Lorain County Community College (LCCC) in Elyria, Ohio has provided training and education for thousands of students since 1963. Currently serving over 10,000 students, LCCC offers high- quality education and training as a full-service community college. LCCC also provides students access to more than 100 Bachelor's and Master's degree programs through its University Partnership with 15 colleges and universities.

With telecom invoices becoming increasingly complex and costly, LCCC's Chief Information Officer Donald Huffman and his small team became overwhelmed and challenged by managing often 600 pages of tech service bills each month.

THE CHALLENGES

With three separate phone companies serving Lorain County where LCCC is based, and a fourth providing service in neighboring Cuyahoga County, Huffman, and his team routinely manage monthly telecom cost nightmares.

In addition, LCCC relied on a primary rate interface (PRI) for its landlines. As the PRI became more costly to maintain, with increasing provider fees and lines requiring specialized hardware and software, the ISDN (Integrated Services Digital Network)'s increasing costs were becoming the unsettling norm.

To get proactive answers, LCCC turned to the trusted SpyGlass team of technology expense management (TEM) advisors to identify extra costs, including:

- Overlooked charges on accounts
- Unnecessary phone lines
- Changes in pricing and services
- Extra spending on PRI

THE STRATEGY

SpyGlass' SnapShot Audit advisors analyzed the college's telecom and technology expenses, assessing several different areas:

- Unused lines
- Excess features
- Redundant services
- Excessive PRI fees
- Improper tax and tariff applications

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

After a highly-comprehensive, proven Snapshot Audit, LCCC was not only able to cut down on unnecessary tech service expenses, the savings opportunities gave them the nudge to proactively move from PRIs to an SD-WAN (Software-Defined Wide Area Network). Shortly after switching to SD-WAN, LCCC's provider announced they were eliminating all PRIs. "The timing was unbelievable," stated Huffman. "If we had waited, the world would have crumbled down on our everyday operations." Today, LCCC uses the found savings to invest in beneficial resources for its students.

$10k+

Landline features & Unused landlines Eliminated

$47k+

SD-WAN Migration

$58k+

Annual Savings

"SpyGlass helped us see where we were being overcharged for services we weren't using, and how to realize cost savings by moving us from PRIs to SD-WAN. Their team clearly explains what they see as a value and benefit, and allowed us time to make our decision on what opportunities would be best for us."

- Donald Huffman,
CIO, Lorain County Community College

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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