SpyGlass

CASE STUDY

Mercer Island Government Gains Large Tech Expense Savings

Puget Sound city slashes telecom expenses with a proven SpyGlass SnapShot Audit®

ABOUT THE CLIENT

The City of Mercer Island, Washington, located just east of Seattle in Lake Washington, is home to more than 25,000 people, six schools, and 475 acres of parks and open spaces. With 220 employees and eight Boards and Commissions, the City of Mercer Island government requires a wide array of technology and services to support their services. However, with technology constantly changing and the growing need for telecom due to the pandemic's impact on work-from- home requirements, the government was faced with added expenses.

THE CHALLENGES

With limited resources and time, the City of Mercer Island was unable to examine its technology service expenses in detail. After being presented with the idea of a SpyGlass Snapshot Audit and seeing the positive reviews from other city and county governments, leadership chose the SpyGlass team of technology expense management (TEM) advisors to uncover where they may be overspending, including:

- Unused/excessive landline services
  - Phone lines
  - Data circuits
- Unused wireless devices & features
- Improper tax applications
- Excessive landline pricing

THE STRATEGY

SpyGlass's Snapshot Audit experts assessed the City of Mercer Island's various different telecom and technology expenses, examining several areas:

- Excessive internet connections
- Advertising and listing charges
- Retroactive credits for taxes billed in error

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 Snapshot Audit, the City of Mercer Island government was able to eliminate several large unnecessary expenses — including taxes it was paying they did not need to pay. The new savings will allow each of the government's different departments to save the money that would normally be spent on IT expenses and put it back into services for their citizens.

$12,000+

Unused Wireless Device Savings

203

Total Savings Recommendations

$24,000+

Total Annual Savings

"We can never get through to our phone provider — it's nice to know that SpyGlass can do this and make the changes we needed. Another great benefit is they went back and got us retroactive savings on some of the taxes we were paying — and shouldn't have been paying. They helped us save a lot of money each month."

- Ali Spietz,
Chief of Administration, City of Mercer Island, Washington

ABOUT SPYGLASS

SpyGlass is a leading provider of telecom and technology expense management (TEM) audits and collaborative premier procurement to 16,000+ clients throughout the U.S. and Canada. By collaborating with virtually every type of industry, we serve as trusted advisors to deliver surprising savings that empower your bottom line.

CONTACT US

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