SpyGlass

CASE STUDY

HYBRID REMOTE TECH COSTS: Untangling a Wireless Maze

How a proven SnapShot Audit® streamlines wireless services for savings

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 faced growing technology expenses — particularly from wireless services. With 11 locations, the provider's Vice President of Finance and accounting department manages the technology service costs of thousands of wireless devices to provide the broad scope of digital health, including mobile health, telehealth and telemedicine, and personalized medicine.

THE CHALLENGES

To meet its patients' growing digital health needs, the provider quickly ordered wireless devices to ensure remote and hybrid employees are connected. With the best intentions, IT management would keep purchased devices and redistribute them to a new staff member.

But in reality, the IT staff 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, trusted SnapShot Audit advisors 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- Outdated pricing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

SpyGlass

CASE STUDY

THE RESULTS

After working with SpyGlass, the West Coast healthcare provider secured long-term savings to reinvest in patient care and optimized outcomes.

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 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 who challenge the technology cost status quo to deliver surprising savings that empower your bottom line.

CONTACT US

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