SpyGlass

CASE STUDY

The Clock is Ticking on Copper. SpyGlass Helped SACFD Get Ahead of It.

How a Colorado fire department navigated the POTS sunset, modernized its communications infrastructure, and freed its IT team to focus on what matters most.

ABOUT THE CLIENT

Founded in 1942 as an all-volunteer agency, South Adams County Fire Department (SACFD) is a combination fire department based in Commerce City, Colorado, protecting 76 square miles of residential, commercial, industrial, and open lands. As a public sector organization funded by and operating as the South Adams County Fire Protection District under Colorado state law, SACFD responds to over 12,500 medical and fire emergencies each year across a diverse and dynamic service area that includes major highways, extensive industrial zones, commercial centers, residential neighborhoods, and Colorado's only oil refinery.

THE CHALLENGES

Fire department IT teams face a cluster of compounding technology challenges. From cybersecurity requirements on new systems, budget and staffing constraints, and coordinating services across jurisdictions and vendors to ensure life-saving services, IT staff support a complex operation with a lot riding on a reliable communications infrastructure.

In addition to the lack of local customer service from its telecom carrier to renegotiate contracts or extend terms, SACFD faced the time-sensitive, industry-wide technology transition challenging the entire United States: the sunset of POTS (Plain Old Telephone Service) lines. As carriers are actively retiring legacy copper-based TDM networks in favor of fiber and IP-based services, institutions like SACFD that rely on copper are exposed to several realities:

- Escalating tariffs and surcharges on sunsetting copper and POTS (plain old telephone service) lines, driven by the FCC's copper sunset framework
- Declining service reliability as carriers wind down support for aging TDM infrastructure
- Looming end-of-life support for legacy copper-based services
- Limited internal bandwidth to audit line-item billing month over month, leaving cost-saving opportunities overlooked

SAFCD recognized it needed to modernize antiquated technology to monitor and support critical applications, but it didn't know where to start. After a recommendation from its new Fire Chief, who collaborated with SpyGlass in his previous role, they turned to the trusted technology advisors for guidance.

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 STRATEGY

SpyGlass began with its proven SnapShot Audit®, an industry-leading technology expense review that takes a comprehensive look at an organization's telecom and technology spend. Dedicated SpyGlass experts evaluated SACFD's technology environment to identify where costs could be reduced and infrastructure modernized.

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

- Line-item billing and recurring telecom charges, identifying overcharges and services no longer aligned with the department's needs
- Legacy copper landline and POTS services carrying escalating carrier tariffs
- Infrastructure modernization opportunities to migrate from copper to IP-based technologies
- Service reliability and functionality across critical communication systems

THE RESULTS

After a highly comprehensive SnapShot Audit, SpyGlass helped SACFD realize big wins, including renegotiated internet packages and reorganization of its carrier's business portal to streamline monitoring of 13 sites under one login.

To solidify future services, SpyGlass migrated SACFD's outdated copper lines to modern, IP-based technologies. The department is on track to improve reliability and functionality while reducing recurring telecom expenses, modernizing critical infrastructure without disrupting day-to-day operations or burdening internal IT staff. The audit uncovered a clear path to generate meaningful, recurring cost savings, turning a looming end-of-service liability into a strategic upgrade.

$38K+

Annual savings via competitive pricing and renegotiating internet services

$49K+

Total savings generated from the project

"Other than telling them what my goals were and providing account numbers, I really didn't have to lift a finger — SpyGlass handled the entire process. I would attend the weekly meetings, they'd give me updates that were always positive, and everything progressed forward. Timelines were met. For how much money we're saving, it was the least amount of work I think I could have to do for a project that big."

– Kevin Kellar
IT Director, South Adams County Fire Department

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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