SpyGlass

CASE STUDY

Clearing the Static: How SpyGlass Helped SCTDD Reconnect Its Employees & Region

How a 13-county Tennessee development district replaced an unreliable legacy phone system with a modern, cloud-based UCaaS platform — giving field and office staff a communications system they can depend on.

ABOUT THE CLIENT

Founded in 1972, the South Central Tennessee Development District (SCTDD) is a regional planning and development organization serving 13 counties and 35 municipalities across southern Middle Tennessee. Headquartered in Mount Pleasant, Tennessee, SCTDD partners with local governments and community organizations to deliver economic and community development, grant administration, transportation coordination, and services for the region's aging population. With staff working across an extensive, largely rural service area, reliable, flexible communication between the district office and its team is essential.

THE CHALLENGES

SCTDD had relied for years on an aging phone system built on AT&T IP Flex circuits. When Amy Ezell, CGFM, stepped into her role as Deputy Executive Director, it didn't take long to see that the system was falling short of what a modern, distributed organization needed. Day to day, the gaps showed up in ways that directly affected staff and the people they served:

- Inconsistent call transfers, with some routing correctly and others failing outright
- Poor call quality making everyday conversations difficult
- Unclear call ownership
- No ability to forward calls or check voicemail remotely, a significant limitation for field-based staff
- Voicemail that wasn't routed to email, adding an extra step to an already outdated process
- A cumbersome voicemail retrieval process

Ezell had worked with SpyGlass at another organization before joining SCTDD and knew firsthand what the engagement would look like. "I had a really great experience working with the SpyGlass team," she said. "They were very professional and walked us through the process step by step and made sure we understood each step." That prior experience made her decision to re-engage SpyGlass easy.

"I would indeed recommend SpyGlass for any company looking to review their current (technology and telecom) structure and would like a partner to walk them through each step."

– Amy Ezell, CGFM, Deputy Executive Director, South Central Tennessee Development District

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®, gathering SCTDD's phone accounts along with the district's most recent invoices and statements to build a complete picture of its telecom environment. From there, SpyGlass's experts conducted the audit itself, evaluating the district's technology and cost structure from end to end. Rather than handing SCTDD a report and stepping back, SpyGlass stayed engaged through each phase — clarifying where costs could be reduced and where the district's aging infrastructure needed modernization.

After analyzing SCTDD's telecom and technology expenses, SpyGlass SnapShot Audit experts found services the district didn't know still existed, including:

- Unused wireless devices
- Excessive long-distance pricing
- Excessive wireless pricing
- Excessive fax line pricing, including erroneous tax

The audit made the path forward clear: SpyGlass Strategic Sourcing Management recommended SCTDD's legacy AT&T IP Flex circuits be replaced with a modern, cloud-based Unified Communications as a Service (UCaaS) solution to support both in-office staff and the district's field-based team members across its broad service area.

THE RESULTS

Since its SnapShot Audit was completed and the new hosted voice platform implemented, SCTDD has experienced a real shift in how its team communicates. The new platform's features and administrative visibility have made a particular difference for SCTDD's field staff, who previously had no way to manage calls remotely.

"It has definitely helped, especially those who work in the field," Ezell said. "They enjoy being able to track and view all missed calls, the ease of forwarding calls, and setting up the call tree."

Even though SCTDD's monthly recurring charges slightly increased when moving to the UCaaS solution, the SnapShot Audit paid for the upgrade, with savings leftover for its bottom line.

SCTDD's UCaaS needs have already grown since go-live. When the district unexpectedly expanded when taking on a grant program, they needed additional seats on the platform. The cloud-based system made that growth straightforward to accommodate, positioning SCTDD to continue scaling its communications in response to future programming and staffing changes.

$15K+
Total Savings

$8K+
Annual Cost Reduction

On-Demand
UCaaS Seat Scalability

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.

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