SpyGlass

CASE STUDY

Real Tech Savings, Real Peace of Mind

How SpyCare helped North Central Texas College cut telecom waste, modernize aging infrastructure, and reinvest savings for its students

ABOUT THE CLIENT

As the oldest continuously operating two-year college in Texas, North Central Texas College (NCTC) was founded in 1924 and serves seven locations spanning four North Texas counties. With roughly 8,100 students, NCTC is relied on for core transfer curriculum, dual credit for high schoolers, career and technical education, health sciences, and continuing education. Among the most affordable public colleges in Texas, NCTC is committed to transforming lives and strengthening its communities.

THE CHALLENGES

North Central Texas College's multi-campus, multi-county footprint — plus a legacy technology infrastructure including elevator landlines and aging POTS (plain old telephone service) lines — created a complex and costly tech environment.

Over four years ago, NCTC turned to SpyGlass's thorough SnapShot Audit® for an industry-leading analysis to uncover immediate savings opportunities and lay the foundation for ongoing technology optimization. Beyond the audit, telecom's continuously changing nature presented moving targets that kept time-sensitive and costly issues at the forefront, including:

- Escalating tariffs and surcharges on sunsetting copper and POTS lines, driven by the FCC's copper sunset framework
- Declining service reliability as carriers wind down support for aging TDM infrastructure
- Review of the overall rise of network costs

To help modernize and keep expenses in check, NCTC engaged SpyCare® — the exclusive ongoing TEM solution from SpyGlass for the middle market. When Chief Information Officer Travis Seekins began his role in 2026, NCTC had been a SpyCare client for over two years, but he was skeptical it delivered what his bottom line needed. He soon learned the service was well worth it.

"Unless you have been actively in the (telecom) business yourself for years, there are always blind spots (of costs) you can't see. Whether you have a simple shop or a complicated shop like ours with many different locations, telecom's complicated."

– Travis Seekins, CIO, North Central Texas College

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

To continue savings from NCTC's initial SnapShot Audit, SpyCare uses its automated SaaS platform to retrieve monthly invoices, perform comprehensive audits, and flag any anomalies or changes. Beyond automation, SpyCare includes hands-on expertise from its dedicated Account Team, ensuring NCTC's initial optimization is sustained by proactively identifying and preventing new sources of waste.

SpyCare's Account Team performs ongoing evaluation of NCTC's technology environment to identify opportunities to reduce costs and modernize infrastructure by assessing several different areas:

- Line-item billing and recurring telecom charges, identifying overcharges and services no longer aligned with NCTC's needs
- Legacy copper landline and POTS services carrying escalating carrier tariffs
- Proactive account monitoring to detect inappropriate tax charges on new vendor invoices
- Rise of network costs, including flagging an expensive out-of-contract service

$6,500 — **Annual savings by cancelling unused POTS lines and porting remaining lines to a cellular replacement**

$20,000+ — **Annual savings by identifying an overpriced private line and transitioning to a more cost-effective network solution**

Limitless — **Time saved**

THE RESULTS

With SpyCare's ongoing monitoring and collaboration, NCTC achieved significant savings by identifying and canceling unnecessary POTS lines. SpyCare also helped migrate existing POTS lines to a cellular replacement offered through the vast network of partners SpyGlass Strategic Sourcing Management provides.

Another key benefit? Having a technology spend advocate always fighting for you. "The amount of time, effort, and angst they save us is equal to the savings," stated Seekins. "When SpyCare is on it, I don't worry about it. "

As a result, NCTC is on track to modernize critical infrastructure and invest savings for the future. "At the end of the day, that all pays forward toward the students," Seekins explained. "If we're able to save money and put it toward software to help us evaluate transcripts that gets students faster answers for the next stage of their lives, it all pays forward."

> ***"The biggest surprise (of working with SpyCare) is that they're not only experts, but they actually do what they say they're going to do. There's that level of customer service that is fantastic."***
>
> *– Travis Seekins, CIO, North Central Texas College*

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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