



TO: Dr. Koultourides and Members of Council

FROM: Dustin Anderson, Town Manager

SUBJECT: SpyGlass Cost Recovery

DATE: July 19, 2021

Background

To conduct the business of the Town, we have multiple phone, cable, and internet services. This is typical in an organization as large as our own.

Often, the companies providing this service adjust existing or add new fees.

Many times, the breadth and depth of analysis needed to recognize these small billing changes is not available in an organization. As a result, the organization ends up paying these fees without realizing it.

Over time, this marginal amount grows to a significant cost that could otherwise be avoided.

Methodology

Staff would like to engage SpyGlass as an auditor and independent contractor to analyze our primary telecommunications service accounts (Voice, Data, Internet, Cloud Services and Mobility/Cellular) to seek cost recovery, service elimination and cost reduction recommendations.

SpyGlass has worked with many units of local government in and around Lake County and Indiana. A client list is included in the meeting materials.

To do this work, the Town will provide three months of bills to SpyGlass. After reviewing the information, SpyGlass will deliver recommendations to us, and implement those recommendations that we elect to move forward with, as well as deliver a complete telecommunications inventory.

At the conclusion of implementation, we will receive an Industry Benchmark Analysis (“IBA”) Meeting to compare our spending and audit results against industry peers as well as all SpyGlass clients, officially bringing closure to the engagement.

Spyglass is compensated as follows ONLY for recommendations implemented within twelve (12) months of SpyGlass delivering the recommendation to us:

- 50% of any “Cost Recovery”
- 12 times any “Service Elimination Savings”
- 12 times any “Cost Reduction Savings”

To capitalize on this opportunity requires the Town to enter into an agreement with SpyGlass to conduct this work, as well as sign a letter of agency that allows SpyGlass to have access to all customer service records, account information, etc.

Recommendation

By motion and roll call vote authorize the Town Manager to sign the agreement and letter of agency to partner with SpyGlass for telecommunications cost recovery services.