



SpyGlass Summary of Findings/Proposal

Operational Technologies Audit

Alex Murray, Facilities Administrator

Please refer to signed agreement. 2-line items, that were 12x have been reduced to 6x. The reduction from 12 to 6 was given in response to the county providing detailed documents that expedited the investigatory portion of the project.

The total invoice from SpyGlass based on the action items proposed is **\$45,058.02**. Facilities is requesting General Funds for the implementation of this cost saving measure.

Below is a quick breakdown of the total fee to SpyGlass for implementing the decisions.

6x associated with PRI – *SpyGlass reduced compensation from 12x (Contract) to 6x due to Facilities Support that speed up the process.*

- PRI Scalability - \$11,789.58 (Currently being charged **\$1,964.93 / month**)
- Analog Circuit Disconnection - \$1506.72 (Currently being charged **\$251.12 / month**)

12x Signed agreement –

- Advertising & Listings - **\$17,295.72** (Currently being charged **\$1,441.31/ month**)
- Excessive Analog Line Disconnection - \$6,364.08 (Currently being charged **\$530.34 / month**)
- Long Distance Fees - \$883.80 (Currently being charged **\$73.65 / month**)
- Unused Analog Line Disconnection - \$4481.88 (Currently being charged **\$373.49/ month**)
- Unused Toll Free - \$48.00 (Currently being charged **\$4/ month**)
- Unused Wireless Device Disconnection - \$1,532.28 (Currently being charged **\$127.69/ month**)

- Tax Removal - \$1155.96 (Currently being charged **\$96.33/ month**)

Total: \$45,058.02 invoice. Total Annual Savings: \$58,354.32 (savings after 1st year)

County of Lewis, WA Action Items

- Obtain approval for the implementation of the decisions in the SpyGlass portal
 1. Director Meeting 10/2/2024
 2. Board Approval 10/8/2024 TBD

SpyGlass Action Items

- Once Approved, SpyGlass to implement the decisions in the portal with the various providers
- Advanced communication will be sent out to county staff, departments, and leadership notifying them of the project, date of disconnection, and what to do should an essential line be accidentally disconnected.
- Spy Glass will be on standby when identified lines are disconnected. Should an essential line be disconnected, Spy Glass will be ready to immediately implement the re-connection process which generally resolves the issue within 48 hours.
 - **Risk is low** as all identified lines have been called, tested, and reviewed by SpyGlass. Once the list was provided to the county the Facilities Administrator reviewed it, found no concerns, and spot-checked lines/services on the list to ensure they were in fact not in use.

SpyGlass Snapshot Audit Agreement

This agreement, effective as of the later of the dates of signature below ("Effective Date"), is between **County of Lewis** ("Company"), and The SpyGlass Group, LLC, an Ohio limited liability company ("Auditor").

1. Primary Audit Services. Company is engaging Auditor as an independent contractor to analyze its primary telecommunications service accounts (Voice, Data, Internet, Cloud Services, SaaS Licensing, and Mobility) to seek cost recovery, service elimination and cost reduction recommendations. Company will provide Auditor with the materials required to perform its analysis and Auditor will conduct a Kickoff meeting with Company to review the materials provided and introduce Auditor's personnel assigned to the project. Auditor will deliver the recommendations to Company at a Summary of Findings meeting, implement recommendations that Company elects for Auditor to implement, and deliver a complete telecommunications inventory to Company. Upon completion of implementation, Auditor will conduct an Industry Benchmark Analysis ("IBA") Meeting to compare Company's spending and audit results against industry peers as well as all SpyGlass clients, officially bringing closure to the engagement.

While Auditor is performing its analysis, Company will not make changes or perform internal cost reduction analysis with respect to provider accounts which Company has included within the scope of Auditor's review.

2. Fees. Company will pay Auditor the applicable fee set forth below ONLY for Auditor recommendations implemented within twelve (12) months of Auditor delivering the recommendation to Company:

- 50% of any "Cost Recovery", as defined below
- 12 times any "Service Elimination Savings", as defined below
- 12 times any "Cost Reduction Savings", as defined below

"Cost Recovery" is any refund, credit or compensation received by Company relating to past services or charges.

"Service Elimination Savings" is any monthly cost reduction received by Company relating to cancellation of any service, including monthly usage cost reduction (calculated as the average of the last 2 months of usage costs associated with the cancelled service).

"Cost Reduction Savings" is any monthly cost reduction received by Company relating to the modification, consolidation or negotiation of any service, account or contract, including post discount usage rate improvement (calculated as the (a) decrease in post discount per unit pricing realized by Company for any service, times (b) the average of Company's last two (2) months usage levels measured in such units for the modified service).

3. Invoicing and Payment. Fees for Cost Recovery are due as a one-time payment within 10 days of verification that Company has been issued the refund, credit or compensation resulting in such fees. Fees for Service Elimination Savings and Cost Reduction Savings are due as a one-time payment within 10 days of verification that the cancellation or other activity resulting in the Service Elimination Savings or Cost Reduction Savings has been completed. Auditor may issue separate invoices as different fees are earned.

4. Miscellaneous. This agreement is governed by the laws of the State of Washington, without regard to principles of conflicts of law, and may be executed by facsimile and simultaneously in multiple counterparts. Company agrees that Auditor does not warranty the overall performance, Company satisfaction, or data accuracy of any telecommunications related carrier, provider, software manufacturer or vendor at any time whatsoever during or after the term of this agreement. Each person signing this agreement on behalf of a party represents that he or she has been duly authorized to sign this agreement and to bind the party on whose behalf this agreement is being signed by that signatory. In the event of any litigation, proceeding or legal action arising out of or relating to this agreement, the prevailing party in such action shall be entitled to recover its reasonable attorneys' fees, court costs, and other expenses incurred in connection with such dispute or legal action, in addition to any other relief granted. AUDITOR SHALL NOT BE LIABLE TO THE COMPANY FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR BUSINESS INTERRUPTION, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT OR OTHERWISE, EVEN IF EITHER PARTY HAS BEEN WARNED OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE IN ADVANCE. IN ADDITION, IN NO EVENT SHALL AUDITOR'S LIABILITY TO COMPANY EXCEED THE FEES ACTUALLY PAID BY COMPANY TO AUDITOR.

IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the Effective Date.

COMPANY

County of Lewis

Signature: 

FACILITIES ADMINISTRATOR

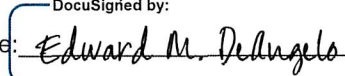
Print Name: Alex Murray

Date: 7/1/24

AUDITOR

The SpyGlass Group, LLC

DocuSigned by:

Signature: 

07B32E2968A04E2...

Print Name: Edward M. DeAngelo

Date: 7/3/2024



Outlook

SpyGlass Meeting Recap - County of Lewis, WA

From Danny Wise <dwise@spyglass.net>

Date Thu 9/19/2024 10:31 AM

To Charlene Kinder <Charlene.Kinder@lewiscountywa.gov>; Alex Murray <Alex.Murray@lewiscountywa.gov>;
Matt Jaeger <Matt.Jaeger@lewiscountywa.gov>

Cc Emily Nester <enester@spyglass.net>

 1 attachments (1 MB)

Lewis County Washington - Agreement and LOA.pdf;

Alex –

Thanks for your time today. As discussed, here is a recap of the additional actions items we agreed to complete. I will follow up the first week in October if I don't hear from you sooner in order to address the pending recommendations we didn't finalize today. In the meantime, we'll send you the order numbers and provide updates on the items we are implementing once they are available.

In efforts to keep all communication in one email, attached is the agreement for your board. The agreement will suffice for most of the savings, but below is a breakdown for the two savings that is reduced to 6x.

The total invoice from SpyGlass based on the action items you have chosen to move forward with would be \$45,058.02. Below is a quick breakdown of the total fee to SpyGlass for implementing the decisions

6x associated with PRI –

- PRI Scalability - \$11,789.58
- Analog Circuit Disconnection - \$1506.72

12x Signed agreement –

- Advertising & Listings - \$17,295.72
- Excessive Analog Line Disconnection - \$6,364.08
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- Unused Analog Line Disconnection - \$4481.88
- Unused Toll Free - \$48.00
- Unused Wireless Device Disconnection - \$1,532.28
- Tax Removal - \$1155.96

County of Lewis, WA Action Items

- Obtain approval for the implementation of the decisions in the SpyGlass portal
 0. Director Review next Tuesday
 1. Board Approval October 1st

SpyGlass Action Items

- Once Approved, SpyGlass to implement the decisions in the portal with the various providers

I will provide updates on our action items once they become available. Please let me know if you have any questions in the meantime.

Thanks again,

Danny Wise | Director, Client Services

The SpyGlass Group, LLC

25777 Detroit Rd Ste 400 | Westlake, OH 44145

Direct: 440-348-9373 | **Fax:** 440-348-9355

www.SpyGlass.net

Challenging the Technology Cost
Status Quo

SpyGlass

From: Danny Wise

Sent: Tuesday, September 3, 2024 2:50 PM

To: charlene.kinder@lewiscountywa.gov; alex.murray@lewiscountywa.gov; matt.jaeger@lewiscountywa.gov

Cc: Drew Ade <dade@spyglass.net>; Emily Nester <enester@spyglass.net>

Subject: SpyGlass Summary Meeting Recap - County of Lewis, WA

Charlene, Alex & Matt –

It was a pleasure meeting you to review the recommendations from the audit we recently completed. As discussed, below are two lists of action items that we have both agreed to complete in preparation for our next meeting on **Thursday, September 19th at 10:00a PDT.**

County of Lewis, WA Action Items

- Log into the SpyGlass portal by clicking on the link below and using the log in credentials. Complete the recommendation categories by selecting keep/cancel or implement/don't implement upon research. If keep/don't implement fill in reason in notes section. *Depending on your browser, for the first log in, you may have to click "log in" twice.*
 - 0. Click Here = [CLIENT PORTAL](#)
 - 0. Username = charlene.kinder@lewiscountywa.gov; alex.murray@lewiscountywa.gov; matt.jaeger@lewiscountywa.gov
 - 1. Password = Spyglass24
- Once received from SpyGlass, sign and return the Federal Excise Tax exemption form

SpyGlass Action Items

- Draft the Federal Exemption Tax form (Emily)
 - Once forms are received, SpyGlass to exempt the erroneously charged taxes and apply for credits
- Remove the phonebook listings from invoices (Emily)

No need to wait for our next meeting, please let me know if you have any questions.

Thank you!

Danny Wise | Director, Client Services

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