

As the world adapts to the new business as usual with increased demand for connectivity a top priority, who's managing your technology costs? To help answer this question and further advance technology expense management (TEM) efforts, OMNIA Partners, Private Sector advocates for its members by offering direct access to one of its top suppliers: the technology expense management industry leader SpyGlass.

What are some signs telecom expenses should be reviewed?

Changing provider plans, pricing, technology and promotions always provide savings opportunities. More signs your telecom expenses should be questioned:

- You are mid-contract with telecom vendors
- Auto-renew terms are looming
- Your business has changed
- Increased IT spending

Will providers reach out before a contract is about to expire?

Maybe. Providers may reach out to:

- Extend a contract
- Offer new services

But keep in mind:

- They may not be successful in reaching the correct contact or the contact ignores the attempt
- They may not reach out at all, letting the contract expire and renew, or out of contract pricing begin

How do I proactively avoid automatic rate change charges?

To proactively avoid rate change charges before your re-rate date hits, turn to SpyGlass technology experts for:

- Industry leading education regarding telecom industry changes
- Insight on acquisitions and brand identity changes that may lead to price increases
- Empowered, educated spending tips



Can cost changes occur "under the radar" within telecom agreements?

Definitely. Some common cost change occurrences include:

- Additional services are added to an account, but are not included under the original contract
- Contract terms are never applied to an account
- Fees, surcharges and taxes are improperly calculated due to legislative changes; this can also include incorrectly applied tax-exempt status
- Overage charges or minimum usage charges are applied
- A service never has a contract to begin with, and the rates are subject to change at any time

How can I ensure my technology service budget is empowered for 2021?

The best proactive move to be an informed and prepared technology service buyer for the New Year is with a SpyGlass SnapShot Audit to spot savings opportunities including:

- Full network communications line item visibility
- Recovery of technology expense dollars paid in error
- Reduced spending to start saving now for the future
- A clear financial blueprint of the telecom cost center from SpyGlass experts

