



*Practices That Set The Standard*

Paul Pearson; Director, Business Development  
The SpyGlass Group  
2001 Crocker Road – Suite 200  
Westlake, OH 44145

Paul,

I wanted to take a moment to thank you, and the entire SpyGlass team, for a job well done. Throughout the course of your work, you identified areas of savings that we did not know existed and formulated precise strategies for achieving our cost saving goals. It was an all-around positive experience that I would encourage any of my colleagues to try.

What struck us most about your firm was your ability to not only identify areas for savings, but to accomplish your work without extensive effort from my team. We have lost time and patience trying to deal with providers in the past, and were totally satisfied by your ability to show us real results. Your team displayed an expert knowledge of the telecom market, the contracts that populate that market, and an impressive ability to work inside those contracts to show us the savings we desired. This expertise, combined with the tenacious way your team interacted with our providers, made this audit a success.

In closing, I want to thank you again for the work you did and the savings that you were able to achieve for my organization. The best evidence of my satisfaction is that I will definitely consider employing your services again in the future.

Sincerely,

David Bengel  
Enterprise Technology Manager  
American Physicians Assurance Corp.