

“My GlassMate”

A Success Story By:

Ken Gehloff, Owner

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I have personally been in the glass business for more than 20 years but have been running my own company for more than 10 years now. Even though I knew that running my own company will be a challenge and lots of hard work, my passion for selling and the motivation that I'll be working for myself were enough reasons for me to start my own glass business. I don't think that there is anything more rewarding than having your accomplishments come back to you rather than go to someone else.

However, just like any other business, the main obstacle that I faced during the first few months was getting clients or maybe I should say getting leads that would ultimately become clients. I came from a call center type background so I decided to just go through the phone book and generate leads. So my partner and I put all the money we had together and while I focused on getting clients and selling the business, my partner focused on doing the installs. I used NAGS publications to write my quotes and invoices by hand to try to get paid, and it was just a lot of hard work.

So what made me decide to use a software instead of writing everything by hand was not because writing invoices by hand didn't work out for me even though it took a lot of time, but it was because for billing insurance companies, the invoices had to be correct and clean. Not only that, from a business stand point it was very important for me to have a database of customer information so that I could access them anytime. That's why I decided to use an auto glass software. At first I didn't try out any other software before buying GlassMate. A friend of mind who is in the same business and whom I really trust mentioned Mitchell's GlassMate to me and I just picked up the phone and ordered it.

Later on, after I had initially purchased GlassMate, I tried another software, but it didn't take me too long to go back to GlassMate. My guess is that going back to GlassMate after trying another well known software speaks for itself. The cost of the other software was double what I was paying for GlassMate, it wasn't streamlined as GlassMate is, and it wasn't user friendly because most of the people working for me complained about it. The only reason I switched to another program was because at the time our company was growing and GlassMate was not offering a Multi-User version.

Once they offered a Multi-User version I quickly switched back to GlassMate. Going back to GlassMate resolved all my issues. Mitchell's customer service has always been great, and the GlassMate team has always been there when we needed them.

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a) it's a good deal for the price, and
b) it's very easy to use even if you have multiple people working on it.”

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“My GlassMate”: Westmont Enterprises’ Success Story (Con’t.)

What makes Mitchell’s GlassMate stand out are two things: a) it’s a good deal for the price, and b) it’s very easy to use even if you have multiple people working on it. That allows people to concentrate on what they should do instead of trying to figure out the software. You won’t believe how much productive your entire team can get once they don’t have to waste time figuring out a software. To be honest, if I got rid of GlassMate today, I would have to close down the business.

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Mitchell Glass

Mitchell Glass, a division of Mitchell International is the leading provider of information products, desktop and web-based software solutions for the auto glass repair and replacement industry with the goal of enhancing productivity, profitability and customer satisfaction.

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