



# Software stats

*If you're looking to do some comparison shopping before making your next software purchase, you've come to the right place. The following pages feature AutoGlass magazine's annual "Auto Glass Repair and Replacement Software" chart listing the latest software programs available from industry suppliers. Everything you need to know, from software capabilities, to hardware requirements, to costs, are included. To connect with suppliers directly, contact them using the information listed below.*

#### **Computer Assistance Inc.**

82277 Weiss Road, Creswell, OR  
97426  
541/895-3347  
sales@computerassistance.com  
www.computerassistance.com

#### **Data Tranz**

P.O. Box 605, Valley City, ND 58072  
800/241-1493  
sales@datatranz.com  
www.datatranz.com

#### **Digital Business Controls**

623 E. 2100 South, Salt Lake City,  
UT 84106  
801/413-1831  
sales@dbcontrols.com  
www.dbcontrols.com

#### **eDirectGlass**

8687 E. Via De Ventura, Suite 311,  
Scottsdale, AZ 85258  
480/993-0915  
sales@edirectglass.com  
www.edirectglass.com

#### **Glass Logic Inc.**

P.O. Box 473, Morton, IL 61550  
309/263-5102  
glogic@mtco.com  
www.glasslogic.biz

#### **GTS**

11481 S.W. Hall Blvd., Suite 100,  
Portland, OR 97223-8403  
800/209-2369  
sales@gtservices.com  
www.gtservices.com

#### **IBS Software Inc.**

1221 Harrison St., Kansas City, MO  
64106  
800/959-5500  
sales@ibssoftware.com  
www.ibssoftware.com

#### **Mainstreet Computers Inc.**

330 Charles St., Belleville, MI 48111  
800/698-6246  
sales@mainstreetcomp.com  
www.mainstreetcomp.com

#### **Mitchell Glass**

Mitchell International Inc.  
9889 Willow Creek Road, San Diego,  
CA 92131  
800/551-4012  
glassmate@mitchell.com  
http://glass.mitchell.com

#### **Quest Software**

106 W. Tolles Drive, Saint Johns, MI  
48879-9800  
800/541-2593  
sales@questsoftware.com  
www.questsoftware.com

# Auto glass repair and replacement

# software



Software provider	Packages and programs	Hardware requirements	Installation and technical support	Software cost
<b>Computer Assistance</b>	Two software programs are available: Motive Power and GarageKeeper. Designed for shops that order most parts and supplies for each job, Motive Power tracks work as it flows through the shop. The current version provides for one service manager and any number of technicians. A version providing multiple service writers will be available in the second quarter of 2008. GarageKeeper is primarily for shops that carry a substantial inventory. It keeps track of hard problems such as back-ordered special orders and uses the Btrieve data engine. It also has options to send batches of data to QuickBooks, Microsoft Word and Microsoft Excel. GarageKeeper 2000 is available for up to 25 stations.	Recommended for Motive Power: Windows XP with a Pentium IV Hyper Threaded processor and 1 GB of RAM for single-service writer. Recommended for tech workstations: Windows XP with a Pentium IV and 512 MB of RAM. Motive Power 2 runs on Windows XP and Vista. GarageKeeper requires a minimum of Windows 98SE with 64 MB of RAM and a printer that accepts the Hewlett Packard PCL 5/6 codes for laser printers or the IBM/Epson ESC/P codes for dot-matrix printers. It runs on any Microsoft OS.	Motive Power is available with electronic support via e-mail and the Internet. One-on-one support is available for initial help and longer-term support. GarageKeeper includes installation help and six months of support in the purchase price.	Motive Power software starts at \$100 for a copy of the main service writer and manager software that starts 1,000 work orders. The \$100 is applied to the purchase price if the user decides to buy the software within 90 days. The main service writer and manager module with no limits is \$600 with electronic support and \$1,000 with one-on-one support. The tech modules are \$300 each with electronic support and \$500 each with one-on-one support. GarageKeeper is \$3,495 for the first user, \$1,000 for the second and \$500 for each user above two. Free downloads of both Motive Power and GarageKeeper are available at <a href="http://www.computerassistance.com">www.computerassistance.com</a> .
<b>DataTranz</b>	GlassShop Quote allows users to electronically access the NAGS database, and create, save and print quotes and work orders. GlassShop Lookup XE delivers the NAGS database, graphics and EDI invoicing. GlassShop Deluxe delivers the same, in addition to QuickBooks export, agent management and integrated credit-card processing. GlassShop Pro offers work-order scheduling, credit card processing, accounts receivable management, inventory and purchasing management, and a sales interface. GlassShop Central for Small Business Financials offers tools and capabilities for a multiple-site environment, among other functions. GlassShop Central is for businesses that have at least one full-time accountant and revenues exceeding \$3 million. GlassShop Manager does not provide access to the NAGS database, but allows users to send EDI invoices. Vin Xpress allows you to enter a VIN and select the corresponding vehicle and NAGS part.	Pentium II 350 or equivalent processor, P4 1.4 for Vista, 1 GB free hard-drive space, 128 MB of RAM (256 MB recommended, 512 MB for Vista), 48x CD-ROM drive; Windows 2000, XP, Vista, Windows Server 2000, Windows Server 2003, Small Business Server 2003; Microsoft SQL Server 2000 or 2005 recommended for GlassShop Central for Dynamics GP.	CD-ROM provided with manuals; toll-free and unlimited telephone technical support; online and remote support via pcAnywhere, Citrix, Remote Desktop (Terminal Services), GoToMyPC, LogMeIn and others. E-mail support available through <a href="mailto:support@datatranz.com">support@datatranz.com</a> ; live support provided online through <a href="http://www.datatranz.com">www.datatranz.com</a> . On-site installation and training available for all GlassShop products. Online remote training offered via a shared interface to the DataTranz demonstration server.	GlassShop Quote w/NAGS workstation, \$624.99 annually; GlassShop Lookup XE w/NAGS workstation, \$674.99 annually; GlassShop Deluxe with NAGS workstation and monthly maintenance and support of \$34.95, \$574.99 annually; GlassShop Pro with NAGS workstation and monthly maintenance and support of \$44.95, \$995.99; GlassShop Central for Small Business Financials \$1,995 with monthly maintenance and support of \$89.95; GlassShop Central for Dynamics GP, \$2,995, monthly maintenance and support of \$275; GlassShop Manager 9.0 with monthly maintenance and support of \$24.95, \$239.99 the first year. Additional NAGS license/site fee \$450/\$50 per year. VinXpress available on all NAGS-based systems, \$6.95 monthly or \$74.99 annually.

## Definition of terms

**ACH:** automatic clearing house  
**EDI:** electronic data interchange  
**GB:** gigabyte

**GHz:** gigahertz  
**MB:** megabytes  
**RAM:** random-access memory

**SKU:** stock-keeping unit  
**VIN:** vehicle identification number  
**VPN:** virtual private network

Software provider	Packages and programs	Hardware requirements	Installation and technical support	Software cost
<b>Digital Business Controls</b>	ChameleonWare is designed for medium-to-large glass companies with five or more users. Features range from basic AGR job costing at point of sale to full enterprise retail and wholesale functionality and support. Customer-specific features include customized reports, menus and POS prompt flow. It interfaces with all major accounting packages. Supportive human resource and financial tools include an integrated time clock and internal e-mail and print management, auto glass vehicle fleet management, vendor import and cost management, accounts receivable and standard general-ledger sales and inventory exports. Users can schedule reports to automatically run and send them as text messages to personnel. The Customer Relationship Management module allows salespeople and CSRs to track contacts, to-do items and expenses for accounts. Document imaging ties scanned images directly to sales transactions and purchase orders in the software. Web-based quoting sites are tied directly to the ChameleonWare POS system; quotes are priced and created in real-time within the POS software.	DBC allows its customers to host their own server if comfortable maintaining hardware and backups. DBC can also host any server in its data center. The service includes data and server redundancy, standby generator use, server upgrades and management, and backups. Contact DBC at 801/413-1831 for additional information.	DBC offers installation, hardware configuration and technical support, in addition to alternative hosting, including backups, redundancy and remote printing. It has a full data center to host client data, accessible via VPN technology. DBC can manage internal networks using its VPN routers to filter and manage Internet traffic.	Costs for ChameleonWare are dependent upon company size and number of users. Software costs begin at \$10,000 for companies with a minimum of five users. The price increases \$1,000 for each user above the first five. Costs include full installation, support and training.
<b>eDirect Glass</b>	All eDirectGlass products are Internet-based so users can work anywhere, anytime. eDirectGlass is available in three configurations: eDirectGlass TSM Enterprise edition for AGR shops with multiple geographic locations; eDirectGlass TSM Gold edition with complete management and point-of-sale, including limited accounting, inventory and more; and eDirectGlass TSM Lite edition with complete management and point-of-sale for repair-only companies. All editions include free EDI. Customers can add eDirectGlass Mobile Merchant to any account to accept credit cards and checks in the field. eDirectGlass also offers auto glass repair and replacement shops free Web site and e-mail hosting. In addition to hosting, eDirectGlass TSM customers receive a free Web site scheduler and quote system.	For eDirectGlass TSM, any Microsoft Windows PC with Internet Explorer 6+ and an Internet connection is required. For eDirectGlass Mobile edition and Mobile Merchant, a Microsoft Windows mobile-based phone and mobile Internet service is required.	There is no software installation involved as eDirectGlass is Internet-based. Online technical support is available 24 hours a day, seven days a week; telephone and LiveHelp support is available 12 hours a day, five days a week.	eDirectGlass TSM Gold edition is free; customer responsible for NAGS pricing user licenses at \$225 each. eDirectGlass TSM Lite edition, \$39.95 per month and \$89 per year for support. eDirectGlass TSM Enterprise edition, call for price. Subscribers can add the eDirectGlass Mobile edition to any account for \$9.95 per user and eDirectGlass Mobile Merchant for \$34.95 per month. Additional fees and transaction charges may apply for credit-card and check ACH processing.
<b>Glass Logic</b>	Specializes in providing auto glass repair and replacement software services. Software ranges from basic quoting tools to fully integrated business solutions.	Depends on the product line chosen; minimum operating system is Windows 98.	Ranges from automatic installation with self-loading CD for single PCs to professional onsite installation for advanced networks. Professional installation includes training. Technical support during business hours is standard with a software license agreement.	Call Glass Logic's sales department for pricing at 309/263-5102.
<b>GTS</b>	GlasPacLX offers advanced, easy-to use quoting features and work orders. Add-on features include InfoMAX for business trend analysis, inventory control and accounting interfaces. Other features include multiple branch management, call center management, inventory tracking and scheduling for single and multiple branches. GlasPacLX is fully GLAXIS enabled. GlassQuoter.com is a fully hosted, turnkey Web application created specifically for auto glass retailers. GlassQuoter.com delivers instant quotes for auto glass consumers through a company's Web site.	For a small shop, a Dell business computer running Windows XP Pro, with a printer and broadband Internet access, is required. For larger shops, GTS recommends running terminal services with a Dell business server managing the process functions and end-users connecting with a number of inexpensive GTS hardware solutions. GTS also offers financing packages for hardware, peripherals and software. GlasPacLX also is available in an online hosted model, eliminating the need to purchase hardware.	All hardware and software setups, as well as support, included with purchase of GlasPacLX products. Each purchase includes an e-learning CD and extensive online help, so customers can learn the basic functions of GlasPacLX at their own pace. GTS offers 24/7 technical support for GlasPacLX and has created the GTS University to deliver consistent, easy-to-follow in-class training at GTS offices, customer sites or online.	GTS configures each system based on the needs of the customer. The small business edition starts at \$695 per user. Professional and enterprise editions also are available.

Software provider	Packages and programs	Hardware requirements	Installation and technical support	Software cost
<b>IBS Software</b>	Point-of-sale software for auto and windshield repair, EDI module, credit-card processing, GLAXIS interface, scheduling, Data Vault off-site backup utility, flat glass calculator, Quick Pay, Elmo data transfer for multiple locations and thick and thin clients for wide-area network installation.	Pentium IV processor with Windows 2000 or XP; 512 MB of RAM (1 GB recommended) and at least 1 GB of free hard-drive space; laser, desk-jet or dot-matrix printer. Broadband Internet a plus.	Offers onsite installation and training, telephone support and in-house training. Typically, a customer will receive the software and schedule a training session via telephone and remote Internet session. Training and support is offered on an as-needed basis via an 800 number operational from 8 a.m. to 6:30 p.m. Central Standard Time, Monday through Friday; and available 24 hours a day, seven days a week, for customers whose systems are down.	Various plans exist to meet the needs of your business. Price varies based on the number of add-on modules and users. Contact the sales department to discuss the best software package for your needs.
<b>Mainstreet Computers</b>	Glas-Avenue Quotes; Glas-Avenue Repair; Glas-Avenue Point-of-Sale for Auto, Flat or Auto and Flat Glass. Additional modules include EDI, GLAXIS, inventory, scheduling, management reports, accounts receivable, accounts payable, general ledger, payroll, VIN decoder and Glas-Avenue Central for multi-store functionality. Web design and hosting; online auto glass estimating.	Windows Server 2003 or 2007. Workstations: Windows XP, Professional, Vista Business or Vista Ultimate.	Toll-free, unlimited support with a paid, current data-support license to users of Mainstreet's current version. E-mail responses for tech support questions also available. Training provided via telephone and online. Web-based tutorials available for customers 24/7/365.	Call the Mainstreet sales department at 800/698-6246 or e-mail sales@mainstreetcomp.com.
<b>Mitchell Glass</b>	GlassMate software, a point-of-sale system for the auto glass repair and replacement industry, provides quick lookups, quote functions, work orders, invoicing capabilities, parts information, and VIN decoding, all with access to complete NAGS information. GlassMate's out-of-the-box EDI functionality support for Lynx Services, Safelite, Harmon and Teleglass reduces billing costs to a fraction of those incurred by manual processing. In addition, GlassMate includes optional add-ons such as QuickBooks export functionality, as well as GLAXIS integration capabilities to deliver efficiency and accuracy in running day-to-day business operations. A free 30-day trial of GlassMate may be requested by visiting <a href="http://Glass.Mitchell.com">http://Glass.Mitchell.com</a> .	Pentium or greater; 90 MHz with Windows XP, 2000 or 2003; 400 MB disk space; CD read-only memory drive; modem or broadband Internet connection for EDI.	Annual license for a single user includes all NAGS data updates, toll-free service and support, free training, and software enhancements during the license period.	License is \$695 per year for a single user. GlassMate is released each trimester to coincide with NAGS data releases and is available in both U.S. and Canadian versions. For additional information, contact Mitchell Glass at 800/551-4012.
<b>Quest Software</b>	New GlassQuote Enterprise offers a complete suite of auto and flat glass software. The auto glass software combines the ability to produce quotes, work orders and invoices in an easy-to-use package. The latest version has a new VIN decode function and cost-plus pricing. The program includes optional built-in receivable and sales reports, as well the ability to export into popular accounting programs like QuickBooks or Microsoft Excel. Quest's GlassQuote Enterprise has built-in online ordering with suppliers like Pilkington, PPG and Mygrant, and is integrated with GLAXIS to receive electronic dispatches. Additional modules include a new VIN decode, new cost-plus pricing, multiple-location HeadQuarter link, EDI billing, QuickBooks, inventory, job scheduling and a GLAXIS interface. Quest also has a standalone EDI program for shops that do not require a full point-of-sale program. For repair-only shops, Quest offers a repair-only solution for quotes, work orders, invoicing and EDI billing.	Go to <a href="http://www.questsoftware.com">www.questsoftware.com</a> for details.	Technical and customer support are included in annual maintenance, including EDI direct and billing, auto glass software, inventory module, multiple locations, VIN decode, GLAXIS interface, QuickBooks interface, scheduling module and flat glass module. PCAnywhere communication software is included with purchase and allows the staff's technicians to connect with their business via the Internet or modem.	Call the Quest sales department at 800/541-2593 or e-mail sales@questsoftware.com for software information, demo and pricing. Quest's auto glass programs start at \$299.