

Irish Region report Full Glass's at Irish meeting

A presentation on the new GlassMatix system followed the AGM for the IAEA Irish Region in the West County Hotel on 9 March 2011. The presentation was delivered by Bob Frearson, John Jeffery and Jill Webster.

There was a healthy attendance on the night for the meeting, which went off well, but the congregation found themselves short of a chair or two such was the number that came along for the presentation.

The region has been enjoying a healthy turnout for lectures of late but this was by far and away the best with upwards of 60 people in attendance. Those who had to make do with standing at the back may not have been as pleased with this particular statistic. Their misgivings were quickly forgotten, however, as the presentation gathered pace.

The audience was made up of a good mix of people from the industry, assessors and repairers alike and some from other engineering backgrounds. Representatives from some educational institutions were also there. There was a convivial atmosphere about the place and some friendly banter, particularly between the bodyshop people and the assessors in the room who, finding themselves on neutral territory, were able to enjoy a less adversarial engagement and enjoy a bit of craic with one another. In some ways this played out the roll that the GlassMatix system ultimately strives to achieve in providing mutually agreeable and accurate repair estimates for all sides.

John Jeffery, GlassMatix Customer Care Manager, opened the presentation by introducing his two colleagues: Bob Frearson, the Product Support Manager, and Jill Webster, Sales Representative Bodyshop Division for GlassMatix. It was then over to Bob for the main part of the presentation.

The strengths of GlassMatix were shown as Bob performed a practical style demonstration of a typical repair estimate. He compiled an estimate for repairs to a Volkswagen Passat with moderate front end damage, the type carried out routinely by most repairers. The details of the estimate were not the main focus, but rather the many upgrades and improvements in the system which Bob highlighted as he went along.



From left: Charlie Hegarty, CM Hegarty & Co, Lorin Murphy, Aviva Insurance, Brian Ross, AA Ireland and Past President IAEA and Ger Tully from Assess Ireland



Pictured from left: John Jeffery and Jill Webster, Account Managers for GlassMatix Ireland, Brian Ross, AA Ireland and IAEA Past President, Dermot Keddy, Axa Insurance and Chairman of IAEA (Irish Branch) with Bob Frearson, Glassmatix Product Manager

Some of the improvements include:

- The new Standard Engineer Reports
- The option to produce a Standard Assessment report which includes the images attached to the estimate.
- A PDF button on the report viewer screen to enable the report to be saved as a PDF file quickly and easily.
- Additional images can now be added to 'Read-only' estimates and will be added to the 'Owned' estimate when received back.
- The Instructions and Remarks text box now has its own page within each estimate.
- The estimate text colour will always display white when it is highlighted in the Estimates, Outbox, Sent Items, Closed Estimates and Inbox views. The estimate text is now easier to read when selected.
- The ability to view address details within estimates which have a status of Committed or Read-only.
- Improved report print functionality including the ability to print multiple estimates and a last remembered report list by user, configuration and status.
- Customisable repair lines view with automatically save facility.

These are but a few changes to the new system and more information can be obtained by visiting www.eurotaxglass.co.uk or by making contact with the Glass's team themselves.

A few misconceptions were put to rest in relation to GMX and John responded to one question regarding the repair times which the GMX system gives. He advised that 'these times are not GlassMatix times. They are Thatcham times or manufacturers' times where Thatcham times are unavailable. GlassMatix are software providers and compile this information and deliver it in a user friendly manner'.

The evening ended with applause for what was an excellent presentation, a custom well deserved in this case. On behalf of the IAEA Irish Region I would like to thank Jill, Bob and John for the time and effort they invested in bring the presentation to us here in Ireland and we hope we can do so again sometime in the future.

Dermot Keddy
Chairman
IAEA Irish Region