

Autoglass® Newsbulletin

Issue 5

April 2015

Autoglass® launches Ireland's first wet weather vehicle repair and replacement service.

Any glass, any vehicle:

Autoglass® can repair or replace any type of windscreen glass on any make, model or age of vehicle.

We repair first: At Autoglass® we always try to repair windscreen chips where possible to save our customers both time and money.

Any time: At Autoglass® we never close. We're available to help our customers 24 hours a day, 365 days a year.

Any place: Arrange for an Autoglass® technician to visit you at home, at work or wherever you are or visit one of our nationwide branches.

Why is Autoglass® moving to Mobile Vehicle Windscreen Repair & Replacement?

This is an innovation led response to meet a real customer need. Autoglass® made the decision to go mobile in response to our customer's busy lives.



Autoglass®, Ireland's leading windscreen repair and replacement company, is pleased to announce that it is to launch Ireland's first wet weather mobile windscreen repair and replacement service in a move set to significantly change the industry.

The launch will see Autoglass® move from a branch based model in some areas to a mobile technician. Autoglass® mobile technicians can now repair and replace windscreens at the customer's locations, negating the need for the customer to visit an Autoglass® branch.

Autoglass® is introducing a wet weather solution - the Autoglass® Extendable canopy - fixed to the fleet of our Autoglass® vans.

Autoglass® is the only company in Ireland to invest comprehensively in this mobile technology that ensures they can continue to provide the best customer service to the highest standard at a location convenient to the customer.

In addition to this Autoglass® is also investing in state of the art job scheduling technology for their on the road technicians to ensure shorter waiting times for their customers.



ACHIEVING WORLD CLASS CUSTOMER SERVICE

Autoglass® Ireland rank in the top 5 out of 37 Belron® countries for Customer Service and collected an award in 2014 for having the highest quality of job score out of 34 Belron® countries.

In 2014 Autoglass® won the Sales Effectiveness Award for successful Sales Innovation.

Autoglass® invest in R&D which deliver cutting edge innovations, superior tools and equipment.

Autoglass® is committed to introducing improvements to our service that will benefit our business partners and their policy holders.

Our overall objective is to deliver fast, effective, safe, high quality solutions every time.



How will the service work?

Our repair service comes to the customers door not the other way round. Our technicians can provide this hail, rain or shine, because at Autoglass® we have pioneered the technology that allows us to reproduce our high standards or services and without the need to visit a branch.

Will the mobile service cost the customer more?

Not at all. Our new mobile service is part of our customer commitment - providing the best technical support, efficiency - and good value. And as always our commitment to safety comes first.

In the case of fleet and lease it provides a service at the driver's home or workplace reducing the vehicle down rate, saving costs for every fleet owner.

Will this mean the customer will have to wait for the technician all day?



"We believe that our move to mobile led services represents a game changer for windscreen repair and replacement in Ireland"

Donal Lawlor Autoglass® General Manager

Our Autoglass® scheduler is one of the smartest pieces of scheduling equipment available and allocates jobs to technicians based on geographical location, appointment time, and skill level. This scheduler will also give live updates on job progress ensuring our

customers will know in real time when their Autoglass® Technician is arriving so there will be no waiting around for the customer while the car is being repaired.



Autoglass® is committed to reducing our CO₂ emissions.

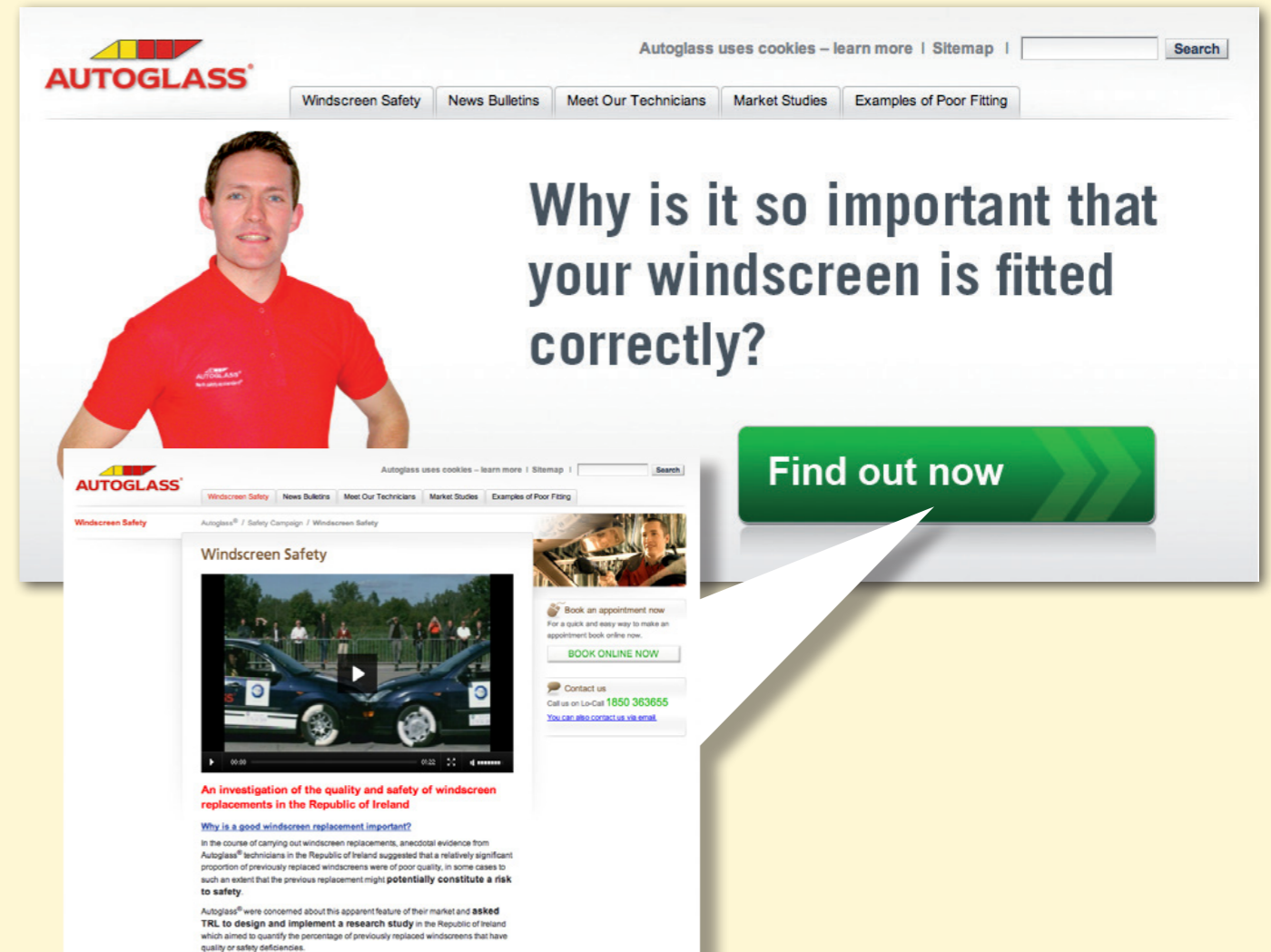
Our mobile service generates approximately

50% LESS CO₂

emissions compared with in branch service.

Visit our newly-designed micro-site on quality and safety...

Autoglass® have created a new micro-site specifically designed for the public to gain more information regarding the risks of poorly replaced windscreens. The site can be accessed from the main Autoglass® site or by going to www.autoglass.ie/safety. Autoglass® along with their parent company Belron® created a short documentary that explains the potential risks of poorly replaced windscreens which can be viewed on the main safety micro-site page.



Successful glass claim presentation accredited for CPD.

Towards the end of 2014, the Autoglass® Sales team got in touch with the Insurance Institute of Ireland and successfully had one of our glass claims presentations accredited for CPD.

The Insurance Institute of Ireland has awarded 1

hour formal CPD for MCC Product Categories 4 & 5 (4 Personal General Insurance (5) Commercial General Insurance) and for CPD Members of The Insurance Institute of Ireland for 2014 for our presentation: Glass Claims Presentation.

Our CPD presentation on glass claims has opened the door to large audiences in

both Insurance Companies and Brokers and has given us the opportunity to get our message of Quality and Safety along with the importance of a well handled glass claim across to all employees in the Insurance sector. To date we have presented to a large number of employees across numerous departments

(underwriting, claims etc) within the Insurance organisations. Currently Autoglass® Sales team are presenting to numerous Insurers and Brokers across the country. If you would like Autoglass® to visit your office and present our CPD accredited presentation please contact your local BDM in your area.



Eddie Irving Sales Director Autoglass® presenting to a full house in RSA December 2014

Repair first with Autoglass®

When a chip appears in the windscreen of a policy holder's vehicle, or in your own fleet, the sooner you act the better!

A chip will eventually crack off, and will then require a full windscreen replacement.

"Repair First" only takes 30 minutes, does not break the manufacturer's seal, and the vehicle is ready to drive away immediately.

To catch those chips and ensure the repair gets the

best possible visual outcome, your local Autoglass® Business Development Manager is now also a trained repair specialist, and can repair a chip on site.

This saves your clients time and money and puts them in control of their glass requirements.

This is a unique service, a service that you can offer your clients free of charge and if the client has glass cover, it is usually covered by your insurance. The team also have keen cash prices too!

Don't hesitate to contact your local BDM, who's numbers are on the reverse of this newsletter, and arrange to get your fleet checked today.



You asked... so we're here!

Autoglass® Letterkenny.



We are delighted to announce that Autoglass® have opened the doors of our new branch in Letterkenny.

We have always served the area by mobile units but we have decided to expand our operations and coverage by making Letterkenny our Hub in the Northwest.

Our new branch is located on the Canal Road, Letterkenny, Co. Donegal.

With close access to the town centre, you can choose to visit the nearby retail shops, or choose instead to relax in our branch with tea or coffee, wifi, and the newspaper while we manage the glass damage for you. This location will

serve your policyholders and your trade & fleet vehicles, but we can also come to you with our mobile units if you prefer.

We are really looking forward to launching the new branch at an event with local brokers.

Institute of the Motor Industry (IMI) Autoglazing Technician of the year 2014 Winner: Eamonn Duffy.



Eamonn Duffy, Technician, Autoglass® being presented Autoglazing Technician of the year by Steve Nash, CEO, Institute of the Motor Industry (IMI)

Autoglass® is extremely proud to announce that Eamonn Duffy, our Technician from our Dundalk won the Institute of the Motor Industry (IMI) Autoglazing Technician of the year 2014.

On behalf of Autoglass® and our Insurance and Fleet partners we would like to commend Eamonn for his efforts and thank him for representing Autoglass® in such a professional and dedicated way.



Quick Solution to refer your glass claims.

As a glass claim is one of the most frequent claims you will deal with, Autoglass® & Relay have teamed up to make the way these claims are handled

quicker & easier at no cost to you.

Our glass claim solution in Relay 360 client portfolio is to enable brokers to refer the

claims via a secure 'refer to' tab which will display & forward policy holder details to us which are sufficient for Autoglass® to process the

policy holders glass claim.

Don't hesitate to send us a test case, and then you'll see how simple and user friendly it is.

Competition Winner.

Ann Clack from Mullarkey Hooper Dolan was the proud winner of the previous News bulletin Competition.

Ann was presented

with a 42 inch Flat screen TV in Mullarkey Hooper Dolans office in Carlow Town.

We had hundreds of entries from Brokers throughout the country,

so thank you kindly for those, but Ann was chosen at random!

Ann was presented with the prize in Mullarkey Hooper Dolans office in Carlow

Town by Autoglass® BDM Ed Henshaw.

Don't forget to enter this News bulletin competition and you could be the lucky winner!



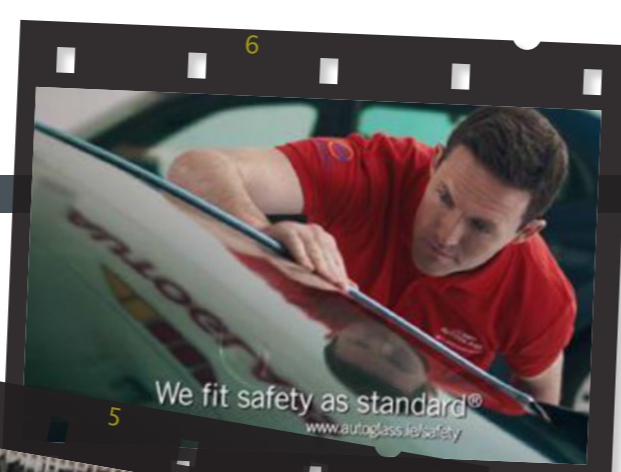
2014 in photos.



IBA Climb in aid of the Irish Heart Foundation



Autoglass® TV Consumer Campaign on Quality & Safety of poorly fitted glass.



We fit safety as standard®
www.autoglass.ie/safety



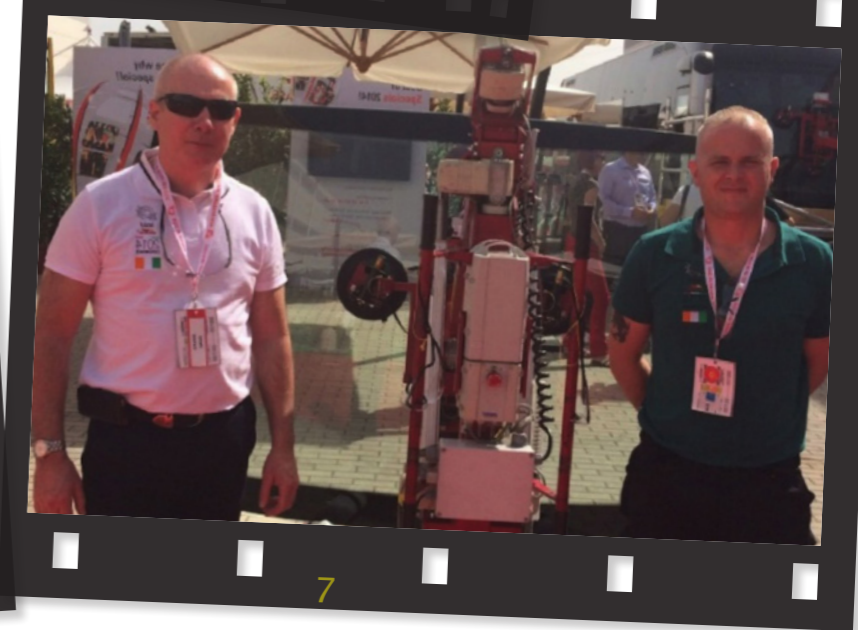
Stephen Carolan of Ben Mc Ardle Ltd. receiving his prize from Autoglass® Sales Director Eddie Irving.



Brian Murphy (Murphy Stuart), Ciaran Phelan (IBA), Stephen Gilmore (Campion Insurance).



Ciaran Phelan, CEO of the IBA receiving his prize by Sales Director Eddie Irving at the K Club.



Mick Dunne Autoglass®, Head of Training & Dave Roache Irish best of Belron® Entrant.



Marty Morrissey & Michelle Boyle.



Autoglass® at Mount Juliet.



The staff of Gallivan Murphy Hooper Dolan being presented with Autoglass® sponsorship of high visibility vests.

Be in the chance to Win a weekend away!

to the value of €400 in any of the Radisson Blu Hotels nationwide.

Get your Spring off to a relaxing start!



Just answer the following question:

In what town did Autoglass® open their latest branch?

Email your answers, name and contact number to customer.services@autoglass.ie with 'Competition' as the subject.



Terms and conditions are available on our website www.autoglass.ie

The winner will be contacted by email on 13th May 2015 • No cash alternative is available • No Autoglass® entries.

Autoglass® offers policyholders alternative ways to book a appointment!

Autoglass® are delighted to offer all our Insurer and broker partners an alternative way for your policy holders to book online! Autoglass® are currently working in conjunction with a number of our partners in creating dual-branded web pages linking our partner's website pages to our online booking facility for your policyholders, and it's all free of charge!

A web link is quick and easy way for your policyholders to start their claims process, especially over the weekend, and in the evenings.

It provides benefits for our partners by providing an additional customer service tool to market your business, can help reduce call traffic for glass claims and provides you with the latest technology and on-line presence.

If you would like to discuss the options available, and the needs of your business,

For further details contact your local BDM or call: **Michelle Boyle** 086 8076918 or michelle.boyle@autoglass.ie

AUTOGLASS **RSA**

[Go to main site](#)

- Any glass, any vehicle**
Autoglass® can repair or replace any type of glass on any make, model or age of vehicle.
- We repair first**
At Autoglass® we always try to repair windscreen chips where possible to save you both time and money.
- Any time**
At Autoglass® we never close. We're available to help you 24 hours a day, 365 days a year.
- Any place**
Either arrange for an Autoglass® technician to visit you at home, at work or wherever you are or visit one of our nationwide branches.

RSA recommends Autoglass® for all vehicle glass repair and replacement. Book online now!

Because you're a valued customer, RSA wants you to receive the very best service, care, and quality of work possible.

Autoglass® is Ireland's leading vehicle glass repair and replacement company, servicing more than 60,000 motorists each year and are very proud to be a long-standing business partner of RSA. We are also proud of our 'repair first' philosophy, which means that wherever possible we will repair your existing windscreen rather than replacing it with a new one, saving you time and hassle, and getting you back on the road in a fraction of the time. What's more, you can relax knowing that Autoglass® guarantees all our workmanship for as long as you own the vehicle.

And our relationship with RSA means that when you need help from Autoglass® all you have to do is book an appointment with us online or call the number opposite and we'll help you manage your insurance claim for you.

[Book online with Autoglass® now!](#)

Book online
To book a repair or replacement online [click here.](#)

Contact us
Call us on Lo-Call **1850 887 992**
[You can also contact us via email.](#)

Coach & Bus Dedicated to keep you on the road.

Autoglass® are the industry leaders in vehicle glass repair and replacement but did you know that we have specialized in replacing and repairing coach and bus glass over the past 5 years as well.

It doesn't take much to bring a coach or bus to a halt: anything from a flying stone to an act of vandalism can cause disruption to your business. Whether it's a mini-bus, school bus or a luxury coach, Autoglass® is just a call away on 1850 363636.

We at Autoglass® understand the issues facing the industry and

know that in order to keep your fleet profitable it is essential that vehicle down-time is kept to a minimum.

For coach and bus operators this means a dedicated team of specialists looking after your needs and working closely with each customer to get vehicles back in service as quickly as possible.

We have an experienced team who are specialised in coach and bus fitting: Eoin Clery & Peter Arasiewkzter supported by Stuart Latham who has over 30 years experience in the business and Ger Meates who co-ordinates all our jobs through the call centre. Our business development team Lim O'Connell, Francis Duane and Ed Henshaw can call and arrange fleet inspections for bus and coach companies

nationwide. To date, we have done work for over 40 bus companies nationwide and this number is growing year on year.

So why use Autoglass® Bus and Coach?

■ We offer full nationwide coverage through our specialized mobile unit whether in Cork, Donegal or Wexford with a prompt efficient and professional service.

■ We supply & fit only OEM (Original Equipment Manufacturer) glass and use the very best of adhesive and primers to ensure top quality installation.

■ We have access to 1,000 different glass units and can import within a matter of days from our contacts in UK and Europe, including glass on

models like Vahool, Berkhof, Caetano, Irizar, Man, Jockheere, Plaxton, Scania.

■ We have billing arrangements with all the leading insurers of coach and bus companies, and can handle the paperwork

■ We offer a guarantee on all jobs carried out by our fully trained ATA technicians.

■ We offer free fleet inspections up to 6 days a week for bus and coach companies.

For any queries please contact us:

Liam O Connell

Business Development Manager for Coach and Bus

Liam.o'connell@autoglass.ie

Tel: 086 786 1542

Ford Recall over 2,000 vehicles for improperly fitted windscreens.

DETROIT - Ford is recalling 2,124 2014 Ford Escape SUVs. Ford says their panoramic glass roofs have an improperly cured bond that could cause the roofs to leak or separate from the vehicles.



ADAS showing estimated growth rate of more than 50% over the next 5 years

The automotive sector over the years has seen a growing inclination towards safety and comfort of the passenger. This focus on safety of the passengers/driver is illustrated by the steps taken by automotive manufacturers, such as introduction of seat belts, air-bags and ABS (anti-lock braking) in the vehicles, also by government legislations making such devices compulsory. But with the advent of electronics and the internet in this segment, we have seen a quantum leap in the services now available to make the vehicle safe as well as comfortable for the driver. One such development in the Automotive Electronics segment which has caught

the attention of the automotive OEMs and other vendors alike is the Advanced Driver Assistance System (ADAS). ADAS is basically a broad term used to refer to a number of technologies such as sensors, RADAR, LIDAR, integrated cameras etc., which assist the driver, making his/her driving experience more safe and comfortable. ADAS combines the use of sensors and cameras and other intelligent devices to provide the driver with an all-round picture of what is going on in the surroundings of the vehicle and also has capability to provide warning signal in times of emergencies.

(Source: Global Advanced Driver Assistance System (ADAS) Market Analysis & Forecast (2013 - 2018))

Why use Autoglass®?

- Autoglass® can repair or replace any type of glass on any make, model or age of vehicle.
- Autoglass® operate a 'repair first' philosophy which means that whenever possible, we will repair your existing windscreen rather than replacing it with a new one, saving your client time and potentially money.
- At Autoglass®, we only use glass manufactured to OEM standards. This ensures that the glass we fit is as good as the original piece of glass we are replacing.
- Autoglass® can service any customer anywhere in the county through our branch and mobile network.
- Autoglass® are the only nationwide Vehicle Glass Repair & Replacement (VGRR) Company who has the Automotive Technician Accreditation (ATA) certification in progress for all our technicians.
- Autoglass® is the only VGRR company to hold to the ISO 9001:2208 Certification of Quality Assurance, covering all branches, mobile units and all Head Office functions.


AUTOGLASS®
1850 36 36 36
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Ireland's leading vehicle glass specialist



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