



Mr. Go-Glass

A Growing Eastern Shore Glass Dealer

With seven locations from Delaware to Virginia, Mr. Go-Glass is considered the Eastern Shore leading glass dealer. In business for more than 25 years, Mr. Go-Glass achieved its reputation for excellence by focusing on safety and quality serving customers needing auto, residential and commercial glass products.



The Challenge: Adding Stores and Motivating Employees

Mr. Go-Glass had three distinct challenges:

1. Supporting growth

Adding new stores created new levels of financial reporting not available in their current system.

2. Retaining employees

Mr. Go-Glass used GTS Breakaway™, the company's legacy product. While functionally strong, the character-based software system was difficult for new employees to learn—especially due to the proliferation of Windows-based software applications and increase of home computer acquisition.

3. Control operating costs

Supporting growth through operating efficiency was the goal, however Mr. Go-Glass was struggling with the right systems to effectively measure controls. Adding IT costs could potentially stall their plans for adding more stores while ensuring profitability.



The Result

- ✓ Increased Employee Productivity
- ✓ Customer Satisfaction
- ✓ Lower IT Costs

Mr. Go-Glass employees quickly embraced GlasPac®LX's **easy-to-use graphical interface and flexibility to customize their workflow**. Productivity and customer satisfaction increased ten fold now that employees had easier, faster access to the information required to meet customer needs. GTS hosted the software in its data centers eliminating the expense associated with the purchase, maintenance, and upgrades required to sustain on-site hardware. By implementing GlasPacLX, **Mr. Go-Glass has cut nearly 50% of their expenses in hardware and software** while eliminating the need for a full time IT person—over a \$200,000 savings over a three year period.

In addition, the GTS version of Microsoft Dynamics GP allowed Mr. Go-Glass to move to a glass-centric, richly featured financial application that will continue to drive its growth and profit initiatives.

GTS Delivers

More than a software company, a business partner

GTS dedicated an on-site project team to fully assess the company's workflow and define the business requirements that met the needs of a complex, diversified glass business. The result was an implementation of **GTS GlasPac®LX Auto/Flat Enterprise Edition On-Line** with Microsoft Dynamics™ GP financial accounting. GTS worked closely with Mr. Go-Glass' management, operations, IT and accounting through data conversion, employee training, implementation, and go-live.

Contact GTS at **(800) 209-2369**
 for a free demo of GlasPacLX.

www.GTSServices.com