

eDirectGlass Announces Automated Technician Job Routing Tool

“One Click” Intelligently Routes Daily Automotive Glass Repair/Replacement Jobs

San Antonio, TX ([PRWEB](#)) October 05, 2016 -- eDirectGlass (eDG), the definitive industry leader and innovator of automotive glass repair and replacement technology and services, today announced it has released a new feature called TechRouteDirect or TRD for short. TRD provides the best possible daily job routing and mapping so automotive glass shops can reduce driving expenses while attaining greater on time efficiency and job completion. eDG made the announcement at the opening of Auto Glass Week 2016 that TRD is available immediately, for all eDG customers.

“The ability to schedule and complete the most jobs possible in a work day is critical to the financial success for a shop and once again we are providing the tools needed for glass shops to succeed and be as efficient as possible,” said Gary Hart, technology evangelist for eDirectGlass. “We have spent the last year analyzing why glass shops have to reschedule or abandon jobs and in each instance we found that the routing process was not efficient to allow a technician to complete all of their assigned jobs. Once we found out the proverbial “why”, it was easy to provide a solution that would not only solve the problem but also not be a burden to the shop,” concluded Hart.

eDG makes it easy for AGRR shops to run and grow their business with simple, affordable, and accessible tools as found in eDG’s Total Shop Management, the industry’s first and only Internet-based point-of-sale and shop management system. In addition, eDG and its suite of products such as ClaimsVerse and MyGlassClaim allow industry suppliers, manufacturers, insurance companies, and customers to seamlessly interact with AGRR shops forming the only vertically integrated platform in the industry.

“Prior to using TRD, it would take us two to three hours per day, on average, to manually route our jobs for the next business day. This process required our staff to route jobs based on simply looking at the service address locations on an online map or even guessing the best route,” said Brad Isaly, Operations Manager for Auto Glass America. “Using TRD, we now spend less than 5 minutes per day on routing and our job rescheduling ratio has plummeted to almost nothing. Our customers appreciate the real-time communication they receive via text message that the technician is in route and the estimated time they will arrive,” concluded Isaly.

TechnicianRouteDirect (TRD) features include:

- Route optimization based on a variable of historic driving conditions, job proximity, and job requirements.
- Customer email and text notification of technician arrival.
- Real-time, map based job detail including jobs in process, in route, and completed.

Some TRD features are included with any TSM subscription while others require additional monthly subscription and/or license fees. Those interested in TSM may contact eDG or visit the website for additional information regarding these or any TSM related product or feature. In addition, eDG is demonstrating TRD and all of its technology in booth #403 at Auto Glass Week, October 5-7, in San Antonio, Texas.

For more information about eDirectGlass, visit <http://www.edirectglass.com>.

About eDirectGlass



eDirectGlass, owned by AMJ Logistics(TM), Inc. and founded in 1995, is a privately held corporation based in Scottsdale, Arizona. AMJ builds applications and solutions where all aspects of the manufacturing, supply chain vendors, insurance and end-user industries converge. These applications and solutions enhance productivity, profitability and increase customer satisfaction critical to the growth and success of the marketplace. For more information on eDirectGlass, ClaimsVerse, AMJ Logistics or any of our other solutions, contact Gary Hart (gary.hart(at)edirectglass(dot)com) at 480.993.0915 or visit our website at www.edirectglass.com.



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