

Case Study - Eurotax Glass's

The Future is looking brighter for GlassMatix

CASE STUDY

Background

With a history spanning nearly eighty years, Glass's is the market leader in vehicle valuation and its guides and valuations are used throughout the automotive industry, from car dealers to insurance assessors.

Merging with Eurotax in 2000, the company now operates across 28 countries. GlassMatix's damage assessment software is used by body shops and collision repairers to ensure accurate and consistent estimates for the repair of vehicles. This information is then provided to insurance companies handling the claim. The data is highly complex, and the method of installing and updating the data was time-consuming. Distributed by DVD to each body shop, the install process took up to half a day and required an engineer to visit to effect the deployment. This situation was exacerbated by the variety of platforms on which the software had to run.

Situation

Glass's needed a more efficient solution that was more scalable and would allow GlassMatix to be deployed on newer PCs and operating systems.

They knew that transitioning their application to the Cloud would be an ideal alternative to the resource-intensive use of disks, and would also be better able to scale as more users were added.

An early attempt to Cloud-enable GlassMatix involved creating a virtual desktop interface (VDI) for each user. This was still limited to 32-bit operation and needed manual set-up. Further issues emerged when the application could not integrate with other business processes such as e-mail, or with peripherals such as the plethora of printers at body shops. Ultimately this had to be abandoned as it proved a high cost approach that would have resulted in unacceptable compromise.

Solution

Cloudhouse™ were engaged by GlassMatix and, after a brief evaluation, it was clear that the Cloudhouse technology suite could enable GlassMatix's software to be run rapidly from the Cloud, with no operator re-training, nor costly re-installs.

The complete solution was implemented in two phases:

1. Initially, Accelerator was deployed to run the software from the Cloud, whilst leaving some of the data on-premise. This allowed the use of DVDs to be eliminated and drastically reduced the manual element.
2. A second phase involved moving all the data to the Cloud, providing a completely virtualised operation. New users are automatically provided with the new system, which is now being rolled out to the full network of over 2600 users.

The Cloudhouse "Click & Run"™ solution proved robust right from the start, and was the first application that worked on Windows 8 on the first day of its release.

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GlassMatix is now more streamlined and sophisticated than the previous system. The product can be installed and updated online, with no need for disks. It also remains fully accessible offline should users not have internet access.

"We can see so many possibilities across our European portfolio for this technology", commented David Murby, acting COO EuroTaxGlass's. "The Cloudhouse approach has become a silver bullet for moving our portfolio of applications to the Cloud."

Benefits

Glass's users now have a far more efficient way of utilising GlassMatix. It can be run on any platform, allowing body shops to update their hardware as required, and retains full flexibility and compatibility with business systems. Data and software updates can be run as required, not just monthly.

Business benefits include faster implementation without the need for IT resource, reduced operating cost and delays in updating data, and flexible, future-proofed operation across any hardware platform.

Glass's ability to deploy their software rapidly means they now have a more competitive offer, and this is helping them win new business from the insurance companies, as well as creating barriers to entry to competing platforms.

Looking to the future, Glass's can continue to improve their market-leading application, adding new features and offering improved pricing models, with no need for major investment or fear of obsolescence.

The last word goes to David Murby: *"Cloudhouse knows more about how our application works than the people who built it, we never believed it could be provided as a hosted solution and are very pleased that Cloudhouse have proved us wrong."*

Highlights:

- ✓ LAN-type performance in the Cloud
- ✓ Enables more sophisticated product offer
- ✓ Integration with all devices and 3rd party software
- ✓ Easy to add new users, including roaming users
- ✓ Rapid and automatic updates for data and patches
- ✓ "Click & Run"™ Installation

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David Murby, acting COO EuroTaxGlass's

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