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## PRESS RELEASE

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## Mitchell Launches GlassMate™ 6.0 and GlassMate™ Mobile

*Anytime, anywhere access to parts, pricing, and scheduling – in real time –  
creates a faster, more customer-friendly auto glass repair process*

**San Diego, CA – February 3, 2010** – Mitchell International, Inc., a leading provider of information, workflow, and performance management solutions to the Collision Repair and Property & Casualty claims industries, today announced the launch of GlassMate™ 6.0 and GlassMate™ Mobile. GlassMate software is a leading point-of-sale system that delivers efficiency and automation to the Auto Glass Repair and Replacement (AGRR) market.

GlassMate 6.0 features several powerful product upgrades to streamline the AGRR process, significantly helping to accelerate repair and replacement times and increase customer satisfaction levels.

- More -



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GlassMate 6.0's new Hot Spot Graphics feature — a first for the industry — dramatically simplifies the part selection process by allowing users to easily identify and add hardware parts associated with a glass replacement job to the invoice with a single click of the mouse. GlassMate's Enhanced Parts Ordering lets users look up major suppliers' parts pricing and availability in real time, and Auto Notification keeps jobs flowing smoothly by informing users of acknowledgements and assignments requiring action. These improvements to the AGRR process will be provided at no extra charge as a complimentary upgrade to existing GlassMate customers.

GlassMate Mobile, also launched today, is integrated with GlassMate 6.0 and provides users with the unique ability to access all of the vital information they need on-the-go—including access to NAGS® parts and pricing information by Year/Make/Model or VIN along with work order schedule information using smartphones such as Blackberry® and the Apple® iPhone™. For technicians, GlassMate Mobile eliminates the burden of carrying around bulky catalogs when working out in the field, and for owners and managers it provides the ability to supervise workflow and keep jobs moving, even when they are not in the shop.

“We are very enthusiastic about how GlassMate 6.0 and GlassMate Mobile will positively impact the AGRR community,” said Jason Bertellotti, Mitchell's Vice President of Repair Solutions. “GlassMate's latest advancements can make a big difference in streamlining the AGRR process and helping get repairs done faster. And GlassMate Mobile has some really impressive features that put all of the information that users need to complete jobs right at their fingertips. Faster, more efficient repairs help create a positive customer experience and satisfied customers who are more likely to recommend the shop to neighbors, friends, and co-workers.”

Those interested in learning more can visit [glass.mitchell.com](http://glass.mitchell.com) or call (800) 551-4012 for additional information.

#### About Mitchell International, Inc.

Mitchell International ([www.mitchell.com](http://www.mitchell.com)) is a leading provider of information and workflow solutions to the Property & Casualty claims and Automotive Collision Repair industries. The company's comprehensive solution portfolio streamlines the entire auto physical damage, bodily injury and workers' compensation claims processes. Mitchell enables millions of electronic transactions between more than 30,000 business partners each month to enhance partner productivity, profitability, and customer satisfaction.

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