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TeleGlass National Appoints Managing Director

Industry leader continues innovation and growth

August 25, 2008 (Woburn, MA) - Sheila O'Toole was recently named as Managing Director of TeleGlass National Corp., one of the auto glass repair and replacement industry's most innovative companies. O'Toole brings 18 years of auto glass experience to the position, most recently as Regional Director of Sales and Service at Pilkington/North America, a global auto glass manufacturer and distributor.

O'Toole's unique experience will bring valuable benefits to both TeleGlass' clients and to consumers. "I've lived the daily complexities and challenges of the auto glass service business for more than 18 years. In that time, I've developed long-standing relationships with the country's preeminent auto glass providers and in turn, have acquired a keen understanding of the needs of the auto glass consumer," she says. "I really love the pace and energy of the auto glass business, and I am excited about our opportunity at TeleGlass National."

So what does this move mean for Teleglass' insurance partners? O'Toole says, "Our insurance clients can be confident that their policyholders will be served by best-in-class auto glass providers, using best practices for high quality repair and replacement service throughout the United States.

TeleGlass CEO, Robert Rosenfield, agrees. "Excellent workmanship and responsive service have always been our driving differentiators. Sheila's background makes us even stronger in these areas. She's accustomed to the rapid-fire nature of this industry and has easily transitioned to our 'swift response/high quality' philosophy."

O'Toole says technology is one of the main reasons that the TeleGlass team can outpace the competition. "Our real-time appointment scheduling technology is unique in the industry, and we're finding that it's totally aligned what today's consumers want and expect." TeleGlass also offers a wide range of web-based tools including online order tracking so consumers, insurance policyholders and claims adjusters can quickly check the status of their glass repairs online, without ever making a phone call.

Teleglass National has been simplifying auto glass repair for insurers and policyholders since 1996. To learn more, visit www.teleglass.com or call 1-888-TELEGLASS.

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