

# Smart-Builder

the world's leading glass design software



## Case Study

ABC Glass sell and install bespoke glass showers locally. Quotes are provided by expert sales people based on phone calls, faxes or site visits for more complex showers. When a job is won a sales person visits site to take exact measurements and then calculates and orders glass. The sales person also notes down a list of hardware required. When the glass arrives an installer takes it and the hardware to site and installs the shower. The job is then invoiced out by office staff.

### Problems

1. Quotes cannot be provided when the sales people are out of the office. Office staff take messages but delays in quoting a prospective customer can mean the job is lost.
2. ABC Glass have had problems with glass ordered for raking showers not fitting which means expensive wastage. Because of this they have stopped quoting for showers with raked ceilings.
3. Even on simpler jobs the glass sizes are sometimes calculated wrong and the glass is unusable. This is regarded as unavoidable overhead.
4. Glass for complex showers often costs more than ABC Glass expect so they have started quoting substantially more for such showers. However, they win very few of these quotes.
5. Sometimes an installer arrives on site to install the shower and finds that the hardware list is missing items. This requires a time consuming trip back to the office.
6. Office staff frequently take enquiries from customers about the status of their jobs and struggle to answer these questions, often requiring a mobile call to sales people or installers.
7. ABC Glass are finding the market has shrunk slightly recently and their installers aren't always busy.

### Solutions using Smart-Builder with the Smart-Shower module

1. The simple to use system means that showers can be designed instantly. By providing accurate costing and producing 3D drawings Smart-Builder allows non draftsmen office staff to make professional looking quotes.
2. Smart-Builder automatically handles the complex calculations behind rakes or centreline adjustments allowing loft conversions and neo/quadrant showers to be designed confidently.
3. Given accurate measurements Smart-Builder reliably produces exact glass sizes including cut-outs, mitres and rakes. This can eliminate wastage from incorrectly calculated and ordered glass.
4. Smart-Builder can calculate the glass and hardware cost for a complex 8 panel shower with 2 doors and transoms as easily as it can for a simple bath panel, making it easy to price competitively while maintaining a good margin.
5. As well as calculating glass sizes Smart-Builder also produces a complete hardware list, including cutting and mitring instructions if desired, meaning that the installer always knows what to take to site.
6. By adopting the Smart-Toolbox system ABC Glass could use glass order tracking and the easy but powerful drag and drop scheduling to ensure that everyone knows the status of current jobs.
7. Smart-Builder dramatically increases the volume and reliability of quoting which is particularly important in a competitive market. By freeing up time and removing the guesswork Smart-Builder enables a business like ABC Glass to win more business and improve its bottom line.



The Smart-Builder software suite.

[www.smart-builder.com](http://www.smart-builder.com)  
e: [info@smart-builder.com](mailto:info@smart-builder.com)  
ph: +44 (0) 20 7372 0736