2025

Glazepoint Brochure

Glazepoint, the "all-in-one" software solution for the **double glazing** industry.

Glazepoint

Glazepoint

## The only "all-in-one" software for double glazing installation companies.

Your business with you anytime, anywhere in the world.

Introducing Glazepoint

Glazepoint is the only CRM system developed specifically for the double glazing industry that includes a built-in product designer. This unique feature enables you to create and send professionally branded quotations and contracts directly to your customers.

Designed exclusively for double glazing installation companies, Glazepoint was created by an industry insider with over 25 years of experience. Every feature has been carefully crafted to streamline your operations, centralise your business information, and make everything accessible from any device, anywhere in the world
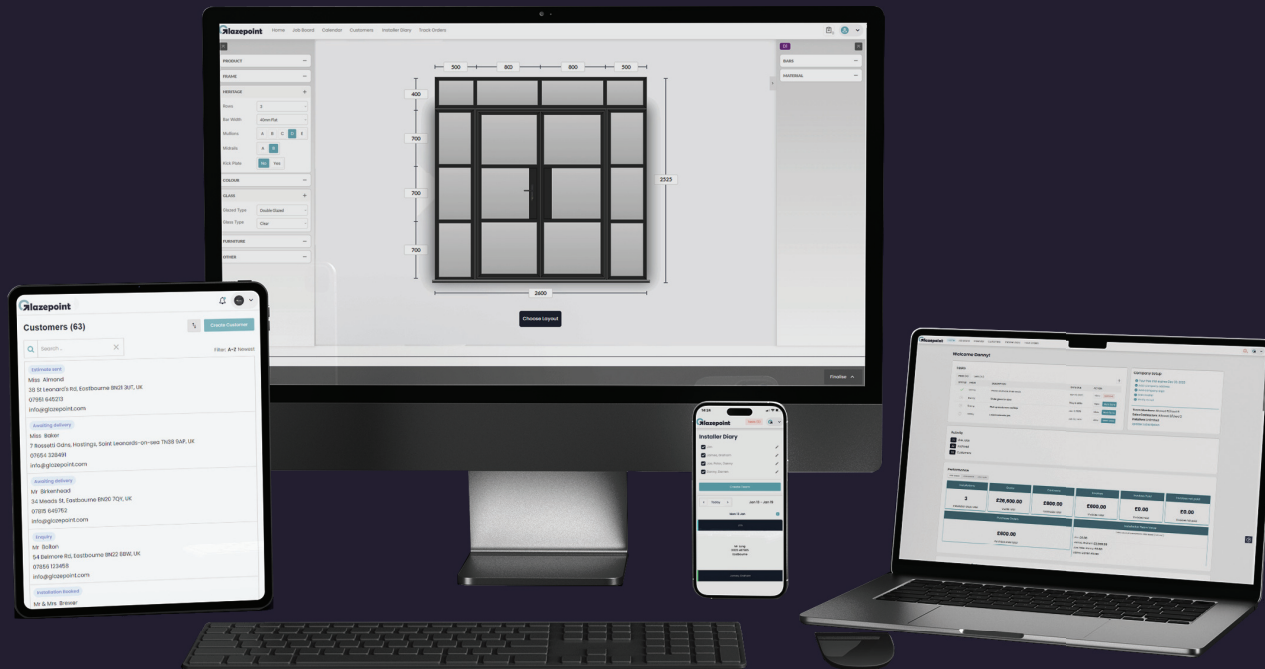
Brochure Contents

Why Choose Glazepoint?

Glazepoint is like an extra pair of hands for your business—always ready, never tired, and never forgetful. Whether it's a rainy Sunday or the busiest day of the week, Glazepoint keeps your business information at your fingertips, whenever you need it.

What Truly Sets Glazepoint Apart?

We're the first and only CRM software to offer a fully integrated window designer. Create branded quotes and contracts complete with CAD drawings and detailed specifications—all seamlessly linked with a powerful, feature-rich CRM. No other platform brings product design, sales, and customer management together like Glazepoint.

Driven by Experience. Built for Innovation.

Glazepoint's unique ownership structure is one of our greatest strengths. With Danny Graham bringing 25 years of industry experience, and Darren James and Mani Arumugam leading the way as seasoned software developers, our team blends deep sector knowledge with cutting-edge technical expertise.

This partnership fuels continuous innovation. We actively listen to our customers, turning real-world feedback into powerful new features and improvements. Glazepoint is always evolving—ensuring you have the most intuitive, forward-thinking solution on the market.

Harness the power of your buisiness in your pocket
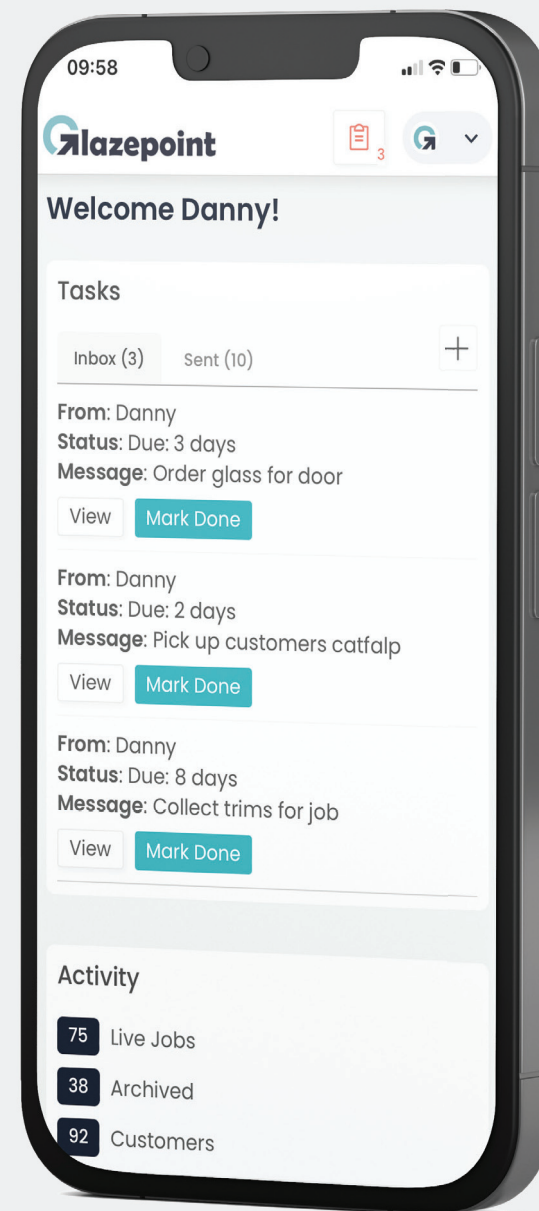
Glazepoint is fully cloud-based and accessible to you anytime, on any device, from anywhere.

Your data is highly secure, hosted on AWS servers, known as the most secure servers worldwide.

Any client using Glazepoint beyond a year gets lifetime read-only access to their data if they decide to leave.

Glazepoint has no minimum term contract; you can leave anytime without surcharges or extra fees.

Installers get free access to Glazepoint and are restricted from viewing any sensitive information.

Our team is highly customer oriented, with every client-facing member bringing industry experience.

Switching CRM

If you're considering switching your CRM provider and are concerned about your data, Glazepoint ensures a smooth and secure transition. We understand the demands of a busy business and the importance of a seamless transfer period. Our team safely migrates your existing data using a CSV file, and our AI software ensures all information aligns accurately with our system.

Onboarding

Glazepoint is designed to be highly user-friendly, especially for those who aren't very tech-savvy. We provide free, unlimited training, with most users typically requiring only about an hour to get comfortable with the system. Most onboarding and training can be done via Microsoft Teams. Additionally, we offer on-site training and onboarding, with small fees for travel and overnight accommodations based on distance.

Software Updates

Glazepoint aims to be the top software for double glazing installation companies, understanding that each business has its own unique processes. We welcome suggestions for new features to better suit your needs. With two of the business owners also serving as lead developers, we're able to implement updates quickly.

For major updates, we inform clients via a regular email newsletter, which may also include a short video demonstrating the new features.

Glazepoint's Company Calendar

Glazepoint's built-in calendar is a powerful scheduling tool designed specifically for double glazing businesses. It streamlines team coordination, enhances visibility, and simplifies appointment management—all within your CRM.

Key Features:

Shared Team Calendar: All team members have access to a shared company diary, with each assigned a unique colour for clear and efficient appointment bookings and task scheduling.

Customisable Views: Tailor your calendar's display to your specific requirements. Choose between daily, weekly, monthly, or list views with ease.

Unlimited Calendars: Add unlimited additional calendars, accessible via a convenient dropdown menu. Designate which team members have access to view each calendar.

Integrated Job Board: The calendar seamlessly integrates with our job board. Inputting a new customer automatically generates a corresponding 'T-card', consolidating all relevant information under a single platform.

Mobile Optimisation: Fully responsive on mobile devices, ensuring accessibility on the go.

Google Maps Integration: Appointments are synchronised with Google Maps, enabling straightforward navigation from your current location to scheduled meetings.

Business Hours Synchronisation: The calendar is intricately linked to your company's operating hours, accurately reflecting designated times on your calendar.

With Glazepoint's integrated calendar, managing your schedule becomes seamless, allowing you to focus on delivering exceptional service.
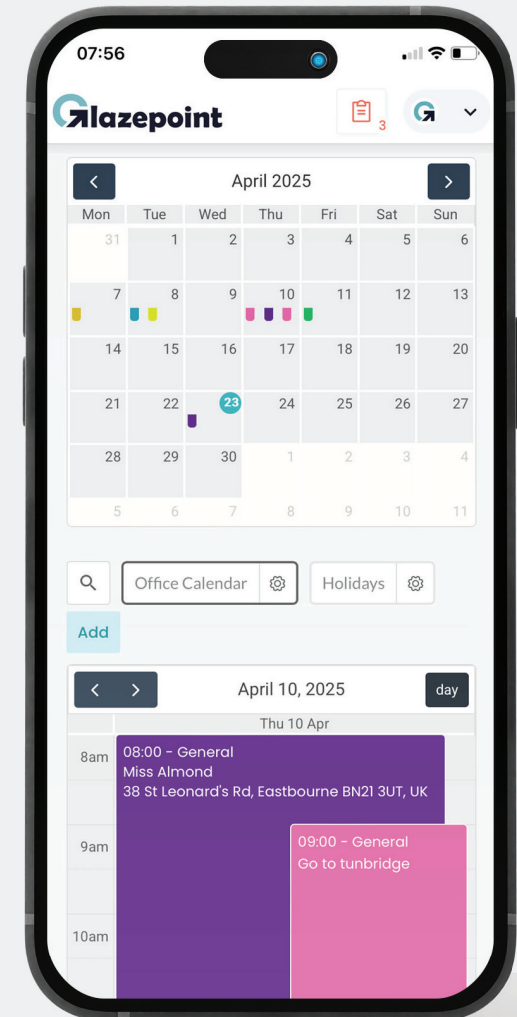
Digital T-Card System

The Glazepoint job board brings all your active jobs together in one easy-to-use platform, functioning like a virtual T-card system. It gives you and your team an instant overview of each job's status, making it easier to manage workloads and track progress. Simply click on a T-card to dive into detailed job information for any customer.

Fully Customisable

Designed with flexibility in mind, the job board comes preloaded with columns suited to most double glazing businesses. But you're not locked in—you can add, remove, or rename columns as needed. You can also create unlimited job boards, letting you tailor different views for different teams or processes.

Clear Workload View

Each column tracks and displays the total number of installation days assigned to every job. This gives you a clearer picture of your team's capacity, helping you estimate lead times and plan resources more effectively. It's a straightforward way to keep projects running smoothly.

Access Anywhere

Glazepoint is fully optimised for mobile, tablet, and desktop devices. Whether you're in the office, out on-site, or on the move, you can access all your job information with ease. Stay connected and in control, no matter where your day takes you.
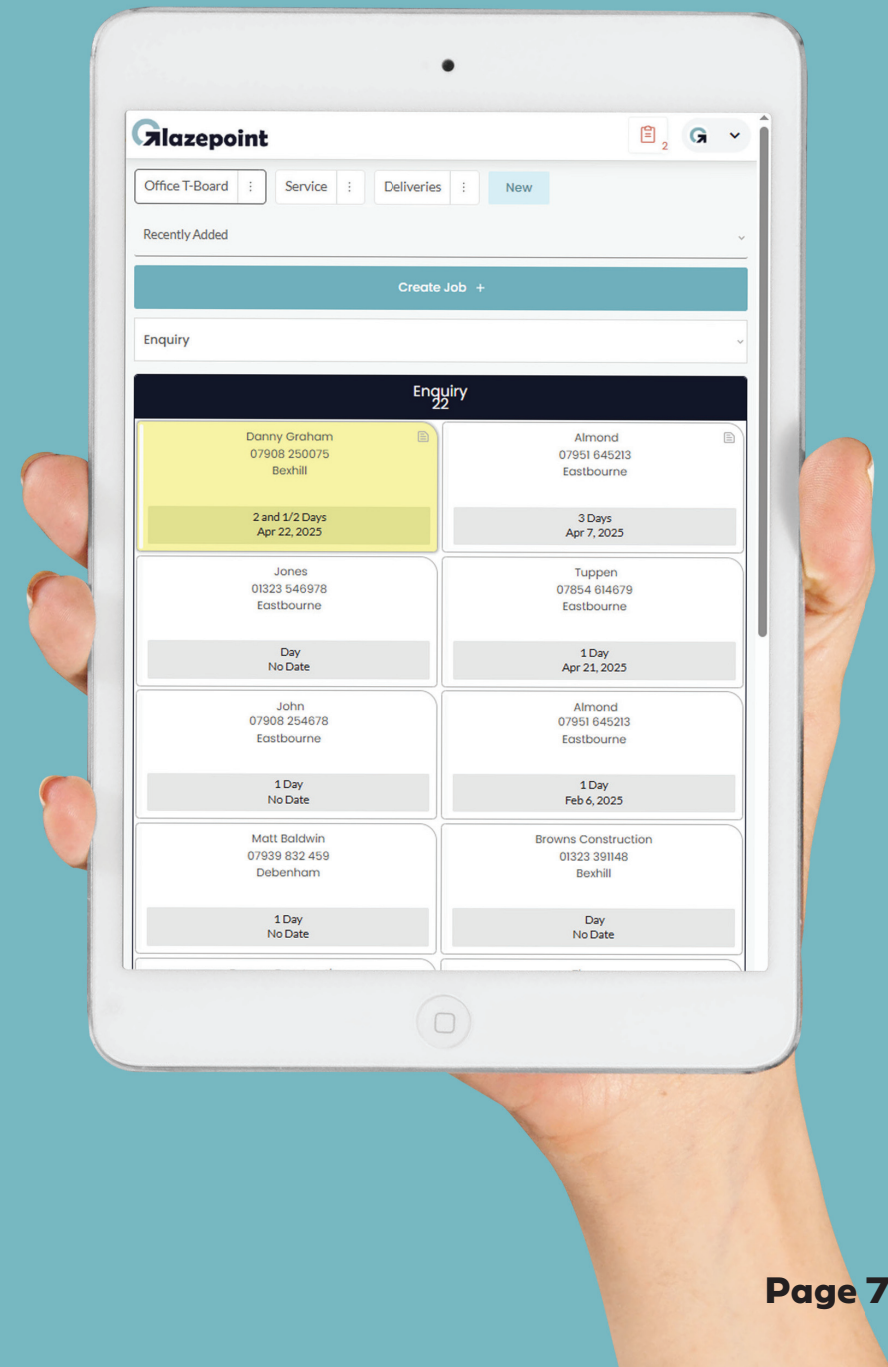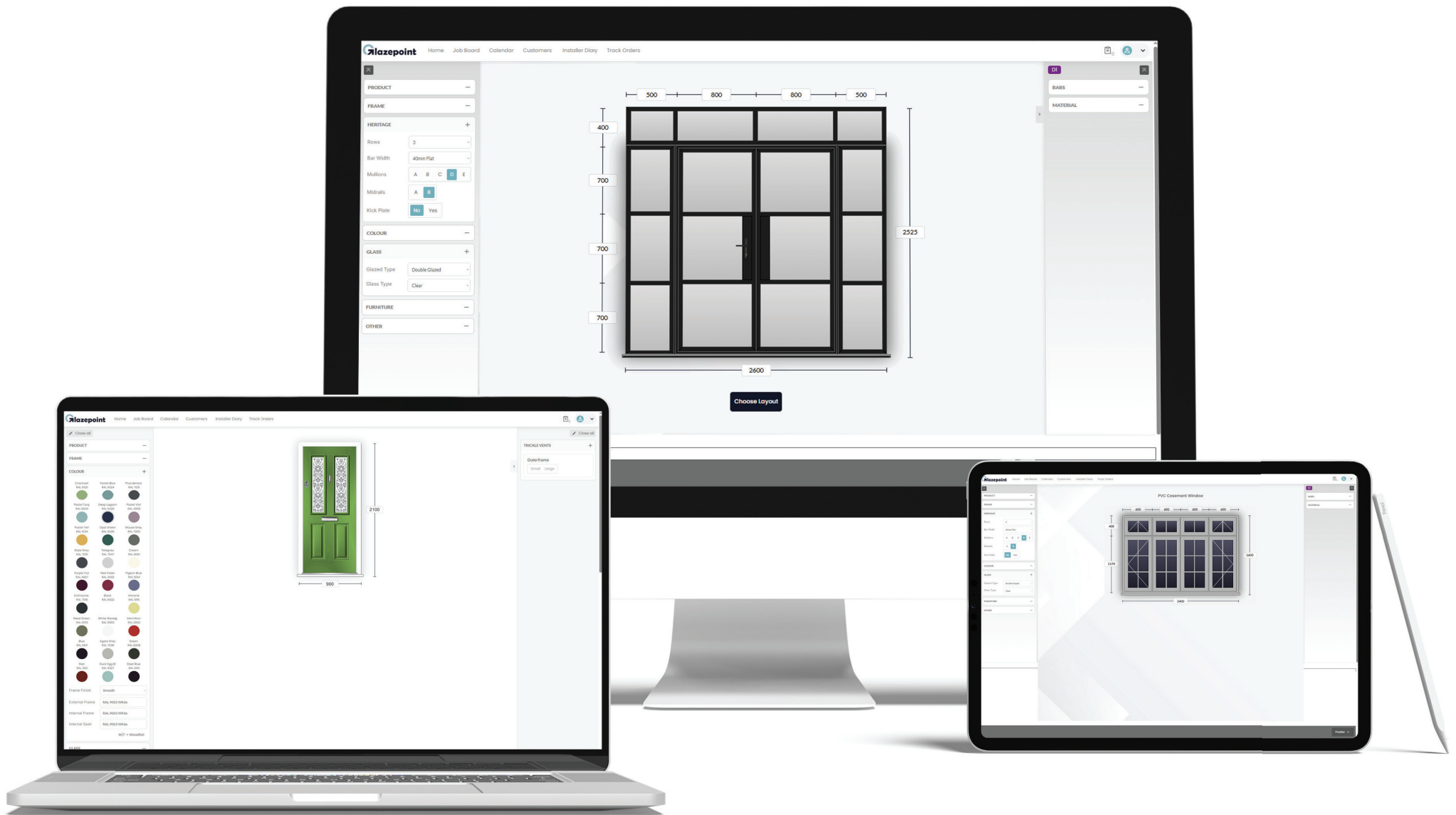
Powerful New Product Designer Exclusive to Glazepoint for 2025

Glazepoint is proud to be the only CRM system that fully integrates an intuitive product designer, offering a seamless experience from design to quotation. Launched for 2025, our newly updated Product Designer allows you to create a complete range of window and door products while generating clear, professional estimates—all within the same platform.

The designer incorporates profile specifications from leading PVC and aluminium extrusion manufacturers, with detailed dropdown options for colours, features, and finishes. This enables you to present customers with tailored, visually clear designs and specification choices.

You can display pricing either per item or as a grand total, and add custom notes to individual products for customer reference. Stage payments can be pre-set in the back office and adjusted using an easy-to-use slider, with up to five defined stages to simplify the payment process.

Every estimate can be personalised with header and footer notes, and you can create branded templates for email communications. Brochures and documents can be preloaded and automatically included, while digital signatures can be requested and captured directly from the back office.

Customers can accept or decline quotes online. If declined, a reason is recorded and shown on their job board, giving your team the chance to follow up and re-engage. All quotes and estimates are stored in the customer's job manager, ready to retrieve, revise or resend, reducing the need for repeat visits and helping you secure more business.

Features

Create Professional Documents: Glazepoints inbuilt window and door designer creates drawings with the full specification of the proposed products you are installing for your customers.

Estimate and Quote Management: Inbuilt facility to chase estimates and quotes automatically with emails created by you, you can choose the timeframe that emails are sent.

Document Attachment and Management: Attach documents, brochures, and any other relevant information effortlessly when sending estimates/quotes.

Estimate and Quotation Response System: Customers can accept or decline estimates/quotes, with declined reasons emailed to you and displayed in the customer's job manager.

Job Pricing and Recall System: Estimates/quotes are stored in the customer's job manager and can be recalled in the future, saving multiple visits if a customer wants a reprice.

Custom Preloaded Profile Extrusions: Profile extrusions preloaded, with the colours and specification unique to that particular system.

Guides for Installers: Create useful documents for installers, surveyors, manufactures and customers.

Simplify Job Management

Glazepoint's Job Manager is your all-in-one workspace for handling every stage of a customer's job. Acting as a central hub, it stores and organises all key information — from quotes, contracts and invoices to installation details, bookings, purchase orders and supporting documents. Everything is kept in one convenient place, helping you stay organised and in control.

Through the Job Manager, you can easily create and send professional quotations, contracts and invoices. The system also offers real-time tracking, allowing you to see when emails have been successfully delivered and read, giving you greater confidence in your communications.

Full subscribers enjoy complete access to the Job Manager's features, bringing all vital customer information together in one streamlined, easy-to-use platform. With Glazepoint, managing your workflow becomes simpler, more efficient, and fully connected.

Job Manager: Simplify Your Workflow

Glazepoint's Job Manager centralises every aspect of your customer projects into one easy-to-use platform. Track real-time job statuses, upload and share essential files, and seamlessly manage quotes, invoices, and purchase orders.

The system also enables efficient scheduling of installations, monitoring of sales performance, and quick access to customer details. With tools to generate contracts, manage appointments, and archive completed jobs, the Job Manager keeps everything organised.

By streamlining your workflow, the Job Manager helps you improve overall efficiency and ensures your projects stay on track from start to finish.

Installers receive free access to Glazepoint with restricted visibility to sensitive information.

Customers are kept fully updated at every stage through our automated email notifications.

The whole team can easily access and see installation information in real time.

Installation Manager

Easily schedule customer installations using our Installation Manager, which offers multiple convenient booking methods directly from the Job Manager or through the installer's diary search function. When selecting the start date, the system uses the pre-set number of installation days to automatically generate the installation schedule, ensuring a smooth and efficient process.

Flexible Date Allocation

Installation days can be allocated directly within the Job Manager or through a simple popup window when selecting the installation date. You can also choose to include Saturdays or Sundays if necessary; if not selected, the job will automatically roll over to the following week.

Customer Notifications

Once an installation is booked, you can automatically email your customer with the installation dates and send follow-up reminder emails tailored to your business needs. Additionally, you can create installer teams and assign specific installations, such as allocating a team of four installers to a particular job for better coordination.

Installer Collaboration

Installers have seamless access to their assignments via their free Glazepoint login. They can view job details, use Google Maps for navigation, access documents, and upload images or notes, improving overall installation efficiency.

More Features, More Freedom

Glazepoint is loaded with powerful features designed to simplify everyday tasks, freeing up your time to focus on what really matters—growing your business. While there are too many features to list in a single brochure, here are just a few more you're sure to find valuable.

☑ Easily have documents, quotes, and contracts digitally signed by your customers, streamlining the approval process and enhancing efficiency.

☑ Create tasks for yourself or team members that appear on their homepage and can be linked to specific jobs.

☑ Add your company logo to all documents for a professional, branded appearance.

☑ Send documents from either your company or individual email, offering flexibility in communication.

☑ Access pre-designed email templates for invoices, quotes, and more, ensuring professional and consistent communication.

☑ Customer Acquisition Insights: Understand how customers found your business to optimise marketing strategies and boost reach.

☑ Enhanced reporting tools to view financials, invoice details, job costs, and installation information.

☑ Business Customer Management: Add and manage business customers and installation addresses for streamlined tracking.

☑ Customisable Company Hours: Set and display your company's hours in the scheduling system.
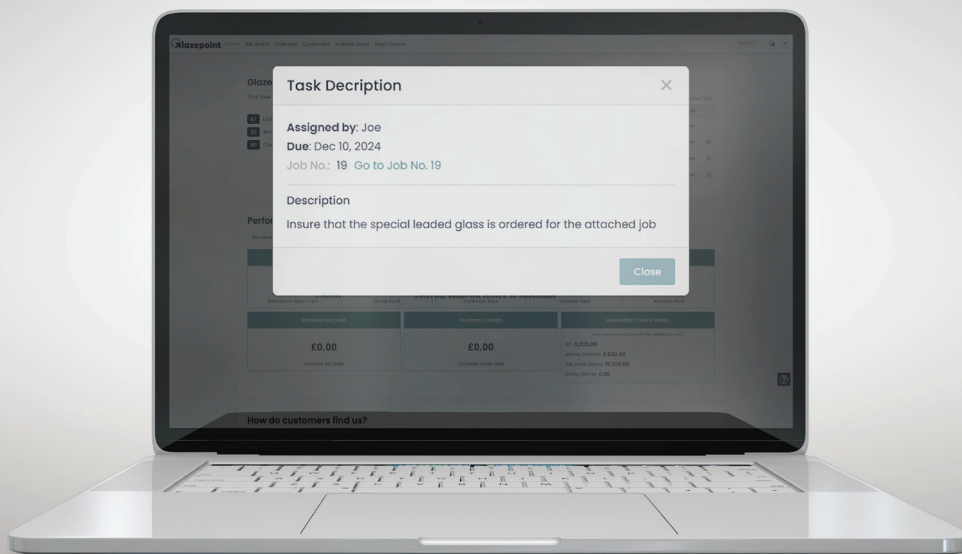
Invoicing

Glazepoint makes invoicing effortless by allowing you to convert a contract into an invoice in just a few clicks. For stage payments, amounts are automatically calculated, with the flexibility to invoice each stage separately and set specific due dates.

Invoices can be created independently, and once sent, you can track the email status to see whether your customer has received or read it.

Xero & QuickBooks

Glazepoint streamlines your financial operations by integrating seamlessly with Xero and QuickBooks. Effortlessly sync customer details, contracts, and invoices directly to your accounting platform, eliminating manual data entry and ensuring consistency across systems. This smart integration saves time, reduces costly errors, and keeps your financial data accurate, secure, and up to date.

Glazepoint Pricing

Glazepoint offers a straightforward and transparent pricing structure with monthly payments processed automatically through Stripe. As the most cost-effective solution in our competitive market, we provide the advantage of a single system, whereas competitors rely on multiple systems, each with its own associated costs.

User Options

We offer two pricing options: one for team members who need full access to the system, and another for subcontractors who only require access to the diary and non-sensitive job manager information. The Full License can be set to Level 1 or Level 2. Level 2 users won't see financial information on their homepage and will not have access to reports.

Installer Access

Installers get free access to Glazepoint, where they can view their installations in the installer diary. They can also access the job manager to see customer information, view assigned documents, make notes, send tasks, and upload photos and documents. They have no access to sensitive information, and uploaded documents are invisible unless specifically set for them to view.

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1 x Full User Pricing

£100.00 + vat

Per Month

Additional Full User Pricing

£50.00 + vat

Per Month - Per User

There is no fixed minimum term contract, with a rolling month-to-month agreement.

Full users can be set to Level 1 or Level 2.

Full users have access to Glazepoint anytime, on any device.

Subcontractor User

£10.00 + vat

Per Month - Per User

Installers

£0.00

Per Month - Per User

Subcontractors are automatically assigned to Level 3, while installers are set to Level 4.

If you require further clarification regarding user access levels and permissions, please get in touch with a member of our team.

Glazepoint

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