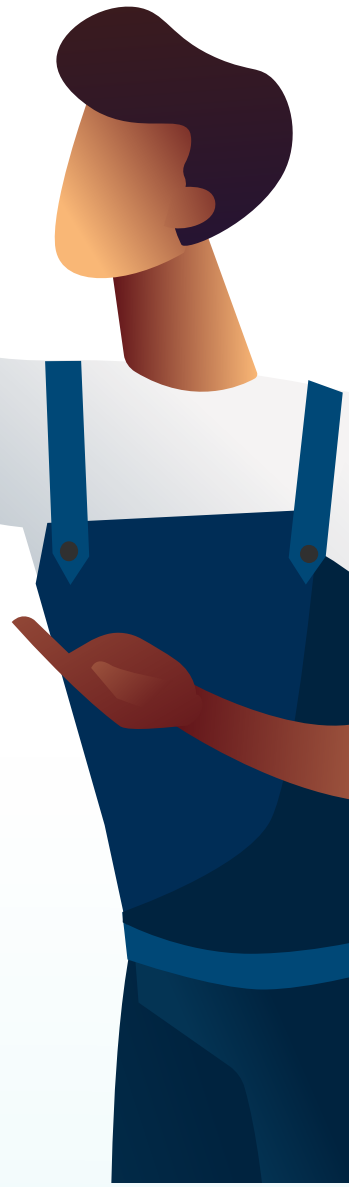




**ZIPPITY**



## **A family affair: How Zippity helped Superior Windshield Repair boost appointments**



For Annapolis local Bobby Olup, windshield repair runs in the family. After years of experience working with his father, Olup set out on his own to take over Superior Windshield Repair. However, despite his experience, Olup discovered he had his work cut out for him when he first acquired the business.

“The original owner would take all the phone calls and schedule appointments himself. All of his employees would be running around like chickens with their heads cut off. It was a mess when I took it over,” explained Olup.

This changed once Olup started using Zippity.

## **Superior Windshield Repair’s secret sauce**

Olup noticed that by using Zippity, he could build a modern and intuitive experience for his customers while still maintaining control of his operations.

It was Zippity’s self-service and mobile-first features that stood out to Olup the most. By allowing customers to schedule their own services, he found that his team has a little more room to breathe.

“Honestly, Zippity is very well laid out. I love everything about it. I’ve been in transportation for my entire career and I had at one time, 50 CDL drivers underneath me at a transportation company. I wish I had this type of technology back then.

“

**Once I started using Zippity, it was night and day. I mean, seriously. It saves so much time. By letting the customers schedule themselves, they can book their services on their own and save us a lot of admin work in the long run**

”

**Bobby Olup,  
Owner of Superior Windshield Repair**

“

**It just makes life so much easier for me and my technicians. We love that the customer can just book their own appointments because it saves so much time. It blows my mind. It really does.**

Bobby Olup,  
Owner of Superior Windshield Repair

”

## Keeping a pulse on amazing customer experiences

For the Superior Windshield Repair team, Zippity's ability to increase their revenue while reducing their admin work has helped them climb to the top.

“I've had to pull my advertising completely, simply because our small team can't handle the number of customers that schedule appointments,” says Olup.

Owners of field service businesses have a lot to keep track of. From managing technicians, keeping their customers engaged, and overseeing marketing, they tend to be a jack of all trades. Sometimes this can get overwhelming, but Olup explained how Zippity made all the difference.

For the Superior Windshield Repair team, Zippity is the right shop management software because it gives them more time back in their day. This means they can get back to doing what they do best, wowing their customers through amazing service.

“

**People don't always respond to their emails right away or want to answer their phone because they're too busy doing work. With Zippity, we can send direct texts to customers, so the system just works for everyone, not just one person.**

Bobby Olup,  
Owner of Superior Windshield Repair

”