



Call with Auburn Mechanical - John Payne

Sean Jenkins with Auburn Mechanical
Recorded on 2/21/23 via SalesLoft, 5 min.

Participants

SERVICETRADE

Sean Jenkins
SDR

AUBURN MECHANICAL

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VP - Service Division

Topics

<i>Accounting integrations</i>	0:24
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Transcript

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JOHN

0:00 Hello, this is Shaun.

SEAN

0:07 Hey, John, Sean Jenkins giving you a call with service trade. Did I catch you at a good time?

JOHN

0:13 No, actually it's not. I've had a couple of comments conversations with you guys right now, but, you know, we're already into an ERP and a service software solution, right?

--- Accounting integrations ---

JOHN

0:24 And... so I'm not sure what we would do with service trade right now. We have a big investment in our ERP system and bolt on field connect device.

JOHN

0:36 So, I don't know what we do with it.

SEAN

0:38 Yeah. Well, we're definitely not looking to get you off of your current ERP system, which I understand is vista, right?

--- Accounting integrations ends ---

SEAN

0:45 Gotcha. Yeah, we have a few customers on vista. So I guess in your situation, it would just be comparing us to field connects. So that would really be the primary objective there.

JOHN

0:44 Great.

JOHN

0:55 Yeah. So I got a, I got a call yesterday honestly, that from somebody from BuildOps that's trying to do the same thing.

--- Accounting integrations ---

JOHN

1:03 And I told them that honestly first quarter is pretty challenging for us right now anyway, just time and whatever, then we to do and that if he wanted to follow up in April, we could go look at these. I don't want to discard other solutions because we subscription based with field connect, right? And so I'm sure your guys stuff is too. So if there's a better solution, but we can't get off the backbone, we're on, right? So... because we spend a 1,000,000 bucks investing in that and that works for our Construction team and that's a bigger part of our company. So we can't just, we can't dump the ERP for some software, bolt on, right? For service. So if you want to follow back up in early April and my operations manager and I could maybe talk about a time to look at these because we would just have to get a cursory to find out what it potentially does it service, the field connects, not doing?

SEAN

1:03 Okay.

SEAN

1:21 On...

SEAN

1:27 Yeah, yeah.

--- Accounting integrations ends ---

SEAN

1:57 Exactly. Yeah. That sounds good. The reason for my fault. We talked to Brian at a HR and he referred me over to you. So I thought I would give you a it's Brian, but instead of an a, it's an E, I'm not sure how to pronounce it is.

JOHN

2:07 Talk to who?

JOHN

2:13 No, it's Brian. Yeah, it's called Brian. Yeah, he's on the executive group with me but he's our Construction deal, right? So you must have got to him, but, yeah, so he sent you my way but I can't I have actually two seconds. I can probably tell you.

SEAN

2:16 Okay.

SEAN

2:19 Gotcha. Yep.

JOHN

2:29 Who from it?

JOHN

2:42 Software solution? So service trades or service tight in Salesforce, building ups, they're all doing it. So, do you know who Darren freshman is?

SEAN

2:52 Yeah. Yeah. He used to be our field rep over here. He's no longer with the company.

JOHN

2:53 Yeah. So he contacted me and then, I mean, I've seen you guys at the msa convention and stuff like that too, but again, we weren't in a position to look and the bolt on right now, field connect is working pretty well and a lot of what BuildOps is trying to do too, there might be better tools, but in some ways they're having the dispatcher use BuildOps or you guys are doing that.

--- Accounting integrations ---

JOHN

3:17 So you're using the boards and all that. But the system still integrates with vista. So if you wanna call and tact me in early April and look if we're going to set a time to look at those other solutions, then we can do that. I know that you guys are route based too, right?

--- Accounting integrations ends ---

JOHN

3:31 Service trade. I think, was it Billy, whatever the book, right? Yep. Yep. Yeah, Billy Marshall. So, so I guess we can look if we're gonna take time to look at field connect right now and maybe in the second quarter to just keep our eyes open on what other tools there are because people get attached to what they have, right? But it's okay to look at it, but I'm not, I won't do that till second quarter anyway. So if we want to follow up in April, then send me a note that says you're going to do that in email? My email is just John pain at Armenia dot com, and then I'll throw it in my service trade folder. And when we go back, if Jen and I wanna look at those two things, we'll go look at it just to make sure with what we're on, we're happy with.

SEAN

3:35 Yep. That's correct. Yeah, Billy marshal.

SEAN

3:52 Huh.

SEAN

3:56 I hear you.

SEAN

4:14 Yeah, that sounds good. And, you know, we're definitely not trying to get you to switch over overnight or anything like that. We know this is a big process undertaking if you will. So we know that you gotta do your due diligence. Yeah, yeah, we have customers on there. I don't have all the technical information for you right now, but if we do get to the point of setting up a meeting, we'll be able to talk to you more about that in.

JOHN

4:24 But you guys are an integrator now with vista?

JOHN

4:32 Huh.

JOHN

4:36 Yeah... that's fine. And again, I'm just trying not trying to tell people know we already have a software solution but, you know, we're in where we're working at it. It's not working poorly. It just depends every software solution has strengths and weaknesses and you just have to choose what, which ones are most important to you because nobody's got all the answers, right? So.

SEAN

4:43 Huh.

SEAN

4:55 Yeah.

SEAN

4:58 Yeah.

JOHN

4:59 So that's fine. Follow up in April. Send me, you can send me an email now from our conversation, I'll throw your name, so I have your contact in my service at folder here. Okay? Just like I have Darren. Okay. Thank you. Bye bye.

SEAN

5:07 All right. Yep. That sounds good, John. Great. Thank you. Bye.

The End