Call with Rich-Tek Industries Ltd - Dave Beulens

Jonathan Middlemas with Rich-Tek Industries Ltd
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Participants

SERVICETRADE

Jonathan Middlemas
Territory Manager

RICH-TEK INDUSTRIES LTD

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General Manager

Topics

Transcript

DAVE

0:00 With the billing owner information, but that's not who we would be billing for the job that we're scheduling. So can we have... that like if we have a piece of equipment, would it always get tagged to?

DAVE

0:16 The address or the owner or would we have to have multiple entries for the same piece of equipment depending on who we're doing the work for?

JONATHAN

0:24 Yeah. So that, that's an interesting question Dave. I think it would be the second option because, if you need to Bill somebody differently depending on even if it's the same piece of equipment, but depending on like who you're doing the work for you would just need to have, you know, that piece of equipment setup under, you know, the service that you're doing, the customer for or whomever, you're billing...

DAVE

0:50 So if that is the case, is there a way to link that piece of equipment between the multiple... customers if you wanna call it that? Because now what I would be worried about then is that the, if we have to have multiple entries for that same piece of equipment, there's going to be a disconnect in previous history.

JONATHAN

1:15 Yeah, no, I understand that. I'm not sure to be honest with you how, I mean, how are you tracking that sort of stuff right now?

DAVE

1:24 So as it is right now is that we have a database and it doesn't matter like it has a sheet. And so it'll have the building name, the building address, and then all the pieces of equipment that we're dealing with. And then we track what we currently use as our job numbers. And so it's not tied to who we do the work for. It. It's just, a collection spot that we put all the information for when we've been there. The downside of it is that now I have to go and look up all these different work order numbers manually through the system. So I'm trying to eliminate that. But on the same token, I see that as a bit of an obstacle because I'm not working for one customer at that particular site?

JONATHAN

2:10 Yeah. So are you, in this example, I mean are you doing like a lot of like sub contracting work or, you know, how are you doing work on the same piece of equipment for different customers?

DAVE

2:21 So it depends a little bit. And just as a situation that can come up is, so.

DAVE

2:29 The initial point of contact for that piece of equipment is that we get hired by the manufacturer to do the commissioning? So right now, is that we're going to be billing abc pump company?

DAVE

2:45 And once that is done, the building owner will then take over. And so they say, hey, we've got a league or, hey, we want you to come in and do a monthly service on this. So now that gets billed direct to the building owner, but then we also are subcontracted through another service provider because they do the full annual inspection. So we do part of we do our work for that other customer that's doing the work direct for the owner.

DAVE

3:18 So as I said, it's all on that same piece of equipment, but I need to be able to build services for that piece of equipment to multiple people or have the ability to do that, or if I do have to have multiple entries for that same piece of equipment, how do I connect them all together? So that if we go there for a trouble call direct for the owner or we go there for the annual, that it would cross over between the two so that the guys in the field can say, yeah, hey, Joe is just here and he, we reported this lead. So I don't need to redo a repair estimate.

JONATHAN

3:29 Right.

JONATHAN

3:53 Gotcha. Yeah, I'd have to, I'd have to look into that for you. I don't know the exact answer to that question regarding, you know, if the service history, on the piece of equipment, would, you know, all tie together?

DAVE

4:07 I said that I think that's going to be my biggest obstacle. The rest of the information, I mean between kind of customizing, the record keeping and stuff like that, we can probably work around it. But it's how do I have a consistent... record keeping of that piece of equipment because that's going to be critical for us. And if we have to have multiple spots that we're looking for, it kinda defeats the purpose, of combining everything into a platform.

JONATHAN

4:32 Yeah. So, I mean, I know you're going to look at a couple of other tools as well?

JONATHAN

4:38 You know, is this functionality they were able, to solve or what were your thoughts on those platforms?

DAVE

4:43 So, I haven't discussed that with anybody else. It's just something that came up in one of the trials that I was like, I again, I've been watching a couple of different demos?

JONATHAN

4:54 Huh.

DAVE

4:55 And I haven't talked to anybody else about it just because I said it was late yesterday that I kinda came up with a scenario and I knew that we had our meeting. So I was gonna touch base with you first and just kinda see how that would work in your platform. Because as I said, I, I'm not sure how that would work.

JONATHAN

5:05 Huh.

DAVE

5:14 And I don't want to set up a new, like if I've got that piece of equipment, I don't want, I can't see it being viable to change the, what I call the owner of that piece of equipment every time because that again just seems very redundant to keep changing that every time.

JONATHAN

5:31 Yeah, of course.

JONATHAN

5:35 You know, any other questions you have, or thoughts I guess regarding service trade?

DAVE

5:39 One of the questions I think we kinda quickly talked about it is that because you try to do that, this, the search by the CR number and stuff like that. Did you get any answers as to how that works or if it is possible?

JONATHAN

5:52 I have not, I have not, I'll have to follow back up on that as well.

DAVE

5:54 Okay.

DAVE

5:56 Okay. Yeah, because those are going to be kinda the two important factors that I have to take into account.

DAVE

6:03 In this transition because I need a way that I can either some work around or some option that I have that I'd be able to do a search for piece of equipment because I mean, most of the time I'm going to get an address or something like that. So it's not such a big deal. But it's all three times because for parts of this like some of our controllers is, I will only get this your own number to begin with. And so then as it is right now I can in our data, I can search any field that feel search it comes matches.

JONATHAN

6:18 Right.

DAVE

6:37 So, I'm curious to how, that search feature will work with your, with the service trade?

JONATHAN

6:45 Yeah, I'll have to, I'll have to follow back up on that and see about searching by serial number. I, I'm almost positive it's that's a function that we have. I just, I don't know why I couldn't get it to work on the demo but.

DAVE

6:54 Yeah, I would be very surprised if it wouldn't work. But as I said, it's just one of those things trying to figure out what's going to be, the best way to do that. So, and then the other thing that I know that we quickly talked about it, but in terms of doing like staff training and stuff like that. So there's going to be a couple of different factors that I'm going to be looking at in terms of that, on the quote that you sent over to me, there's a, I think it's a 3,500 dollar charge.

DAVE

7:23 For the onboard process?

JONATHAN

7:26 Huh.

DAVE

7:27 So, what is included in that 3,500 dollar charge?

JONATHAN

7:34 Yeah. So it's gonna be 90 days worth of like training and onboarding, a lot of those trainings will probably, I think all of them are going to be, you know, online modules that are self based. So the office will do different ones than the technicians obviously for functionality. You'll have a weekly meeting, 30 minute meeting with like, your project manager, who's going to be helping you on board with service trade. Just making sure everybody's tracking according to the time line, as well as just answering any questions will also take any data that you have regarding your customers. So, customer names, addresses, contacts, things like that. We'll set up into your service trade account for you. So you're not spending, you know, a ton of time setting your own data up and we'll kinda do that heavy lifting for you and just looking sure everything and ready.

DAVE

8:24 And what type?

DAVE

8:27 What like where would you be taking that information from like that from like the simply software or how does that work?

JONATHAN

8:37 Well.

DAVE

8:38 I guess what type of file format would that have to be in?

JONATHAN

8:41 Typically like an excel file like a CSV?

JONATHAN

8:46 So, a lot of that information is probably gonna be, you know, like in Sage, for you or you might have it somewhere else, but.

JONATHAN

8:56 As long as you're able to export it into to a CS file?

DAVE

9:04 Okay. So that must be in a.

DAVE

9:14 Okay. And then in terms of modifying kinda like how we wanna if we want to modify, the data records for the piece of equipment, we can customize that on our own, or does that have to go through you guys?

JONATHAN

9:31 What do you mean by data records?

DAVE

9:33 So, like when we were going through the demo is that you had the fire protection stuff. So, one of the items was the fire pump, and then it listed out all, the fields that could be filled out. So the, that is a pre or pre formatted layout. Can we modify that to either remove or add pieces of information for that piece of equipment?

JONATHAN

9:41 Hum.

JONATHAN

9:57 You, you can't like remove those fields. Those are going to be default. I mean, as far as adding, you can put like a request in for us to add it for you. But other than that, there's I mean, there's quite a bit, of fields. I don't know that you would need to add anything. But then there's also just like the miscellaneous like comments section for each piece of equipment where you can, you know, put additional information if you needed to.

DAVE

10:21 Right. Okay. And then now, if we were to come on board, as I said, our primary business is going to be fire protection, but we also do other equipment. So, is our option selection for equity going to be in fire protection or can we have other things such as, a recirculator pump or a pool pump or something like that? Like can we use different options?

JONATHAN

10:31 Huh.

JONATHAN

10:47 So, there's a whole different couple of 100, you know, item list within service trade. If we, if there's something that you want to use that's not in there, we can certainly, again, you put the request in and we can, you know, create the field for you?

DAVE

11:04 Okay.

JONATHAN

11:06 But you're not going to be limited to answer your question, just like fire protection equipment, no?

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DAVE

11:13 Okay. And then, is there like extra charge? Like if we say, as I said, we want to have a field or a option for recirculator pump or pool pump, and we have to put in that request. Is there a charge that we would have to pay to get that added to our account?

JONATHAN

11:31 I don't know the definite answer to that, but, I do not believe so. So, I can double check.

DAVE

11:36 Okay.

DAVE

11:39 And in terms of the pricing?

DAVE

11:44 How consistent does the price stay at the rate that it is right now? Like if we were to sign up kind of, is there a projection as to how long these prices get held or kinda, what is the variable or, the variant that would come into play that it would adjust, the pricing structure?

JONATHAN

12:03 Yeah, excellent question. So first answer is first answer I'll give you is, you know, we, we've only raised our price one time in the past five years as well as part of the agreement that you would sign is just saying that if we would raise our prices, the maximum amount that your subscription... would go up, you know, for the first initial two after the price raise is seven percent. So, I think last time we raised prices, it ended up being about a 12 percent increase, but, you know, all our current customers, they only experienced, you know, seven percent of that increase because, you know, that's how our contract is written out.

DAVE

12:48 Okay. And so then we would have to sign a contract. Is that like an annual contract then?

JONATHAN

12:52 Yeah. So it's an annual, it's a 12 month agreement, yes, sir.

DAVE

13:02 So then we would have to renew it every 12 months.

JONATHAN

13:06 Absolutely, if you wanted to, of course.

DAVE

13:09 Right.

DAVE

13:11 Now, in the event, and just hypothetically there's a 12 percent price increase, you know what?

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DAVE

13:17 Hey, this is getting really expensive. We're going to be looking for a different option. Can the information that has been stored in service trade, can that get exported out of that? So that we can retain all of that in terms of pictures and notes and all that stuff or how does that work?

JONATHAN

13:31 Yeah, that's exactly how it works. So, if you would ever decide a part ways, we'll you know, export all your data out of service trade and, you know, give it back to not only stuff that you came with, but anything that you kinda collected while you're a ServiceTrade customer.

DAVE

13:47 Okay. I said, I, once I make the change, I don't want to make another change. But as I said, I just again looking at protecting the company interest as well.

JONATHAN

13:51 Right.

JONATHAN

13:55 No, absolutely. Kind of the way, we view that is pretty simple. We, we store your data for you. We do not own it. So if you ever decide to part ways, you know, it's yours to take with you. And, you know, we'll kinda pack it up for you? You know, on the way?

DAVE

14:11 Okay. And then, and like do the apps and stuff like that, does any of it protect factor authentication or how does that work in terms of like, is it just a user name and password that gets assigned?

JONATHAN

14:23 Yeah. So as of right now, it's just user name and password, two factors, something that, that's you know, in the, and on our road map, but as of right now, it's just user name and password.

DAVE

14:34 Okay. And then do I have as the manager? Do I have access to assign and delete user names and passwords or does that have to go through service trade?

JONATHAN

14:44 No, that's for you? And you also have, you know, the ability to turn on and off, you know, different permissions for different users.

DAVE

14:52 Okay. And so then like if I have to fire an employee, I can just log into my account and then disable their account from like immediately.

JONATHAN

15:01 Yes, sir.

DAVE

15:02 Okay.

JONATHAN

15:08 Yeah.

DAVE

15:12 Then depending on how I give permission to other people, they can change settings, on other people as well. Like if I have like me as a general manager and I have my service manager, I can let them have certain access to allow or disallow other users.

JONATHAN

15:28 Yeah. If you, if you basically give them, you know, the functionality under, their user name to go in there and do that, you know, the then yeah, they can go, you know, do that functionality as well.

DAVE

15:37 Right.

DAVE

15:39 Okay.

DAVE

15:44 And I, again, I think I asked this one here as well. Is that once, like if they're heading up to a job site and we know that it's seven levels down in a park aid. As long as they update before they go into the park ad, they can still access, the app enough to fill out the forms and stuff like that. And then when they come back up and get signal again, it will automatically upload.

JONATHAN

16:08 Yes, sir. That's correct?

DAVE

16:09 Okay.

DAVE

16:16 And the other thing and I know we already talked about this. So I still have to kinda go through the process of that. But when we, if we're using one of our custom forms, like our own personal forms, once that is filled out externally from service trade, we can upload it and it will automatically get attached to the work order and the invoice and everything like that. When we go to send it to the customer, as long as it's saved as a P or saved and uploaded as a PDF, that is correct as well, right?

JONATHAN

16:41 Yeah. So if it's saved, you know, as a PDF, you can upload it and attach it, to the work order to then, you know, send it along to your customer.

DAVE

16:50 Okay. And then... kinda get familiar with the system. Can we create forms within service trade so that it would be like an integral service report form or something like that within service trade?

JONATHAN

17:07 For like your inspection reports or?

DAVE

17:08 Cause that's correct? Yeah. So, for an inspection report, so like if it's like, I'm gonna use a simple one. So it's just like, a monthly checklist that we go in as a recurring customer every month, we go in there. And so then they go and they...

DAVE

17:22 It's just a bunch of ticks. Is the room clean? Yes, is the piece of equipment on? Yes? Is there, does it look great or something like that? It would just be a quick checklist. Is that something that can be done within service trade? Or if we have to have a report, it has to be an external report that gets uploaded every.

JONATHAN

17:41 No. So basically, you could create, you know, the reports that you were describing again PDF form, save it to your service trade into your service trade account and your text could access that, fill it out... and save it directly to the work order, absolutely.

DAVE

18:00 So, if it has to be like a billable PDF form.

JONATHAN

18:04 Huh.

DAVE

18:06 Okay. But it would still be like an external form from service trade is not something that's embedded into the program or the platform.

JONATHAN

18:16 Well, you can embed it. So basically, you can make it. So basically, whenever your text log into the job into the work order when they clock in on their app, and then they open that form up... you know, service trade is gonna recognize it based on, you know, the job number and it can pre fill, you know, someone like you can set it to pre fill like the customer information about the job. So then your text would only have to actually go through and check the boxes of yes or no. So you can embed it in a service trade apply, you know, smart rules to it.

DAVE

18:47 Okay.

DAVE

18:53 Okay. And would there be somebody that would walk us through what the requirements are for that to be able to be possible?

JONATHAN

19:01 Yeah. So, you know, we have resources for that. We have that, this workflow. In particular, we do have, you know, like a video and like... you know, sop on how to do it. The only real requirement on your end is just gonna be like having access to Adobe acrobat pro.

DAVE

19:23 Okay.

JONATHAN

19:23 Which I believe is, I think it's like 200 dollars, to purchase.

JONATHAN

19:30 You know, we can also do that for you. And I think that for us, to create those forms for you as far as just taking whatever your form is and formatting it correctly for service, that it's 149 dollars per form per page. So, you know, there's different options on how to get it in there.

DAVE

19:54 Okay.

DAVE

19:58 Yeah, because like they're like I was looking at one, I think it was through... BuildOps or builds up or something like that. And so, one of the things that they had is that when you go set up the service call is that if you want a specific form filled out, is that there is a database of the forms that are available and you, so you can select one of that and it would automatically attach to the technicians work order so that they would be able to fill it out from there. So that's kinda, the idea that I was thinking about with that, but I'm just trying to figure out how we would be able to do that within service rate. I don't remember seeing that when we were talking but again, we only had a brief snippet. So I'm not gonna say that it's not possible. I was just wanting to make sure it is possible.

JONATHAN

20:42 Yeah. It's 100 percent possible and it's that same functionality.

JONATHAN

20:47 You know, as far as just pulling up, the PDF and applying those smart rules. So it just correlate it back to the job and pre fill a lot of that information for your text and.

JONATHAN

21:00 You know, like I said, you can, you all can do it yourself.

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JONATHAN

21:03 If you have Adobe pro for 200 bucks or we can do it for, you know, 149 dollars a page. It's obviously a one time, you know, cost but, you know, there's different routes you can go on that.

DAVE

21:12 Okay. And then once that form is done, if we say, hey, the code requirement changes or something like that, we can just modify that form and then like, within, the platform and moving forward, it will accept those changes, correct?

JONATHAN

21:31 Yes, sir.

DAVE

21:34 Okay. And then I guess the other last question I have here is in terms of, the pricing that the price that is quoted out here, that 1,668, that's kinda like, the best price there's no, if we were sign up for, I guess we'd have to sign up for a year anyways, but there's no like bonus pricing or anything like that.

JONATHAN

21:55 Let me, let me pull it up.

JONATHAN

21:58 Not gonna tell you wrong. I had to quote, let me where to go. Yeah. So well, you said?

JONATHAN

22:12 I've got 11 840?

DAVE

22:16 Sorry. Yes. So the, sorry, it was the five five users at the... 189 each. So it was the 83 83 40, is the annual price? And then there's the 3,500 dollars, for the onboarding... that or is there?

JONATHAN

22:26 Yeah, it is. Yeah.

JONATHAN

22:35 Yeah. So.

JONATHAN

22:40 I mean to be honest with you, Dave. Yeah, that, and that's a great question. So, that 83 40, the price for the licensing that's where... you know, I've got some flexibility that line on them in particular.

JONATHAN

22:56 If you go, if you sign up for like two years instead of doing a 12 month agreement, if you do like 24.

JONATHAN

23:05 Can tell you they're going to let me, I gotta get approval for it, but I can pretty much tell you that can do like 10 percent off each year. So, instead of 83 40, it's what that's like an 834 dollar reduction. So that would be, you know, call basically 7,500 dollars and not only can we do that for the first year, but I can get them to carry it over for the second year as well.

DAVE

23:18 Huh.

DAVE

23:29 Okay.

DAVE

23:33 I'm just making notes here. So.

DAVE

23:37 Okay. And then same thing with that migration service. Is that 3,500 dollars? That like again, I'm not 100 percent sure what is going to be needed. Sorry, going back to the migration stuff when we have to, when we're working on doing the initial onboarding, we're adding the different files, the customers, etcetera.

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DAVE

23:59 There is obviously going to have office staff training. And then we're also going to have technician training. What type of time frame do you typically for that in terms of like how long does it take to get somebody trained up and comfortable using the platform? And I'm gonna break it into two for the office staff versus the technicians. I'm gonna be saying that office staff is probably going to be a little bit more complicated to begin with... just because, the whole system is revamped whereas the technicians, if it's done properly by the office staff should be pretty straightforward. They just have to click a couple of buttons saying, yeah, I'm on my way. Yes, I'm here. And then once they're there, they take a couple of pictures, fill out what they did, what they used hit submit and we carry on.

JONATHAN

24:22 Is it?

JONATHAN

24:43 Right. Yeah. And I don't I mean, I don't have like a hard answer on that. I can tell you that, you know, we, we're gonna allow for 90 days. Almost everybody moves through it faster than that.

JONATHAN

24:56 You know, as far as getting it completed initially. And I mean, there's knowledge checks at the end of, every training that you need to pass in order, to move on. And then beyond that, really, it's not like once you complete, your training certifications that the you're locked out of them and they disappear. So anything anybody wants to brush up on, they can always log back in, and look that up in the training, so.

DAVE

24:59 Huh.

DAVE

25:14 Right.

DAVE

25:20 So, like there's training modules set up for everybody.

JONATHAN

25:24 Yup.

DAVE

25:24 And so, how many modules and like how long does it take to go through those modules again? I'm just trying to think of. So if I need to allocate training time for staff, is it like a full day that they'll need to do training? Or do they, it's like a couple of hours here, get familiar with it in a couple of days more, get more familiar with it. And on that way.

JONATHAN

25:35 Huh.

JONATHAN

25:43 Yup, that, that's the way it's probably the best way to do it is to break it down into, you know, one hours a day, right? Like you don't wanna, because you don't want to burn a whole day or two or three, you know, trying to get these, trainings buzzed out, not retaining any of it and also not work on the business. So, you know, a couple of hours a day. And I have a breakdown, you know, of the training somewhere with like the time frames and I can send that over to you if you would like.

DAVE

26:12 Okay. Yeah, I'm just trying to kinda go through, the processes of how, because if we go over and we say, you know, what we're going to be the customer or our tech running.

DAVE

26:26 Where...

DAVE

26:29 I want everybody trained on and before we go live with it. So there's going to be a certain point that I think there's going to be a little bit of duplication of like let's say we're gonna go live on October first is we would have to have our calendar, current calendar running still and then also import it into the new calendar as well.

JONATHAN

26:32 Huh.

DAVE

26:55 And I'm just kinda worried about like how we're gonna do that overlap, and still be efficient at everything?

JONATHAN

26:56 Yeah.

JONATHAN

27:01 Yeah. I mean, there's definitely going to be, you know, a short period of overlap where you're you know, implementing service trade, but you're still, you know, working out of your current system kind of phasing out that. I mean, that, that's always going to be part of it, but, you know, that's why we try, to help as much as we can on the front end with some of, that data entry and things like that and making sure you're meeting with a project manager to answer any questions as far as implementing service trade into your business?

DAVE

27:31 Right. Okay. Now, is there a way that you could set me up like with a like, a demo account or something like that so that I can just kinda play with it and see how it works.

JONATHAN

27:46 Yeah. So typically, we can do like a one week trial account. Now, there's not going to be anything in it. It'll be a blank slate where you can go in and, you know, create customers and, you know, things like that just to see how it would work.

DAVE

28:02 Yes.

JONATHAN

28:04 That's going to be, you know, access to, the office portion only like, your technicians won't have a, you know, a mobile app or anything we.

DAVE

28:12 Yep. No, that's I said, I mean, it's more for my side of things just to see what it looks like, how what we can add, what we can't add, and kinda look at things like that?

JONATHAN

28:20 Yeah, I can definitely send you.

JONATHAN

28:28 Like a link, on how to set that up, you know, once we get off of here?

DAVE

28:32 Okay. Yeah. And then like, can we have it started on Tuesday after the weekend? Just so that I'm not wasting three days over the, when I'm not here.

JONATHAN

28:41 Yeah. I mean, I'll send you the link to where, you can create your user and password and basically, they've you know, the day you go in and do that. So if you do it on Tuesday, you know, that's when it would start?

DAVE

28:54 Okay. Sounds good. Yeah, if you can send me that link and then that will give me a chance to kinda play with it, work with my dispatcher here as well, kinda see if there's anything that she sees that's going to be a problem, and then we can discuss it from there.

JONATHAN

29:03 Yeah, I appreciate that. I mean, I've got a few things. I know I need to take it over to you beyond, you know, that trial account as far as just answers to some questions go. I mean, it sounds like you really, you know, so some time in evaluating service trait and probably, the other platforms, you know, if we're able to handle nine out of 10 of these boxes is gonna be checked off for you. I mean, a service rate something you feel comfortable, you know, implementing into your business?

DAVE

29:34 It is, as I said, at this point there, there's definitely going to be pros and cons going across the different platforms. I mean, speaking very bluntly in terms of pricing, you're kind of the road there's another one that I'm looking at it a little bit cheaper. Their platform seems to be a little bit more customizable, which is good and bad. I mean, the good side of it is that I can just add a field and then auto or self populate that whereas service rate sounds a little bit more rigid in that. Not saying that it's necessarily a bad thing because that also means that I don't have to spend the time to build, the groundwork...

JONATHAN

29:43 Huh.

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JONATHAN

30:16 Huh.

DAVE

30:17 And then there's another one is that it's probably going to be, I'm gonna call it 100 percent customizable, with most of it kinda preloaded based on what I want, but I haven't got pricing back on that one and I'm expecting that one to come in quite a bit more expensive, but it would also give me the options that I could modify it to whatever I want within that standard platform. So, and that's why I say this is where I think the trying out, the live use of it, will be the maker break of it. So as I said, everybody kinda has advantages that I can see it just, I need to find out which one is going to have the more advantages over the disadvantages?

JONATHAN

30:40 Yeah.

JONATHAN

30:57 Yeah, absolutely. So don't know, you know, who you're alluding to on either one of those, but sometimes with software, you kinda get what you pay for. So yeah, we're not, I mean, yeah, we're mile road, on our pricing.

JONATHAN

31:12 You know, cheap is not necessarily better. You're probably not the cheapest commercial contractor in your market and that's for a reason in itself. And then, you know, customizable.

DAVE

31:20 Yeah.

--- *Pricing ends* ---

JONATHAN

31:25 You know, we'll see what we can work with, but we're hopefully we wouldn't require two too much because we're built around, you know, the fire protection and safety industry.

DAVE

31:33 Yep. As, to be truly honest, I feel that the biggest obstacle that I, I'm going to encounter and I wanna look at this, with all of them because, I really feel it's going to be the deal breaker is that what we talked about at the very beginning is that if I have that one piece of equipment is, how to, how can I build that out to different customers for different scopes of work?

JONATHAN

31:35 You know?

JONATHAN

32:01 I don't know.

DAVE

32:02 And, that really is going to be what I think is going to be the deal breaker because if I enter that piece of equipment under Dave tower, and if I go back to that piece of equipment, I can only Bill it out to the Dave tower owner. That's going to be a problem because we are not strictly only billing one customer for that piece of equipment, some of them, yes, but we do multiple scopes of work. So, as I said, that, that's going to be my billing. So if I was to say, hey, how do you, or if you were to ask me, how can I make this be a good sale for you? Is to figure out a way that I set that up? Is that like I kinda look at it, is it like if you enter a contact and outlook is that you can have like a mailing address, home address, or?

JONATHAN

32:30 Huh.

DAVE

32:53 Office address, it would kinda be the same configuration. Is that that's the same contact is just which way do I wanna talk to them today? Am I gonna mail something to their office? I'm gonna talk to them on their phone, or am I gonna send something to their house?

DAVE

33:11 So that, that's kinda the scenario, that I think would work as an example is I need to be able to do that for a piece of equipment?

JONATHAN

33:11 Right.

JONATHAN

33:20 Yeah, no, I understand that's something I'm definitely gonna, you know, dive into once we get off this call, probably, you know, message, some of my colleagues see what their thoughts are. You know, how we go about handling situations like that. So I'll definitely, you know, let's know, what I find out and I'll get some answers to your other questions as well.

--- Next Steps ---

JONATHAN

33:38 So.

DAVE

33:33 Yeah, yep.

DAVE

33:40 Okay.

JONATHAN

33:40 You know, what's a good day for me, to give you a ring next week?

DAVE

33:46 Well, next week is a bit short.

DAVE

33:50 Because if you send me that link and let's say I set that up for Tuesday, it, depending on how we want to do that is as soon as you can find out an answer about

that invoicing portion thing.

DAVE

34:04 Whenever you get that information, I would say that's going to be a good time because, that is going to be a deciding factor. It's probably going to be one of the key ones.

JONATHAN

34:10 Okay.

DAVE

34:13 And other than that, like if we were just a follow up is that I plan on finding out for that demo account. So then I would probably say Wednesday afternoon, Thursday morning depending on what your schedule is like, because that should give me a little bit of time to play around with that with the platform kinda see if there's any questions that I have coming from there.

JONATHAN

34:24 Huh.

JONATHAN

34:30 Okay. That works. Let's let's plan on like Thursday, then give you make sure you have plenty of time, to go into, your account and mess around with it, get any questions you might have. And then, you know, give me some time, to answer the, you know, the most important question, that you need answered regarding, the equipment and service history and how it can all tie together.

DAVE

34:49 Yep. Okay.

JONATHAN

34:51 All right, Dave. I appreciate it. You know, I look forward to speaking with you next week but enjoy your weekend.

DAVE

34:56 Yeah, you too. Thank you.

The End