



Call with AMS Mechanical Systems - Headquarters - Matthew McDonough

Matt Hetrick with AMS Mechanical Systems - Headquarters
Recorded on 1/12/24 via SalesLoft, 11 min.

Participants

SERVICETRADE

Matt Hetrick
Field Manager

AMS MECHANICAL SYSTEMS - HEADQUARTERS

Matthew McDonough
General Manager of Operations

Topics

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Transcript

"This English transcript was generated using Gong's speech-to-text technology"

MATT

0:00 Yeah, it's Matt hetric, sounds like it's better.

MATTHEW

0:01 Mass to, at mccone.

MATTHEW

0:08 Okay, cool. How are you, Matt?

MATT

0:10 I'm good. How are you?

MATTHEW

0:12 Good.

MATT

0:13 Yeah, we haven't officially met yet. So I was reaching out to kind of give you some updates on our end. I know you guys were working with Michael and we've kind of had a reshuffling of the deck.

--- Purchase decision ---

MATT

0:25 I've taken over some of his territory. So, the first and foremost reach out and introduce myself. But then touch base with you now that we're through the holidays and just kinda get, a temperature check on, you know, where we're at with, the conversation, the evaluation and ultimately find out, if you guys are still evaluating service rate, if it's still in the run and.

MATTHEW

0:28 Okay.

--- Purchase decision ends ---

MATTHEW

0:51 Yeah. So thanks for reaching out, man. I hope everything's alright with Mike. So we had a couple of our kind of senior level management and service division go to a conference and they discovered two platforms that they wanted to take a look at BuildOps and ServiceTitan. We have them coming into our shop on Monday and Tuesday of next week and at that point, the evaluation period is pretty much closed.

--- Purchase decision ---

MATTHEW

1:12 There'll be some follow up. We'll probably want to, some customers do a little more follow-up but ultimately, we're trying to make a decision here before the end of our first quarter which is march 30 first and then begin implementation, you know, over four to five months. I mean, we're still very serious about needing a platform. Just wanted to make sure we captured kind of what's on the market and did a fair evaluation before we jumped in.

MATT

1:32 Okay. Yeah, that makes sense. I was actually gonna be another one of my questions is, you know what else you guys are looking at?

MATTHEW

1:41 Yeah. So I mean when we reviewed you guys, Mike came in and I was, I can't remember the other gentleman's name?

--- Purchase decision ends ---

MATTHEW

1:48 Next presentation, solid offering. We also took a look at, you know, ERP is spectrum. So we had to see their offering weren't too impressed. And then field connect with the other and now we're gonna look at BuildOps and service tighten next week.

MATT

2:02 Okay. And from what I understand from michael's notes, one of the hangups there toward the end was the integration with spectrum. Has that criteria of your evaluation changed?

MATTHEW

2:16 No, I anticipate that we're gonna have the same issue regardless of the platform because it seems like everybody seems to use riot which is now.

MATTHEW

2:27 Give me the name of it, but everybody appears to use the same integrator or solution for that. We, a, we have payroll spread across a couple of companies and I think ultimately, we may have to modify the way we handle employee payroll in our ERP. But unless there's an offering that will work, but we have not to date, found one that will work with that.

MATT

2:32 MM. HMM.

MATT

2:42 MM. HMM.

MATT

2:47 Got a gotcha. Yeah. Okay. Well, that.

MATTHEW

2:49 And we're committed to spectrum as our ERP for another three and a half years, four years.

MATT

2:55 Yeah, sure. Yeah, no. And I've gotten good feedback on spectrum. I don't know... the issue.

MATT

3:03 Okay. So you said Monday and Tuesday of next week, you guys got demos, is that one demo with each company?

MATTHEW

3:15 We are having each company come in for a full day, doing a similar demo format to what you guys put on for us morning session with our operational users.

--- Type of work ---

MATTHEW

3:24 So, think kind of senior technician dispatchers, managers, senior management, and then an afternoon session tailored just to the accounting department. So billing ep, integration and that type of stuff.

MATT

3:33 Okay. And you, us, you have a large Construction division as well?

MATTHEW

3:43 We do.

MATT

3:45 Okay. And you're currently using spectrum to manage that aspect of your business?

MATTHEW

3:50 Okay. We use spectrum to manage costing, job costs, purchase orders, materials, contracts for all of our divisions. We manage our project documentation using autodesk Construction cloud for Construction projects?

MATT

4:06 Autodesk Construction cloud?

MATTHEW

4:09 Yeah, that's, our project management platform for Construction.

MATT

4:13 Gotcha. And when you guys were evaluating service rate, was the focus on service? Or were you looking for something to address? Are their needs on the Construction side as well?

--- *Type of work ends* ---

MATTHEW

4:24 We are now looking to try to fit a square Peg in the role. We're looking for a service business units.

MATT

4:28 Okay. Good. Just checking that sometimes what people are after is an all in one that, does everything. And, you know, the more capabilities one platform tries to cram under its umbrella... you know, they each kind of tend, to be lacking.

--- *Purchase decision* ---

MATT

4:47 They all will be small as they say. So that's smart that you guys are just addressing, the specific needs that you need?

MATT

4:57 Awesome. So, you've got those meetings next week... what can we do to help you? What, what does next steps look like for you guys after the demos with them?

MATTHEW

5:09 Are gonna look like soliciting pricing. I don't want to waste anybody's time. So that's why we're trying to evaluate the five platforms feedback is pretty uniform with the first three that we evaluated. So I'll do some normalization of the feedback from the different roles that are reviewing it. And then I'll reach out to kind of a shorter list to obtain pricing. We've got a pretty significant number of technicians. So there may be a phased approach to the pricing, just kind of do a limited release work out, then reduce it or release it to everybody at large, but pricing probably talking to existing customers, probably some more deeper dive on ERP integration, hoping to pull the trigger by the end of the first quarter, which for us is march 30 first.

MATT

5:32 MM. HMM.

MATT

5:41 MM. HMM.

MATT

5:52 Okay.

--- Purchase decision ends ---

MATTHEW

5:59 And then where are you based out of?

MATT

6:02 So, I'm based out of raleigh, north Carolina.

MATTHEW

6:06 Okay. Is Mike still with you guys or now?

MATT

6:10 He actually moved on to, a different company. I don't know exactly where he landed, but yeah, so he is, no. So I'm taking over part of his territory.

MATTHEW

6:14 Okay.

MATT

6:22 And, some other reps got other parts of his territory.

MATTHEW

6:26 Sure. Yeah, that's unfortunately, one of the advantages to you guys was Mike was local, but, I get that.

MATT

6:32 Yeah. Well, my job is to travel into the field. So, you know, I can be as local as you guys need me to that's kinda what I do is I'm constantly on the road.

--- Purchase decision ---

MATT

6:43 So, yeah, hopefully we'll get the opportunity to meet you guys in person for the first time sooner rather than later.

MATTHEW

6:43 Okay.

MATTHEW

6:52 Sure. Yeah, I mean, you know, we're coming close to the closing of our, you know, evaluation period. And then I've been tasked with trying to, you know, get this across the goal line here to get using it. So, and it's something that we've been needing to do, for about five years probably since we picked whatever garbage this best platform on right now.

MATT

7:10 Well, you're not alone, my friend. I don't know what that's worth, but there's lots of people, on worse systems for sure.

MATTHEW

7:19 Yeah, yeah. No, I mean, you guys have an impressive offering. We just don't make sure we're making an informed decision.

--- *Type of work* ---

MATT

7:23 Absolutely, as you should, as you should, yeah, we know about ServiceTitan, we know about BuildOps, both goods companies. ServiceTitan definitely is geared more towards residential. I think you'll probably see that pretty quickly but it's great technology. We actually recommend a lot of people go to ServiceTitan, if they're doing a lot of residential.

--- *Type of work ends* ---

MATT

7:47 And then BuildOps is a little bit newer to the space. The thing that people tend to really like about them is, they do offer that all in one, they, you know, Construction and service in one platform. So, for companies that are looking for, you know, to consolidate both sides of the house and time together, then, you know, that could be interesting to you guys.

MATTHEW

8:11 Yeah, I mean, we're too diverse to make that our kind of end state goal, but we just want to make sure we're looking at what's right from the text and the dispatching and preventative maintenance, et cetera. So.

MATT

8:21 Yeah. Absolutely. Matt, how long ago was Michael out there to demo this for you guys?

MATTHEW

8:28 It was probably mid october. Unfortunately, we got kind of wrapped up in our yearend process forecasting for meeting planning. So we U, I was unable to do anything other than kind of the firefighting and end of your stuff, so.

MATT

8:32 All right.

MATT

8:45 Yeah. A lot of people were in that boat too.

--- Purchase decision ---

MATTHEW

8:48 Yeah.

MATT

8:49 Yeah. So that's quite a few months ago. Do you, do you think it would be helpful at some point to go out there and do a refresher demo so you guys can kind of more clearly compare and contrast what you're looking at?

MATTHEW

9:03 To be honest with you, Matt, I mean, everyone was pretty impressed with your platform, so, I don't think so. At this point, you know, if it becomes a real nail bitter perhaps, but let me see what the feedback is from all, the users?

MATT

9:17 Yeah, no, that sounds fair. I just wanted to throw that out there in a.

MATT

9:22 In case it would be helpful for you guys, but yeah, that makes a lot of sense.

--- Purchase decision ends ---

MATTHEW

9:27 Okay.

MATT

9:28 Okay. So.

MATT

9:30 Best of luck on?

MATTHEW

9:31 Do you have access to my e-mail Matt?

MATT

9:33 I believe I do. I mean, our CRM, is loaded with stuff, but let me double check here.

MATT

9:49 Is it M McDonald at ams hyphen? PMT? Dot com?

MATTHEW

9:59 That's correct? Could you shoot me an e-mail with your contact information please?

MATT

10:03 Absolutely. I'd be happy to do that.

MATTHEW

10:06 Okay. And then I'll be in touch. I'm gonna be on pto here next, not this upcoming week, but the following week, but you'll be hearing from me and we'll be going back and forth, on different pieces of information as soon as I get everybody's feedback. So.

MATT

10:14 Okay.

MATT

10:20 Excellent. That sounds good. Well, thank you so much.

MATTHEW

10:24 All right. Thanks. A nice chatting with you.

MATT

10:27 Likewise. You have a great weekend, my friend.

MATTHEW

10:30 You as well. Bye bye.

MATT

10:32 By now.

The End