



# Call with Rieve Fire Protection - Eric Rieve

Chris Resta with Rieve Fire Protection  
Recorded on 9/15/23 via SalesLoft, 9 min.

## Participants

### **SERVICETRADE**

Chris Resta

*Associate NorthBoundary Account Executive*

### **RIEVE FIRE PROTECTION**

Eric Rieve

# Topics

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# Transcript

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

ERIC

0:00 Hello, re, fire protection?

CHRIS

0:01 It's Chris is seeing if Eric is still on.

ERIC

0:05 Chris from where...

CHRIS

0:07 Server street?

ERIC

0:09 Hold on just a second.

CHRIS

0:16 Hey, Eric. It's Chris with ServiceTrade. Did I catch you at a better time? Okay, cool. I was hoping to follow up with you about the Afsa conference. Did you guys get the chance to attend the event?

*--- Purchase decision ---*

CHRIS

0:33 Nice?

*--- Purchase decision ends ---*

ERIC

0:18 Hello?

ERIC

0:24 Yeah.

*--- Purchase decision ---*

ERIC

0:32 Yeah, we were there.

CHRIS

0:35 Any chance you guys got to stop by the server trade Booth? I know there's a lot going on, so.

ERIC

0:39 We, yeah, we did actually, it's funny enough. I actually have your website open as we speak, that's really kinda.

CHRIS

0:42 Nice.

CHRIS

0:47 That's got it. Crazy.

ERIC

0:48 You guys in BuildOps for like the two people that were there that do that kind of stuff. And so, BuildOps called me this morning and I was like trying to talk to them and kinda compare what they were saying to your guys website at the same time. So, I still actual have that open on one of my tabs here.

CHRIS

0:51 Yeah.

CHRIS

0:59 Yeah.

CHRIS

1:03 Okay. Nice man. So, are you guys kinda like evaluating software right now? I'm not sure. Okay.

ERIC

1:07 Kind of, you know, lightly, you know, it's tough.

--- Purchase decision ends ---

ERIC

1:10 I like the stuff changes pretty frequently. So like it's always good to keep kinda on top of where things are as you guys all add features at different times.

CHRIS

1:17 Yeah, you're absolutely, right. Yeah. And that's for every software it's not even just us but yeah, we're definitely on top of, you know, staying especially for the fire and life safety industry is staying, you know, code compliant and everything. And, you know, making some pretty big changes within that, you know, specific space which, you know, we are designed for the fire and life safety industry. It's kind of our bread and butter over here, but I did want to reach out and just kind of, you know, get some more information from you to see what kind of, you know, equipment that you guys are working on just to see if it would be, you know, relevant to continue the conversation.

ERIC

1:23 Yeah.

ERIC

1:32 Yep.

ERIC

1:41 Yeah.

ERIC

1:51 It is, and we wouldn't I wouldn't mind taking a peek at what you guys have.

--- Purchase decision ---

ERIC

1:56 But like, you know, we are like that, I met with BuildOps this morning just to kinda talk about like, you know, project management and service dispatch, proposal generations, and invoicing, all those kinds of things. Those are kind of like our big pinch points at the moment. And we're currently using a couple of different softwares for different things. And it's like would be nice to kinda consolidate some of those, which is, you wonder, I went down to the convention. What kind of like just get a, you know, kind of like bird's eye view of what's kind of out there. So, yeah, we definitely wouldn't mind setting up like a, you know, a Zoom meeting or something to kinda go over, you know, what you guys are currently at?

CHRIS

1:55 Okay.

CHRIS

2:08 Okay.

CHRIS

2:24 Yeah, yep.

CHRIS

2:33 Absolutely. Okay.

ERIC

2:34 I know you guys do inspection stuff too. I'm not sure. It's at the level where we need it to be. We use InspectPoint currently. And so like that's one of those things where like I'd love completely merge it, but.

CHRIS

2:42 Okay.

*--- Accounting integrations ---*

ERIC

2:50 I don't know. I don't know if things have changed with you guys. But like the one thing that really is important to us is like a really fully functioned like deficiency database management system with keeping those like then that's like the big thing is like, the reason we went to InspectPoint about two years ago, I think was because like when their reports are done, like the way they handle deficiencies, like as like database objects that are, very much live alive was like a big selling point for that.

*--- Accounting integrations ends ---*

ERIC

3:19 So, like, but that's not, you know, neither here. No, it's not like we're you know, we still need to, we need something to help these other problems, which is why I was like looking at both you and BuildOps. BuildOps doesn't even offer any inspection stuff yet. But I did take a couple of the classes that service trade was like at the, some of our sessions, some of the speakers that you guys had was pretty, we're pretty good too. So.

*--- Accounting integrations ---*

CHRIS

3:00 Yeah, absolutely. Okay.

CHRIS

3:14 Yeah.

*--- Accounting integrations ends ---*

CHRIS

3:19 Okay.

CHRIS

3:26 Yeah. Okay.

CHRIS

3:40 Yeah. I know, we definitely had a lot and in a short period of time, which is why I wanted to reach out to you specifically because I know we, you know, briefly spoke before the conference and, you know, just wanted to touch base and, you know, are you kinda looking for something with the project management side as well? Just so I can, okay?

ERIC

3:45 Yeah.

*--- Accounting integrations ---*

ERIC

3:57 We are. Yeah, that's like the big thing that like up until I think because I think you guys just added that right? Relatively recently.

CHRIS

4:03 Yeah, pretty new. It might have been just when I started, which was like June. So, yeah, it's still pretty new.

ERIC

4:05 Yep.

ERIC

4:09 Yeah. So that's the thing is like for like the longest time, like I've known about server trade forever. And one of the big reasons that one of the big reasons why we never were particularly interested in even considering it was because so much our work is on the larger project side and like we just like, yeah, we definitely need stuff for scheduling and dispatching and invoicing of service tickets.

*--- Type of work ---*

ERIC

4:26 But I also need to have like planned plan mark up, you know, projects scheduling, you know, stuff like that quotes and proposals that are, you know, designed more for, you know, 200,000 dollar jobs and, you know, a proposal quoting system that can handle the complexity of a 200,000 dollar contract. So that's kind of like it looks like you guys are starting to evolve a little bit. So, which is why I was, you know, down there to kind of check things out.

*--- Accounting integrations ---*

CHRIS

4:21 Okay.

--- *Type of work* ---

CHRIS

4:28 Okay.

CHRIS

4:49 Absolutely.

CHRIS

4:52 Yeah. I was gonna ask you, I know you mentioned like projects are on the larger side, what's typically, the timeline for your projects?

ERIC

4:58 Well, so the usually projects run like three to six months for the install phase, but the, you know, they could be one to two years and, you know, from bid date to finish, you know, when I first get, you know, a lead in for a project to, when we complete, it could sometimes take multiple years.

CHRIS

5:01 Okay.

CHRIS

5:08 Okay.

--- *Pricing* ---

CHRIS

5:15 Okay. Well, cool. Man. Yeah, let me pull up my calendar. I was gonna ask how many texts do you guys have over there? Because that's how we set up the like meetings with our territory manager. We go based off of like technician size.

ERIC

5:28 Well, so we're really small. We have, I guess you got one, two, three, four license technicians?

--- *Pricing ends* ---

CHRIS

5:34 Or license text. Okay. And is that just for inspections? Is that service? Is that both or?

ERIC

5:39 Well, it's like a little bit everything. So like everyone does a little bit everything.



CHRIS

5:43 Okay. So they are cross trans? Okay. Cool.

ERIC

5:45 Yeah.

CHRIS

5:49 Let me put that in here for text, pull up my calendar. Do you have any idea? I'm not sure if you have your calendar in front of you?

ERIC

5:58 Yep, I do.

CHRIS

6:00 What day would work best for you?

ERIC

6:03 I like next Thursday kind of would be probably pretty good. My early week is busy.

CHRIS

6:07 Okay. And are you guys early week is busy? Okay. Are you guys on Eastern Time or what? Nice that makes it easier?

ERIC

6:10 Yeah. Yep. Yeah.

CHRIS

6:16 It looks like Jonathan is the territory manager that you'd be sitting down with. Let me change my calendar. Today is the fourteenth. Okay. So next Thursday, so what we could do is if you wanna do morning or do you wanna do afternoon?

ERIC

6:33 I think it like morning is fine if like after like 10 and then afternoons are good up until kind of like three.

CHRIS

6:42 Okay.

CHRIS

6:44 So, for Thursday, the 20th, that's the day I'm looking at, we could do it at 10:45 in the morning or if you prefer to do it in the afternoon, we could do 11:15.

ERIC

6:49 Okay. That's a pretty good time. Yep.

ERIC

6:55 Let's do the 115 one.

CHRIS

6:57 115. Okay, cool. So, I've got your e-mail at Eric at rievefire dot com. Okay, cool. And so Jonathan is going to be the territory manager that you're sitting down with... was gonna ask, is there anybody you want me to add in on the invite? Like any? Okay, cool. So I just went ahead and send that to you. You should see it in your inbox whenever you get the chance. If you could just hit except for me. So now that we've got that blocked off. But other than that, I mean, while I'm on the phone, are there any other kinds of like needs to have with, you know, software, you know, it seems like you?

ERIC

7:05 Yep. That's correct?

ERIC

7:10 Yep.

ERIC

7:15 No, not for an initial visit.

ERIC

7:25 Yeah.

ERIC

7:33 No, not particularly. Like I said, it's you know, it's like we're definitely there with like, you know, the general standard requirements, nothing specific, you know, like I said, besides like inspections, which again, we're not really typically looking to transfer in and out at the moment anyways. So that's not really relevant, but like, you know, besides that, like, we currently use a very poorly functioning one that's very small scale. So it can only get better from there.

CHRIS

7:47 Okay.

--- ST app contracts and pricing ---

CHRIS

7:57 Yeah.

ERIC

7:59 So, it's really just to me right now about like price per value, and that's like the big thing, is like you'll BuildOps and you guys, you're relatively open pricing, yours is a little better pricing than that price than them. So it's really going to be kind of comparing, you know, what the value is for the cost, right?

CHRIS

8:03 Okay.

*--- ST app contracts and pricing ends ---*

CHRIS

8:15 Yeah... value to Cal. Yeah, makes total sense. And then.

ERIC

8:17 So, yeah.

CHRIS

8:22 I feel like I had one other question towards like accounting, what do you guys use anything for accounting? Is it in stack point?

ERIC

8:26 It's, we do, but it's siloed. So, like that's not particularly relevant, like we need to do invoices, but like once it gets to the invoice stage, like we don't we've never considered merging like direct into the actual accounting functionality, of the business because like we just like to have them siloed off. So like it's not important. Yeah.

CHRIS

8:30 Okay.

CHRIS

8:44 Okay. So you keep them separate? Okay, keep them separate and prefer to do that separate.

CHRIS

8:54 Okay. Awesome. Other than that, yeah, I appreciate the time today and then, do you have any other questions for me? Anything I can help answer for you?

ERIC

8:56 Great.

ERIC

8:58 No, I think we'll just, yeah, we'll aim for next week.

CHRIS

9:05 Sounds good. Eric. Well, hey, appreciate the time. Enjoy the weekend and we will talk to you next week. Happy on.

ERIC

9:06 Great.

ERIC

9:09 Thank you.

*The End*