



# **Spectrum/ST integration update**

Tanya Eney with Reeves Business Solutions Inc  
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## **Participants**

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# Transcript

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

MARTHA

0:00 Hey, sorry about that. I was running a little late. How are you? Good. How are you?

TANYA

0:05 Good. I was calling because we are, you may have talked to them or heard of them. We have another say Sage, I've been dealing with Sage, default... spectrum user that's looking at service trade, PSS, there are the northwest.

MARTHA

0:21 Yeah. You talked to that? Yeah, I got hooked up with them quite a while ago. I've actually talked to them several times. They just seem to be on a stall pattern from what I could. Yeah.

TANYA

0:33 Yeah. So I wanted to talk about them briefly, but I also wanted to talk about another, an actual customer of ours, J hock, which I don't know if you've been introduced to them at all.

MARTHA

0:40 No, I have not. I have heard from various sources that they were interested in the integration.

TANYA

0:48 They were, and they got, they talked with. So their account manager and control and talked with ribbit about it. But so I guess years ago, there were one of our first spectrum customers and...

MARTHA

1:00 Yeah.

TANYA

1:00 Bryan who's our cto years ago wrote an integration actually to spectrum which I don't even realize existed until this last week, that really, all it does is it and he does a lot but it... it sends over the work, the information to the work quarter in the service module.

MARTHA

1:18 Okay.

TANYA

1:19 Yeah. So very different thing.

MARTHA

1:21 We different. Yeah.

TANYA

1:22 So, as they were talking with rabbit... rabbit was like, well, all, you know, we are gonna, we're not gonna be using the service module for any of these customers. We're only going to be using jobs into that. And so that's where we're talking more. They're like, well, I don't know if that would work because we use service and everything. And I said, well, you know what I've seen with, you know, all expect from vista, Sage, everybody sort of abandoned service and they use service trade for service. So you guys are kind of doing this like clause I.

MARTHA

1:54 Hello? Yeah, yes.

TANYA

1:56 I talked to them the more it's the classic customer that maybe implemented with an implementation person, maybe do it themselves. And then it was like passed down that information and, you know, partially use things and I said, I think, you know, since I do want to look at doing not just this one little simple basic integration that has, you know, you have to hold you're telling the right way and cross your fingers when you push the button and it works. I think they want to move to more standardized integration but...

--- Accounting integrations ends ---

MARTHA

2:27 Sure. It.

TANYA

2:27 Doesn't match with or whatever... whatever else is Joanne, we were talking with her like it the tech guy and I think we said, yeah, I think what we'd be good. I said, I think what may be good is to connect you with Martha and maybe you guys like hire her to do like a... like a system audit, you know, like how are you using spectrum?

TANYA

2:50 Like, well, you know, why are you doing all these things wise the workflow? And then sort of talk about like if you were to transition to this new like way of using service trade and spectrum together?

--- *Accounting integrations ends* ---

TANYA

3:02 This is what it began you because I think that they need to figure that out and then if they decide like, yes, we do want to do this new way of thinking they would probably need your help to do that.

MARTHA

3:12 Transaction sure.

TANYA

3:14 Yeah. And do way man or western Iowa?

MARTHA

3:16 I have.

TANYA

3:16 To like do this like overhaul their workflow?

MARTHA

3:19 Well... wait and... wait, and did they completely overhauled their workflow? Paramount completely overhauled their workflow when outlined is a little bit different because they were, they're having some other issues. So they're halfway there. They've abandoned, okay, quarters. But what they're doing is they're bringing in job for job instead of job to site.

--- *Parts management (purchase orders)* ---

MARTHA

3:49 He wants to move job to site basically, but they're... they're having some other issues that have prevented them from... from doing that problems with purchase orders, problems with other things. So, he's doing job, you know, spectrum job to actually reverse that service trade job becomes a spectrum job for him.

--- *Parts management (purchase orders) ends* ---

TANYA

4:14 Okay.

MARTHA

4:15 For everybody else, location becomes a spectrum job. And then.

TANYA

4:20 Okay.

MARTHA

4:21 It's a collector of all service trade job data basically.

TANYA

4:26 Okay.

MARTHA

4:27 Okay. So western now, like slightly different, but they have abandoned works.

TANYA

4:33 Okay. Okay... okay. Yeah. So I just wanted to kind of give you that background, but I was going to introduce you to Mike over at J hock and let you guys connect and, you know, okay, because I... I think that it would be helpful for them to, you know, if they decide they want to go this integration route, they're going to have to do something different because.

*--- Accounting integrations ---*

MARTHA

4:55 Right.

TANYA

4:55 I mean, but it would be in a whole new way of thinking.

MARTHA

4:59 Absolutely, right. It's a whole, it's a whole entire channel. So a wave and what we ended up doing was we just, they already had and the plans to completely reemployment because their workflow was so old and bad in their accounting was so outdated. We implement at the entire system. Yeah, at power amount, we simply re engineered within the existing. We were able to, we're able to kind of work within the existing system to... to reconfigure there's...

*--- Accounting integrations ends ---*

TANYA

5:36 Good. Okay... okay. And how's everybody, how is paramount doing?

MARTHA

5:40 For the first week, I think they did great.

TANYA

5:43 No good.

MARTHA

5:44 Yeah, good, general... general said that the guys were, you know, accepting it pretty well that they realized they had been using field connect. So they were used to doing.

TANYA

5:54 Devices...

MARTHA

5:54 You know what wasn't...

TANYA

5:55 So, that wasn't new?

MARTHA

5:57 Yeah, we, you know, we did the payroll yesterday, and for the first week, I thought it was pretty darn claim, you know, there were not that many errors that came through. So, it's looking pretty. It's looking pretty good for the first week of any.

*--- Implementation and ongoing support ---*

TANYA

6:14 Good, nice.

MARTHA

6:15 Yeah. Yeah. General... general there, as soon as general stepped in, they really picked up they.

TANYA

6:22 She...

MARTHA

6:22 Did a great job getting everything configured and getting the guide is trained and just moving the project along. It was pretty stalled before she stepped in. Yeah.

TANYA

6:34 Okay. Well, then I will send out an email probably later today, you too, Mike at J hockey and introduce you to him and then let you guys kinda, you know, talk and then we'll follow back up.

--- *Implementation and ongoing support ends* ---

TANYA

6:48 Yeah, if you... if you let me know if you guys do anything, just come about it, then maybe I think that they, because ribbit told them like they were gonna take, they're taking beta customers for the end of the month. So, like adding people to the beta program. So, but...

MARTHA

7:02 Yeah. Tammy told me also that she told them very clearly, it is what it is, right?

TANYA

7:07 Right.

MARTHA

7:08 The...

TANYA

7:08 Exact...

MARTHA

7:08 This is the beta program and you have to be able to fit into that, right? To that model. Yeah.

TANYA

7:14 Hock, does not right now. So they don't need to decide they want to adjust or it's they're just gonna have to wait and, you know, maybe.

MARTHA

7:22 Yeah, I doubt that they're going to be able to... to adjust that quickly. That's... that's a big change, but yeah, we'll see... we'll see.

TANYA

7:30 And then, so PSS has come back around.

MARTHA

7:34 Tenth time.

TANYA



7:36 Yeah. I know it's amazing how many times we... we go back around with these folks, which we keep track of like how many times we engage, and sometimes it is like the third or fourth time finally.

MARTHA

7:46 Hi happens. Well, I've had the same conversation with them every time I talked to them. It's like, okay, what do you wanna talk about this time? Okay, same thing.

TANYA

7:54 And so what are her jayhawk is getting? It, could it was a potential for them to get the beta program? I was like maybe PSS, this could be the final thing to push them to. They're looking on another product called BuildOps, which...

MARTHA

8:07 You've...

TANYA

8:08 Heard.

MARTHA

8:08 I have heard of that. Yeah.

TANYA

8:10 And supposedly ribbit as written integration to them to, I don't know to what doubts I don't know to what depth BuildOps really does, what it says. It does. It is a newer product and everything. So that's sort of our, that is our compensation over there. So seven, whether it's great that, you know, the... the integration potentially, the integration points are similar because we're both using revert to do the migration. And so, I guess if we were to, they're meeting with them this week about, you know, service trade and everything and updating them on this that BuildOps is, excuse me, read it is building this integration. There is an opportunity to get in the beta program, but it would require them having a conversation with... with it. So that reflected here and, you know, check that let them know the standard things that we're going to do.

MARTHA

8:59 And they, I mean, that, that's the conversation that I have had with them repeatedly is what this integration will do? And it means you have to abandon service. And that means you have to, you know, move over to jobs. And why do you want to keep service any way? And, you know, if... if the source product is going to keep all the detail, why do we wanted? Inspector patient?

--- Accounting integrations ---

MARTHA

9:20 I've had with them over and over again. I don't know much about BuildOps, but I believe they do the same thing. You abandoned. You have to abandon work orders and you go to jobs. Yeah. Yeah.

TANYA

9:31 Makes sense. Because I mean, it's such a duplication of work to do both. And then it's probably it's more integration touch points to set it to service when it's such an.

*--- Accounting integrations ends ---*

MARTHA

9:42 To touch points to go to service, our minimal.

TANYA

9:46 Yeah.

MARTHA

9:47 Compared to what you can do on the job on the job site, like there's still a lot of manual work that you have to do... on the... on the work order side even if you did. So whatever, you know, whatever jayhawk is doing, you're pushing a work order over there, but they're still having to do the billing. Yeah. Now, you know, like there's no billing coming over or anything like that. It's... it's not... it's not as comprehensive an integration as you can get going with a job cost integration.

TANYA

10:18 Hear that made me reminded me one of the things that Jay hock was like hesitant on was using the jobs is they said, well, it takes so much work to create a job and spectrum.

*--- Forms ---*

MARTHA

10:30 Not if we're automatically creating the jobs for you.

TANYA

10:33 Okay. So maybe that would be, and I didn't know, and I thought the integration to speak on it, but I was thinking either that was the case or we were pre-populated all of the required fields that were kind of just generic and just to shortcut it. So, okay.

*--- Accounting ---*

MARTHA

10:49 Yeah. Yeah. That's... that's not the case. And we're creating far fewer jobs because we're creating a job for Martha is flower shop. We're not creating a job for every time you come out to Martha as flower shop.

TANYA

11:01 Gotcha. Okay. That makes sense too. So, okay. Yeah, we didn't get into that level of detail with was more just the concept of it and stuff.

--- *Accounting ends* ---

MARTHA

11:09 Yeah.

TANYA

11:09 So, well, I think the PSN, we're hoping that if they're you know, we can sway them a little bit that, I mean, I guess the pieces that they were going to need though is still hiring you to help with, you know?

MARTHA

11:24 Change here. Those are the system. Yeah.

TANYA

11:25 Changing over and reconfiguring, and the workflow obviously bind rivets integration piece for whatever that prices. And then.

MARTHA

11:34 Yeah.

TANYA

11:35 I guess if rivets charging some type of professional services or implementation or I don't know how exactly that works because I think they were the price tag that I think we, you guys had originally talked about was somewhere in the 30 to 40, which was.

--- *Pricing* ---

MARTHA

11:51 But that, yeah, I don't know what the final price is going to be. Remember with the betas, they took... they took a price and they agreed to divide it evenly among the three. I don't know, I don't know what they're going to do for.

TANYA

12:06 Fourth or fifth. Okay. Yeah. Okay.

MARTHA

12:12 That, remember, the... the beta people are paying for the development of the integration.

TANYA

12:17 True, true... true. Okay.

MARTHA

12:19 So, future customers are probably not going to get hit with quite as large of a... of a fee.

TANYA

12:28 Okay. So, so going forward, say we get past this beta, everybody's up and running. We got three users, whatever. Yeah. Do you see when we sell the, if we were to go to revert, sell it, that you would just, you'd be the one implementing the integration component or would really be doing?

MARTHA

12:45 Ribbit has to do the integration piece. I can... I can make sure that they're properly configured in spectrum.

TANYA

12:53 Okay.

MARTHA

12:54 To handle what the integration would require.

TANYA

12:59 Okay. Okay.

MARTHA

13:03 Yeah. You know, and... and in some cases, it... it can be very easy change. You just say, yeah, go do this and they say, yes. Okay. I understand what you mean and.

TANYA

13:12 Find was used.

MARTHA

13:12 One was...

TANYA

13:13 Says jobs and blah, blah blah.

MARTHA

13:15 Yeah. Yeah. And they have the... the, you know, expertise to be able to do it in house there's others who, yeah, I'm not touching that myself. I'll you know, I need somebody to help me figure out how to... how to... how to transition, you know?

TANYA

13:28 Exactly. Okay... okay. Well, then I'll let the sales reps know that and I think if they're more interested because we're basically ready to go back to them and say it's going to be less than what you guys originally talked about because while it is, it's it may be, we don't know how much less it's going to be, but it's not going to be the original... original price that you guys had talked about, right?

MARTHA

13:52 Right? And that, and then like he kinda came up with that 40,000 where he came up with that was we were, he keeps bringing that number. Obviously look that's when we had Tom in the mix. Okay? Who he happened to know from? Because they're both out and, you know, Seattle there and top performer, dexter Cheney guy.

--- Pricing ---

TANYA

14:16 Is he the other developer that? Yeah.

MARTHA

14:19 Yes. Yes. Okay. And you know, we're saying, look, this... this could run, you know, 100 120,000 dollars, you know, maybe we can get him to split it... to split three ways days. Yes. So he's got that 40 stuck in his head and I don't even think that's the number from revert for these guys. I have to go back honestly, you know?

TANYA

14:42 JV showed me some stuff. It'll be great. She's like this is confidential, but it was like 26, which.

MARTHA

14:48 So, I feel like you have less than 30 in the end there, you know, there's yeah, annual fee there.

TANYA

14:55 To...

MARTHA

14:55 Pay, right. Yeah. But it was not, he keeps... he keeps talking about this 40 and I stopped talking about that 40 that's when we were, you know... you know, Tom was

projecting, you know, it's 100 120. Okay, maybe we can convince them to divide it up, you know, evenly. And he was, had no interest in doing that. Yeah, that was that's. Just a number that seems to have stuck?

TANYA

15:19 You said, okay.

MARTHA

15:20 Bart Marti's head, yeah.

TANYA

15:23 Gotcha. Okay. All righty. And then plus your fees of helping out, you know? So. Okay. So, yeah. So the... the statement, it is less than his... his 40,000 dollar number is right. Okay.

MARTHA

15:38 Yeah. And especially if they come in late or they may not, like, I don't know what?

TANYA

15:44 Right. They... they just have to pay the annual 12, which is what I had been told and then original a while ago. But then... then plus something else for, you know, I don't know.

MARTHA

15:54 Wasn't in the initial, you know, design or something like that. Yeah, because then you can map the data, you know, there's always... there's always a, and you have to turn on the integration and do the mapping behind the scenes and then the data flows.

--- Pricing ends ---

MARTHA

16:13 I'm sure. They, I'm sure they charge a, you know, we'll... we'll charge a services fee for that.

TANYA

16:19 Yeah. Okay. Alright. Well, I'll let the sales reps know that. So when they go talk to PSS hopefully made it, everybody's wanting this, say a BuildOps, I'm sure is trying to disclose this month. So hopefully we'll... we'll one of us will hopefully, this will make the progress and move them.

MARTHA

16:40 Well, I'll tell you, I have a feeling that whoever gets this... this is going to be the longest dread doubt implementation ever, like just... just based on the conversations

we've had with them over the last six months or whatever.

--- *Purchase decision* ---

TANYA

16:54 No.

MARTHA

16:54 Guys like just.

TANYA

16:56 Make a decision. I do.

MARTHA

16:58 Move on here, stop.

TANYA

16:59 Yeah.

MARTHA

16:59 Yourself over and... over and over again... crazy.

--- *Dispatch* ---

TANYA

17:04 It is crazy. So, well, cool. Well, I mostly wanted to catch up and say hi, but also to update you on, we'll talk to... talk to you about J hock, and it's I can introduce you guys to them, and then I'll update you when I know something more, what, you know, if... if PSS moves forward.

--- *Dispatch ends* ---

MARTHA

17:20 Okay.

TANYA

17:20 Because we'll probably if there are giving those signals way to get them connected with reverend and then probably talk with you again and everything. So.

MARTHA

17:27 Yeah. Okay. That's good... good luck. Hey, you'll see what... see what happens there.

TANYA

17:33 Yep. All right. Bye.

MARTHA

17:35 Okay. Bye bye.

*The End*