



Call with TAB Services Company - Chris Lau

Chris Resta with TAB Services Company
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Participants

SERVICETRADE

Chris Resta

Associate NorthBoundary Account Executive

TAB SERVICES COMPANY

Chris Lau

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Transcript

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CHRIS LAU

0:00 Thanks, Paul.

CHRIS RESTA

0:03 Hey, it's Chris fires. I was trying to get in touch with Chris.

CHRIS LAU

0:13 Hey, yeah, this is Chris speaking.

CHRIS RESTA

0:16 Hey, Chris. It's Chris rest service, right? How are you doing today?

CHRIS LAU

0:20 Hey, I'm good. Thanks.

CHRIS RESTA

0:23 I had saw a meeting on our calendar. I wasn't sure if you wanted to do that or if you just kinda wanted to talk over the phone. Either one is obviously fine.

--- Purchase decision ---

CHRIS LAU

0:32 Yeah, I was just talking to the phone right now while we're both on.

CHRIS RESTA

0:35 Okay, cool. And so just to give you some context, we do these just kinda quick meetings just to make sure that, you know, the demo would make sense. Just wanted to kinda take some timing, gather some information from you, and see if what we do would be relevant.

--- Purchase decision ends ---

CHRIS RESTA

0:50 But if you kinda wanted to start, give me like an overview of, what you guys are kind of looking for and then, we can go from there. That sounds good?

CHRIS LAU

0:59 Yeah, it sounds good. So, our firm is a specialty contractor. We provide what's called test and balance services. So we are testing and calibrating mechanical systems. So if you think about an hvac system hoods?

CHRIS RESTA

1:07 Okay.

--- *Type of work* ---

CHRIS LAU

1:15 Clean room systems, you know, systems where there's like airflow or hydronic flow for the purposes of room comfort and temperature. So we're not installers though. So we're not like your traditional H back installer. We're just coming in on the back end to test that everything is working as it was designed, Inspect to. And so our services are typically required. It's 100 percent commercial work. And our services are typically required initially. If there's a remodel retrofit project where we, what's called pre read and we'll check to see what the systems are doing. And then, you know, an engineer can design a remodel a retrofit of the system or we come in on the back end when it, before the commissioning agent comes to make sure that, the systems are designed or working as they were designed. So, you know, like 80 to 85 percent of our stuff is project based. It's almost all retrofit remodel type stuff. We'll come in at the end. Make sure everything's operating as it is, where we'll calibrate it. And then we generate a report that the commissioning agent will use to commission worksite.

--- *Forms* ---

CHRIS LAU

2:33 The other 50 percent of our work is service contract related. So, we do work with the hospitals or we do testing twice a year to make sure that the airflow and pressurization in the hospital is up to joint commission standards.

--- *Type of work* ---

CHRIS RESTA

1:25 Okay.

CHRIS RESTA

1:36 Okay.

CHRIS RESTA

2:09 Okay.

--- *Forms* ---

CHRIS RESTA

2:32 Okay.

CHRIS LAU

2:48 And so I recently, so that's what we do in terms of why we're looking and what we're looking for.

--- *Type of work* ---

CHRIS LAU

2:56 So I recently bought this business in August and so I've been at it for three months. I sit here in the office. We have two other office employees were managing the business. We have nine technicians and we're looking for something to help us with managing our bidding, understanding, customer profitability, understanding, job profitability... help with quoting... and that sort of stuff, and then managing and tracking projects. So, you know, making sure that we're staying profitable on jobs. And if we're not profitable on jobs, those issues get identified. So we can issue change orders.

--- *Forms* ---

CHRIS RESTA

2:54 No.

--- *Type of work* ---

CHRIS RESTA

3:04 Yeah.

CHRIS RESTA

3:12 Okay.

CHRIS LAU

3:40 And then, you know, my VP primarily does... all, he runs all the operations really.

--- *Pricing* ---

CHRIS LAU

3:47 So, you know, he's doing all the scheduling. He's telling our technicians where they gotta be in the next 24 48, seven, seven days.

--- *Type of work* ---

CHRIS RESTA

3:40 Okay.

--- Pricing ---

CHRIS RESTA

3:48 Okay.

CHRIS LAU

3:58 And, you know, he's tracking the Progress and the jobs and he's been doing this for a long time so he can do it all essentially in his head, but, you know, with me coming into the business, now, we're looking to grow the business beyond what it is today.

--- Pricing ends ---

CHRIS LAU

4:13 And, you know, his ability to do that is just gonna be obviously, you know, it's gonna be harder to do that if we double the technicians. So we need something to help us with.

CHRIS RESTA

4:13 Huh.

CHRIS LAU

4:25 Scheduling, coordinating, tracking, all that stuff. So, it's not all just in his head.

--- Tech time tracking ---

CHRIS LAU

4:30 So that, that's kinda the.

CHRIS RESTA

4:30 Yeah. Is that what he's doing right now all on his head?

CHRIS LAU

4:33 Well, you know, we use excel spreadsheets for big tracking and for project tracking.

CHRIS LAU

4:42 And, you know, we use Quickbooks desktop for wage reporting and applying wages or ours to jobs, but in terms of like the scheduling for the technicians and report reviews and all that stuff, you know, my VP has all stuff in his.

CHRIS RESTA

4:51 Okay.

--- *Type of work* ---

CHRIS RESTA

5:02 Okay. Scheduling is a little bit more manual. It sounds like is.

CHRIS RESTA

5:10 But everything else... and you said you guys are on Quickbooks desktop just to clarify, okay, typically, what is like the project or duration? Like how long are these projects? I guess, like what would you say the average?

--- *Pricing* ---

CHRIS RESTA

5:25 Is it like three to six months or the kind of bigger projects than that? Or, you know, what does that look like?

--- *Type of work* ---

CHRIS LAU

5:15 That's right?

--- *Pricing* ---

CHRIS LAU

5:29 It's it's a wide range. So I'll tell you we do.

CHRIS LAU

5:36 Our average job size is around 10,000 dollars.

CHRIS RESTA

5:41 Okay.

CHRIS LAU

5:41 So... you know, that's around two weeks of work about... for one guy... but, you know, our jobs can be just a one day of work and that's a 1,000 dollar project. So really, but then we have jobs that are, you know, multiple hundreds of thousands millions of dollars. It could span over a year. So, it kinda ranges, but, if you just take the number of jobs divided by our total revenue, it's around 10,000 dollars per job.

CHRIS RESTA

5:49 Okay.

CHRIS RESTA

5:55 Okay.

--- *Type of work* ---

CHRIS RESTA

6:13 Okay.

CHRIS LAU

6:14 We do, we bid about 500 to a 1,000 jobs per year.

CHRIS LAU

6:21 And so, you know, there's... we got, I wanna be tracking all those bids, but then I also want to be tracking all of our jobs and all that stuff.

CHRIS RESTA

6:28 Okay. Yeah. That makes sense. And the reason I ask that question is just because we've seen that we're the best fit when it's typically jobs that vary from like three to six months or anything, you know, lower than that. But obviously, the longer the projects we've we haven't seen.

--- *Purchase decision* ---

CHRIS RESTA

6:46 You know, the best fit. So, I just wanna make sure that's typically kinda the timeline that you guys are at. And obviously, you know, like I mentioned, you have some projects that go over a year, but.

CHRIS RESTA

6:56 Just kinda wanna make sure that was kind of where you guys are at, if that does make sense.

--- *Pricing* ---

CHRIS LAU

7:00 Yeah. I mean, the vast majority of our jobs are under three months, but we do have some that drag on for, you know, we have a handful a year to drag on for many months. But I'd say, you know, from my perspective, I'm more so looking for something that is able to be not administratively cumbersome and it allows us to log 500 and a 1,000 bids per year.

--- *Pricing ends* ---

CHRIS LAU

7:24 And so, you know, each job isn't gonna take forever to set up, you know, each bid, you know what I mean? Like some platforms like are set up for, you know, these multiple year projects, we don't want something like that. We want something that's like faster?

--- Pricing ---

CHRIS RESTA

7:04 Okay. Cool.

CHRIS RESTA

7:09 Yeah, yeah.

--- Pricing ends ---

CHRIS RESTA

7:27 Yeah.

CHRIS RESTA

7:29 Yeah.

--- Type of work ---

CHRIS RESTA

7:36 Yeah. Okay.

CHRIS RESTA

7:39 Or do you guys kinda looking at other like softwares, as we speak, or what's kind of the.

CHRIS RESTA

7:46 You know, plan for you guys. I know you mentioned pro core. I just wasn't sure if there were other like companies that you guys are kinda looking into.

CHRIS LAU

7:54 Yeah.

--- Type of work ends ---

CHRIS LAU

7:54 We're looking at a bunch of them... to try to figure out what the right need is for us. I mean, we...

CHRIS RESTA

7:57 Yeah.

CHRIS LAU

8:01 Are looking at like autodesk, we're looking at service tighten, we're looking at... BuildOps we're looking at.

CHRIS LAU

8:10 I don't know. We're looking at a bunch of these because we're kind of a unique situation.

--- *Type of work* ---

CHRIS LAU

8:16 Yeah, we're in a unique situation where we're not like a traditional guy. We're not a traditional plumber, we're not a traditional GC, we're somewhere kind of a little more niche than all these things. And so we have a little bit of a unique need. We're like we don't need to manage our inventory. We don't need to know, we don't have to have a really complex takeoff... system, but we do need something that's a little more complex than like what a residential platform might be able to provide.

CHRIS RESTA

8:13 Yeah, yeah. You don't have to go into detail, but you guys, yeah.

CHRIS RESTA

8:43 Hum, makes sense.

--- *Purchase decision* ---

CHRIS LAU

8:50 It sound like a good fit, for your platform?

CHRIS RESTA

8:53 Yeah. I mean, it does obviously, from, you know, everything that you kinda mentioned to me. The, the easiest way for us to kinda tell is obviously just to set up like a demo just to show you allow you guys to kinda decide if it's you know, going to be more aligned with what you guys are looking for.

CHRIS LAU

9:09 Yeah.

--- *Type of work* ---

CHRIS RESTA

9:13 But everything that you did mention does, yeah, seem to make a, make it seem like it would be a good fit especially with you guys being, you know, 100 percent commercials, you know, commercial. Do you let me ask you this? Do you guys have any plans on getting into... more of the service work? Or do you guys have like, I know you said you have some contracts in place for like hospitals and stuff. But is that something that's typically like you guys want to get into later down the road or what are kind of the plans for you guys?

--- Customer engagement ---

CHRIS RESTA

9:40 You know, I know you said obviously increase, the text and increase the, you know, business as well. But just kinda curious.

CHRIS LAU

9:48 Yeah. I mean, we, we'd ideally get into more recurring service contracts like it's the goal.

CHRIS RESTA

9:53 Okay. Yeah.

CHRIS LAU

9:55 It's just, you know, you gotta win those and, those things take a lot of time to develop those relationships and that sort of stuff.

--- Purchase decision ---

CHRIS LAU

10:04 So, yeah, the goal is definitely to try to move into more recurring service type of work but, you know, it's just not where we are in.

--- Customer engagement ---

CHRIS RESTA

9:58 Yep.

--- Purchase decision ---

CHRIS RESTA

10:08 Yeah. Okay. Yeah, totally understand. And, you know, with that being a plan for you guys that's you know, why I think it would be a very good fit and definitely relevant to at least to show you guys how that would look like for you.

--- Pricing ---

CHRIS RESTA

10:22 Let me ask you this as far as technicians go. I know you said you guys are, I think you said nine, make sure I have that right? Though. Yeah, nine techs. Are you guys, you know, where would you like to be at in like a year with like technician size, you know, in a perfect world?

CHRIS LAU

10:31 Yeah, that's right?

CHRIS LAU

10:37 Yeah. I mean, I'm getting in a year, we'll probably realistically be at or 11... just because.

CHRIS RESTA

10:43 Okay.

CHRIS LAU

10:46 Yeah. We need to like stair step our growth between how many texts we bring on and how many sales we have. But, you know, we wanna keep growing. So hopefully it'll be, you know, a couple per year that we're growing.

CHRIS RESTA

10:58 Yeah. And as long as you guys are like, you know, actively, you know, growing or at least have plans for that, then, yeah, I think this would be a great fit.

--- Purchase decision ---

CHRIS RESTA

11:08 Was gonna ask as far as the demo goes. You know, is there a good time or day you were thinking that would work best for you? And, you know, is there anybody else that you want to get involved, you know, or to get eyes on for the demo?

--- Purchase decision ends ---

CHRIS LAU

11:21 Yeah. My, my vice president will be on the call with us and we can do it.

CHRIS RESTA

11:26 Cool.

CHRIS LAU

11:29 Let's see.

CHRIS RESTA

11:31 Yeah. Let me pull up my calendar as well while you're doing that. Are you guys on Eastern Time or where are you guys headquartered at of?

CHRIS LAU

11:37 We're in Denver Mountain Time.

CHRIS RESTA

11:39 Okay. In Denver.

CHRIS LAU

11:40 Next week would probably be best for the demo. Like Tuesday is pretty open for us. So it is Wednesday.

CHRIS RESTA

11:48 Me pull up my calendar, Denver, it is.

CHRIS RESTA

11:55 Okay. Cool.

CHRIS RESTA

11:58 Next week... give me one second.

CHRIS RESTA

12:06 Next week? Okay. You said Tuesday or Wednesday?

CHRIS LAU

12:11 Yeah, the fourteenth or fifteenth?

CHRIS RESTA

12:13 Yeah... we have like morning available on Tuesday, about nine 30. You could do 10 o'clock 10 45.

CHRIS RESTA

12:23 Or even on Wednesday, like nine o'clock or 915, and then the afternoon is more open on Wednesday. So, if you guys wanted to shoot for like, you know, 115... later in the afternoon, those are a little bit more open than Tuesday. Would you guys prefer to do it in the morning? Afternoon? What's fine?

CHRIS LAU

12:40 Yeah, I think we prefer to do it in the morning. I'm gonna be in Frederico. Actually, my VP will be here.

CHRIS LAU

12:48 So, what time are you available on Wednesday morning?

CHRIS RESTA

12:52 Wednesday morning? We got nine o'clock and 915. Those are really the only time in the morning. Yeah, these are Mountain Time. Sorry, I should have mentioned that these are all Mountain Time.

CHRIS LAU

12:56 The mountain or?

CHRIS LAU

13:01 Okay. Why don't we do nine am on Mountain Time, Wednesday morning for, the demo?

CHRIS RESTA

13:06 Okay, cool. And then I think I've got your e-mail from the calendar invite clau at tab services Colorado dot?

CHRIS LAU

13:18 Yeah, that's right.

CHRIS RESTA

13:19 Okay, cool.

CHRIS RESTA

13:22 And as...

CHRIS RESTA

13:25 We do include VP on it as well or are you guys going to be on the same screen? What?

CHRIS LAU

13:32 Yeah, please include him. We're going to be separate. So, his e-mail is.

CHRIS LAU

13:39 UN?

CHRIS LAU

13:43 A PHER... at tab services Colorado dot?

CHRIS RESTA

13:48 No.

CHRIS RESTA

13:53 Colorado dotcom. Okay. I'm gonna read that back to you just to make sure I got juncapher at tab services Colorado dotcom?

CHRIS LAU

14:07 Yep. That's right. I'll double check the invite after you send it over.

CHRIS RESTA

14:08 Okay. Cool.

CHRIS RESTA

14:11 Okay. Cool. Yeah, I got to send it to you. And then after I send it to you, I can add him. Actually, I think I can do it right now.

CHRIS LAU

14:15 Okay.

CHRIS RESTA

14:17 But yeah, I'll add him as well. And, what was his name? I don't think I call it.

CHRIS LAU

14:22 His name is Josh uncover.

CHRIS RESTA

14:23 Gosh. Okay, cool. Awesome. Man. Well, I'll go ahead and shoot you that calendar invite. Looks like you're going to be sitting down with Susan Warren? She's in. She obviously be able to help you guys out in any way needed? If you have any other questions?

--- Purchase decision ---

CHRIS RESTA

14:36 Feel free to shoot me a call or e-mail... do you know while that I've got you, do you have any specific questions that you'd you know, want me to kinda get answered for you guys?

CHRIS LAU

14:46 No, I don't think so. I mean, it sounds like we might be a little too small. I mean, what is it, is that the case?

--- Pricing ---

CHRIS RESTA

14:54 What too small for servers?

CHRIS LAU

14:56 Yeah.

CHRIS RESTA

14:57 No, no, I don't think so at all. You know, especially because we go off of like technician size with you guys at nine text. I mean, the smallest companies that we work with would be like three to five text, you know?

CHRIS LAU

15:00 Okay.

--- Pricing ends ---

CHRIS LAU

15:08 Okay. All right.

CHRIS RESTA

15:10 But no, not at all. Everything that you mentioned, you know, are things that we can definitely do for you guys. And obviously, Susan will kinda help you guys, you know, more of, the product knowledge and give you like clear visibility on what it would look like for each job. And, you know, realistically see if with you in a more unique situation if this would be feasible for, you know?

CHRIS LAU

15:16 Okay.

CHRIS LAU

15:32 Okay, great.

CHRIS RESTA

15:33 But also mean, I had just sent over the calendar invite, so it should be in your inbox in the next few minutes, if you could obviously want to get some time to accept that for me. So I know you've got it. But yeah, if you have any other like specific questions, anything I can help out with, just let me know and I can, you know, get those answers for.

CHRIS LAU

15:48 Okay, great. Yeah, I got the invite. Looks like Josh got too. So I think we should be all good.

CHRIS RESTA

15:51 Yep. Awesome. Sounds good man. Well, hey, Chris. Appreciate the time. Hope you have a good rest of your day.

CHRIS LAU

15:56 You too. Thanks a lot. Bye.

CHRIS RESTA

15:57 All right. Take care. Bye.

The End