



Call with R.B. Lewis Fire Control Systems, L.L.C. - Reid B Lewis

Chris McCabe with Pappas Life Safety Inc.
Recorded on 6/22/23 via SalesLoft, 16 min.

Participants

SERVICETRADE

Chris McCabe
SDR

OTHER

Reid B Lewis

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Transcript

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CHRIS

0:00 Yeah. Hey, Tim, it's Chris with ServiceTrade, how's it going?

REID

0:00 Hi.

REID

0:05 How are you?

CHRIS

0:06 Yeah, I'm doing well. How about yourself?

REID

0:09 Another day in frequent Paradise, right?

CHRIS

0:11 Yeah. I hear you getting toward the weekend.

REID

0:13 Absolutely. So you guys are the...

REID

0:18 Like the inspection follow up organizational software company, right?

--- Access to information ---

CHRIS

0:24 Yeah. So, we keep track of, you know, improving operations technician, productivity. We have a mobile app out in the field and just kinda keeping track of inspection agreements and service, adding those to the work order. So... yeah.

REID

0:37 Is, is yours the one that's totally based on apple products though?

CHRIS

0:41 No. So, we have apple and android. Our app works on either of those platforms.

REID

0:48 Okay. Is android, samsung, is that used interchangeably? Those two different platforms?

CHRIS

0:49 Yeah.

CHRIS

0:54 That's a good question. I'm not entirely sure. Do you guys use Sam stone. Is that what you're saying?

REID

0:59 Okay.

REID

1:01 Yeah, a lot including myself. We have, I have Samson Alexey, a lot of my guys do just because that's what we got 100 years ago, and then, the other half of the company uses apple based products, which, you know, I don't get involved in what cell phones they choose. So, I'm actually in the process of making a move.

--- *Paper process* ---

REID

1:20 I've been dealing with BuildOps and I've been dealing with a couple of different companies to try to get a little bit more organized because we're still pen paper and all that other stuff, you know?

--- *Access to information* ---

CHRIS

1:10 Yeah.

CHRIS

1:18 Okay.

--- *Paper process* ---

CHRIS

1:23 So...

CHRIS

1:32 Yeah. If you're even remotely like looking, you know, at software.

--- *Paper process ends* ---

CHRIS

1:35 I definitely recommend taking a look at service trade. We work with, you know, over a 1,000, you know, customers in the commercial mechanical, and then the fire protection space that's how we kinda got our start, in the fire protection space. So, we work with like try state fire on core, the hillier, companies.

--- *Purchase decision* ---

CHRIS

1:50 I'm not sure if that's all ring a bell with you, but that's kind of who we work with. So, but yeah, I'd be happy. We're just kinda walking people through our platform over here, doing quick demonstration over Zoom. So, yeah.

REID

1:53 Yeah.

REID

1:56 And...

REID

2:02 Well, let me, before I commit to anything. I'm gonna ask some questions here. Do you have a tablet based inspections to begin?

--- *Forms* ---

CHRIS

2:12 Yes, we do.

REID

2:14 Okay. Number two, when we do an inspection on the tablet, I've... been with, I don't know, if you've heard of them, it was originally.

REID

2:28 Now, it's joy fill. I forgot what it was originally. So, they hold our inspections, an fda 25 reports, etcetera. But one thing I don't like about, what they provide is the deficiencies don't automatically populate the code language. So, like when somebody calls me and says you wrote me up on a five year hydrostatec test of my F DC, then I have to write them an email giving them the code language that applies to it. Is it gonna automatically populate?

CHRIS

2:31 Okay.

CHRIS

2:58 That, I believe, that automatically populates all of those spa forms are loaded into service tray. We actually have a member of the board on nfpa who works here called Jack cool. That's his name. And so all those forms I know are uploaded in there. And then you can edit those as well. And, you know, that sorta thing kinda depending on what the situation is. But yeah, I'm not entirely sure about.

REID

3:09 Okay.

REID

3:23 Okay.

REID

3:25 Okay.

--- *Forms ends* ---

REID

3:27 It, does it have scheduling software built in?

CHRIS

3:29 It does. Yes.

REID

3:31 So I can schedule who's going, where, how much time I could put in all my information into that?

CHRIS

3:36 That's right? Yeah. So you can actually move around which technician you'd like to go to each job and then move that around throughout the day. You know, something comes up like a technician, you know, they're not there. They're not available at the time. You can flip that around. And then you can also look at all your technicians out in the field. So that's really helpful just to see where they're at throughout the day.

REID

3:45 In the...

--- *Tech On-site* ---

REID

3:55 Does it contain a digital time stamp. So I know when they get to the job and leave the job and it takes away the paperwork. So if it's a TAM thing, I know they arrived at seven 30, they left at, you know, 12 30. So that's five billable hours. Is that all gonna do that?

CHRIS

4:11 Yeah. So the technician, the there's on the mobile app, they can click on route to the job when they're on the job. And then all those hours are docked, into the platform there. So you can see at the end of the day, you know, how long they're at the job. And then when they were on the way, you know, things like that.

REID

4:24 Sure.

--- Pricing ---

REID

4:28 All right. So let's cut to the Chase. What am I talking a month per user?

CHRIS

4:32 Yeah. So our pricing is on our website. So it's 89 per month per technician. All the office users are free and that's billed annually. And then it kinda depends on the pricing, my territory manager. They, know, you know, it kinda depends on if you're looking for integration as well, and then some other things. So, but that's kinda the starting that rate right there.

REID

4:55 90 bucks per technician in the office, people are free.

CHRIS

4:59 That's correct. Yeah. And it depends on, I don't know how many texts you guys, how many guys do you have out in the field?

REID

5:05 Probably set up probably 10, maybe 12.

CHRIS

5:09 Okay. 10 12. Yeah. Well, we have a premium version as well, kinda depending on what you're looking for here. I could send you our pricing sheet.

REID

5:20 Well, what is premium get me over the standard?

CHRIS

5:23 I will pull that up right now. Let me see.

CHRIS

5:31 The premium has our service portal, sales person assignments, subcontract, work, support 24 seven, emergency support, project management.

CHRIS

5:43 Support for contract price list, our service portal and that's our premium. So that's one 39 per month to protect.

REID

5:55 Okay.

REID

6:01 1,412 100 a month. All right. So.

--- *Customer engagement* ---

CHRIS

6:05 Yeah.

REID

6:07 Yeah. That's that's kind of top end, I've done plenty of research on this and, you know, that's right at the top end of everything. So.

CHRIS

6:16 Yeah. When there's a reason that price that way because you do, you know, get your money back, you get what you pay for, you know, software kinda pays for itself in a way because you can add efficiencies from out in the field and then take pictures videos and then show your, you know, your customers that way.

--- *Quoting* ---

CHRIS

6:31 And then when you're quoting as well, you can actually send them reminders. You can see when they're pulling up the quote and kinda when they, you know, they need to be signing it, you know, so that's helpful as well. But yeah, my job is just to kinda set you up on a quick demonstration.

--- *Quoting ends* ---

CHRIS

6:46 So, I'd like to, you know, do that if you're interested, like even if you're remotely, you know, kinda looking around just helps to see what other people are using in the industry. So, yeah.

REID

6:48 Yeah.

REID

6:55 Yeah.

REID

6:57 I'm not against it though. I don't you know, what is it 15, 20 minutes or we talk about hours?

CHRIS

7:04 It's about 30 minutes, but I block out an hour just in case you got questions or anything like that. Yeah.

REID

7:10 Okay. And who, who's showing it to me? Somebody who can answer detailed questions or?

CHRIS

7:15 Yeah, our tenure reps, they've been here, you know, multiple years. So, let me see. I think you guys are based out in New Hampshire. Is that right?

REID

7:19 Okay.

REID

7:24 Yeah, I'm in New Hampshire.

CHRIS

7:26 Okay. Gotcha. And yeah, I'll set you up with Jonathan. I believe he's been here about two, three years.

CHRIS

7:33 But, yeah, he's one of our 10 year reps over here. He knows the fire industry inside and out. So, I just to 12 might be.

REID

7:38 Okay. To, can you stay right there? I got one of my text call on me, stay right there. I'll switch.

CHRIS

7:43 Okay. Yeah, got.

CHRIS

8:54 Okay.

CHRIS

9:01 Yeah.

--- Pricing ---

REID

9:39 Yeah. Sorry about that.

CHRIS

9:41 Hey, yeah, no worries.

REID

9:42 So, yeah, I'd be open to that.

CHRIS

9:46 Okay.

REID

9:46 You know, though, I do, you know, 140 dollars a month. It's just a little bit more than I think that I, you know, want to spend unless it, you know, absolutely Flores.

--- Pricing ends ---

CHRIS

9:55 Okay. Yeah. And of course, I'm kind of, I believe that will, but.

REID

10:00 Yeah.

CHRIS

10:01 Yeah. Well, I think it just definitely helps, you know, to just look at some of the other companies are using and, you know, it's a great thing to look at. It doesn't take too long. It's also recorded so you can go back and look at it, you know, when the time's right? So, yeah, when is a good time for you to look at it? Mornings or afternoons? Typically 10?

REID

10:12 Huh.

REID

10:17 Mornings? Definitely.

CHRIS

10:19 Mornings for sure. Gotcha. Now. I'm actually gonna say you have a brat here. Great team. Let's see calendar.

--- Accounting integrations ---

CHRIS

10:31 I know you mentioned joy, Phil, is that what you guys are currently using?

REID

10:34 Yeah, we're using that as a platform for our inspections, you know, that's where our forms are held and our reports are held, but they don't offer anything else and, you know, tell you the truth, they've been great to deal with.

--- Accounting integrations ends ---

REID

10:45 But as I really dive into this deeper, their forms are a little clunky and a little behind the times. Yeah. But they're great. I mean, I can call them with a change. They do the change immediately. I have no issue with anything there other than the fact that I am looking around at what, you know, I'm looking at other companies reports. You know, I'll go to a customer that's unhappy with who they have. They'll throw me the reports and I look at them and they just look, the information is the same but the look in general feel is a little bit more welcoming and, you know, easier to decipher, I guess would be the way to put it.

CHRIS

10:50 Really? Yeah.

CHRIS

10:57 Yeah.

CHRIS

11:13 Yeah.

--- Customer engagement (quoting and invoicing) ---

CHRIS

11:16 Absolutely. And all your customers in ServiceTrade, they're going to have a customer portal where they can look at each quote that you send them. It'll be personalized to what you want it to look like. And yeah, that will be shown on the demonstration as well. So, I'll mention that to Brett to definitely show you that. So I...

REID

11:31 Yeah. And I'm going to have my office manager sit in on this also just because ultimately, once I sign, she'll be managing it and tweaking it et cetera.

--- Quote templates ---

REID

11:40 Are these tweakable or is it, what I get? Is what I get?

CHRIS

11:44 Yeah, these are customizable. These are all customizable and all the forms are loaded in, you know, you can, you know, you can modify, you know, I'll put all your technicians in and then all the information, all your customers is gonna get load in for you?

REID

11:56 I'm more concerned about there's questions that, you know, sometimes get blended in with other ones that I'd like to be more specific.

--- Forms ---

REID

12:04 One of them is, and I don't know if you have it or not. But my, the one for joy fill is, you know, they don't ask all sprinklers in good condition and that I feel like that is too specific where I like to break that up with any sprinklers recalled, you know, our sprinklers loaded.

--- Forms ends ---

REID

12:19 So I've taken that information and try to put more in and I found that we have more success because it rings the inspectors memory a little bit. You know, what I'm saying, shit. Let me look at those heads, make sure they're on the recall list. You know what I'm saying?

--- Forms ---

CHRIS

12:12 Yeah.

--- Forms ends ---

CHRIS

12:29 Yeah.

CHRIS

12:32 Yeah. So you want more detail in there on each system? Yeah. Okay.

REID

12:35 Yes. Yeah. And they were able to do that, but, you know, that's what I'm looking at as I look at these, I use them, we meet about them, you know, as we move forward, you know, we may ask for a few modifications, you know, nothing or chattering, don't get me wrong, but just maybe a little bit more detail.

CHRIS

12:48 Yeah, absolutely.

--- Forms ---

CHRIS

12:52 In service trade, there's a whole section with all the details. It'll include all the, you know, the sprinklers, you know, whatever other doing alarms as well and, you know, all that information on each.

REID

13:00 Yes, fire pump exit. Yup. So all right. I'm walking into appointment here, so.

CHRIS

13:05 Yeah.

--- Forms ends ---

CHRIS

13:09 Okay.

REID

13:10 Yeah. Let's, my email is Tim.

REID

13:14 As in red as in Brian Lewis, the word fire dot com.

CHRIS

13:25 Okay. Got you right here. And then I'll just wanna find a great time that works for you. I'm gonna pull up my calendar for let's see real quick. Okay. So he has time actually later today, what you said mornings are better.

REID

13:44 Yeah, I know.

CHRIS

13:46 Okay. We could do, let's see nine 30 on Monday, if that works for you or I could do next Thursday... eight 30, if that works better.

REID

13:55 Mondays are always rough for me being in the service business.

CHRIS

13:56 For you?

CHRIS

14:00 Hear.

REID

14:02 You got nothing Tuesday Wednesday?

CHRIS

14:05 Tuesday, do I can see, let's see do Wednesday at 11 but I might be able to get Wednesday a little bit earlier. He got a like follow up thing here, but I believe he might be able to push that. Let's see. Yeah, it sounds good. I'll send you an email and then you can actually book it through there. I'll just put it all the time in there. So, yeah.

REID

14:23 Okay. Why don't you speak to him about Wednesday and email me the opportunity? And from there, I will commit based on the time.

REID

14:34 Yep.

REID

14:35 Sounds great.

--- Purchase decision ---

REID

14:39 Sounds great.

CHRIS

14:39 I, that you wanna take a look at like the top three, you know, things that you're looking for. I got a good idea of what you're looking for, but anything else I'm...

REID

14:47 No, I mean, it's all, I don't really know what I'm looking for until I see it and I've searched through yours InspectPoint, joy, Phil, build off, you know, I've met with the major players here and there's a lot of similar areas, but there's a couple of differences also.

--- Purchase decision ends ---

REID

15:02 So, something that's near and dear to me is the customizable, the technical support. Should something go awry or should not modifications be chained needed in longevity? You know, I don't want to buy something for three years and then, you know, the latest and greatest, I want to be able to use it and work with it. So, you know, just some stuff that I want to communicate as we move through.

--- Purchase decision ---

CHRIS

14:52 Yeah.

--- Purchase decision ends ---

CHRIS

15:03 Yeah.

CHRIS

15:13 Yeah.

CHRIS

15:21 Yeah.

CHRIS

15:23 Yeah, I hear you got you. And is your bread and butter sprinklers, is that kind of your bread and butter or what? What are the?

REID

15:29 Sprinkler, fire alarm, exit, emergency, lights, portable, fire extinguishers, fire, pumps, helicopter, pads, if we do it. All... all right, man. I'm just walking in. So email

me and I'll get right back to you.

CHRIS

15:36 Awesome. Gotcha. All right.

CHRIS

15:41 All right. Sounds good. All right.

REID

15:42 Thank you. Bye.

The End