



ServiceTrade Discussion with In-Line Air Conditioning, Inc.

Brett Griffith with In-Line Air Conditioning, Inc.
Recorded on 12/6/22 via Zoom, 38 min.

Participants

SERVICE TRADE

Brett Griffith
Territory Manager

Chris Kidwell
Field Manager

Mac Gilliam
Sales Enablement Specialist

IN-LINE AIR CONDITIONING, INC.

Matthew Dorans Sr.

OTHER

Topics

<i>Purchase decision</i>	2:32
<i>Invoicing</i>	4:02
<i>Invoicing</i>	4:48
<i>Parts management (purchase orders)</i>	5:37
<i>Tech On-site</i>	6:05
<i>Quoting</i>	6:23
<i>Customer engagement</i>	6:46
<i>Tech time tracking</i>	7:02
<i>Accounting integrations</i>	8:00
<i>Implementation and ongoing support</i>	8:19
<i>Quoting</i>	9:00
<i>Quoting</i>	9:43
<i>Deficiencies</i>	10:17
<i>Customer engagement</i>	10:35
<i>Implementation and ongoing support</i>	11:22
<i>Recurring maintenance</i>	13:47
<i>Invoicing</i>	14:33
<i>Accounting integrations</i>	15:19
<i>Purchase decision</i>	15:50
<i>Pricing</i>	17:10
<i>Pricing</i>	20:02
<i>Pricing</i>	21:57
<i>Pricing</i>	23:19
<i>Pricing</i>	26:55
<i>Pricing</i>	28:41
<i>Pricing</i>	30:15
<i>Pricing</i>	31:49
<i>Purchase decision</i>	34:28
<i>Pricing</i>	35:10
<i>Dispatch</i>	36:51

Transcript

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

BRETT

0:00 Man.

CHRIS

0:01 What's up, mister Brett?

BRETT

0:04 Much...

CHRIS

0:06 That's never good.

BRETT

0:11 Not much waiting for these guys to join, and then we'll have a lot going on.

BRETT

0:20 They emailed me earlier like making sure we're confirmed they should show up.

BRETT

0:31 You get a call. We'll Adams that Ryan.

CHRIS

0:36 I am, and I think I'm gonna move my Boston trip back a couple of days to possibly go see USA mechanical and see how their day.

BRETT

0:44 Is a great move. David forwards the owner. He loves service trade. So.

CHRIS

0:53 So, I'm trying to get that squared away... there up there in Connecticut?

BRETT

1:00 Yeah. Yeah. I was just looking at Ryan's site. They got, they've gotten more people under their belt in the past year, so probably significantly more. Yeah.

CHRIS

1:14 Yeah.

BRETT

1:18 But yeah, Kurt had that comment like they're investing in BuildOps or something like that later... Matt, to my waiting room.

CHRIS

1:27 Yep. Snippet that.

BRETT

1:46 There we go. Matt, can you hear me?

MATTHEW

1:48 Yeah. Can you hear me?

BRETT

1:50 Yes, sir. How you doing today?

MATTHEW

1:52 Good. Doing well.

BRETT

1:53 Hello? Hey, here, it is Robert with you or is he joining separate?

MATTHEW

1:57 Yeah, he's on the call. He's going to be joining shortly.

BRETT

2:01 Okay. Cool. So, while we're waiting for him to join in, Matt, this is Chris K, well, he's my field rep, but just wanted to have him on the call. Just we get all of your questions answered... that's pretty much it.

CHRIS

2:13 Hey, Matt.

MATTHEW

2:14 Hi, Chris. How are you?

CHRIS

2:15 Hi, I'm good. How are...

MATTHEW

2:16 You? I'm doing good actually route? Just.

BRETT

2:19 Me. Hello? Perfect. Hey, doing Rob.

MATTHEW

2:24 Good. How are you doing?

BRETT

2:26 Well, thanks for asking. I grabbed just missed it. The other person on the line is Chris Kidd. Well, he's my field rep for the northeast.

--- Purchase decision ---

BRETT

2:32 I'm just here to help out with any questions you guys might have today? That being said guys kinda what I had planned for our meeting today is, yes, let's review all the questions you guys have around service trade parts ledger Northboundary, Quickbooks Matt, to your point. Let's review some reporting capability as far as what you guys are looking forward. We'll talk about that a little bit, but also going to discuss pricing at the end of the meeting. I wanna make sure that quote makes sense for you guys as well as provide you guys with the start date. Does that sound good?

MATTHEW

3:03 Yep. Sounds good.

BRETT

3:05 Cool. Do we want to go ahead and start with any outstanding questions concerns you guys might have about the suite of products that we've presented to you go?

MATTHEW

3:16 I think we're pretty good. Like I said, the only thing I don't think we really touched upon a, the reporting. I mean, correct me if I'm wrong. I don't remember if we did, and I did look through the demo again.

BRETT

3:29 Yeah. I think we might have at a very high level but not, did not drill down deep into it. So talk to me about what kind of reports are you guys looking to run?

--- Purchase decision ends ---

MATTHEW

3:38 I just know like that was one of the strong points when we talked to the BuildOps people. They do a lot of different KPI reports and, you know, performance indicators and things like that. Like as far as how we can measure how each technician is doing... revenue streams and what have you... now?

--- Invoicing ---

MATTHEW

4:03 I know some of it's going to be at the accounting level. And, you know, we touched upon that a little bit in terms of... it's interaction with Quickbooks. And I'm not sure if there was any kinds of a video or anything like that with having to do with the interaction with Quickbooks and what transactions flow through.

--- Invoicing ends ---

MATTHEW

4:26 I know we mentioned to you guys that ESC is kind of ugly and it's interface with Quickbooks, and they give us a lot of journal entries and things like that. So we're hoping that the interface is a little cleaned up on your end.

BRETT

4:42 Okay. Okay. So let's start with reporting.

--- Invoicing ---

BRETT

4:48 Well, actually, let me answer the question about Quickbooks in the recap to workspace under the accounting integration tab. There is a video in there that essentially shows you exactly how the Quickbooks integration is gonna work. And I'll just pull it up so you guys can see it here. But that video is right here, so you guys can go in and look at it. It's like three minutes long. So you're not going to be sitting there for 30 minutes or anything. But it essentially shows you exactly how we take the pro forma invoice from inside of service trade and drop it into Quickbooks. So you guys can continue building like you do today.

--- Invoicing ends ---

MATTHEW

5:19 Okay.

BRETT

5:21 So definitely wanna take that or check that one out. Then as far as reporting. So a couple of things on that. Basically if you guys track the data within service trade, it can be reported on kind of have two ways to do reporting. And I'm gonna talk about one and Chris is gonna talk about one.

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

BRETT

5:37 I'm just kinda give you the vision of what we do have available for you guys. And so first off multiple different reports, you can run inside of service trade. So maybe it's a matter of I want to run a job report based on whatever parameters. So maybe it's a certain timeframe like you're seeing here, you could see show me all incomplete services or if you guys are using partsledger, something really neat might be show me all the parts that have been ordered, not received.

--- Tech On-site ---

BRETT

6:05 Well, these are all your jobs with parts order but not receipt that Jose can come in and look at inside of service trade. Does that make sense? Yeah.

MATTHEW

6:12 Yes.

BRETT

6:13 So that's just one of the things you can also do job items meaning what you used on each work order, job clock events for your tech time or individual appointments.

--- Quoting ---

BRETT

6:23 And that can all be exported to a spreadsheet or viewed right here... on that as well. Similar reporting functionality with what? So you pick the parameters. Something I like to point out is we wanna make sure you guys stop leaving money on the table. So maybe you want to run a report for all the quotes submitted and viewed but not actually approved.

--- Customer engagement ---

BRETT

6:46 What, when I run this report right here, I've got 35 results that's a lot of money. It adds up to a lot of money left on the table. So what you guys can do is you can just bulk, send these back out to the customer. Let's make sure our customers are giving us an answer on those. So we are maximizing on this revenue. That makes sense.

--- Tech time tracking ---

MATTHEW

7:02 Yes.

BRETT

7:04 So I'd say a similar thing with deficiencies there, same thing with invoices, but I do want to point out the technician scorecard, you know, reporting on technicians. This is built into service trade for you guys. So it's going to show basically have your technicians on the left hand side tells you their time log, how much of their time was spent and route on site or a job prep, which are three o'clock events.

--- Tech time tracking ends ---

BRETT

7:26 But also, let me move your faces out of the way here. You guys can see, you know, how many appointments was your technician late to onsite to, how many did he missed? But more importantly, how much revenue did he bring in for you guys?

MATTHEW

7:40 Okay.

BRETT

7:42 And so that's the essentially the reporting inside of service trade. What like I was saying before, if you guys are tracking the data in service trade, it can be found and reported upon. We do have another option for reporting on. It's. Another tier up from what you guys are looking at, but we're happy to show it to you guys.

--- Accounting integrations ---

BRETT

8:00 If you do want to see the vision for kind of what we can provide to you guys. Long-term sure... Chris, I'll hand it over to you.

CHRIS

8:09 Yeah. And... this is more of a dashboard reporting, right? So I'm sure you guys are, where we use a WS that host our platform.

--- Implementation and ongoing support ---

CHRIS

8:19 Aws is BI tool. Their business intelligence tool is called a tool called quick site. And so this is what our enterprise level customers use for their reporting tool. So you had mentioned KPI'S right? So one of the things that will differentiate us from some of the competition is we take your KPI'S based off of the data model of service trade, right? So we don't have pre-built in KPI'S, we're gonna take your KPI'S and we build this report or this dashboard and this is live, right? And so this is actually a customers actual dashboard that we've anonymize. So there's nothing specific here based off of the KPI'S that they wanted this... right?

--- Quoting ---

CHRIS

9:00 And this is revenue by work order type, revenue by months, right? And then you can also drill down into this. So I can see, hey, I wanna see the last quarter. I want to see the last six months. I want to see the last year. You can also kind of drill down a little bit further and see more closer detail if you want to send me to go back... give this one second.

--- Quoting ends ---

CHRIS

9:25 But this is live, right? So this is constantly running in the background of as things are populating throughout the day, all of these charts will change. So this isn't like a report that needs to get billed every time, right? Once it's done. And it just runs in the background biggest open deals, right?

--- Quoting ---

CHRIS

9:43 As I continue to scroll down, we'll track a job with deficiencies. So this is where we start to build out some of our industry benchmarks as to, you know, hey, how many other mechanical is are quoting a caption, deficiencies on a job, what percentage of those deficiencies are actually quoted, right? And then you can start to build out some industry benchmark, we start to build out some industry benchmarks to allow you guys to see where you stand against other customers in our space, our quote approval rate, what's your quote approval rate... you know, quoted pipeline by sales rep... right?

--- Deficiencies ---

CHRIS

10:18 I can see deficiencies found, close status by month, deficiencies by reporter, right? So now I can start to see who, and this is all anonymous. So obviously they would be names here. But now you can start to see who's capturing the deficiencies... right? And what they're doing... revenue, a distribution intensity by job type, right?

--- Customer engagement ---

CHRIS

10:37 So, hey, where, where's my revenue coming from, right? What type of job is my revenue producing distribution identity? By customer, right? So this is, can kinda tell you guys who is driving the revenue, right? So whether it be walmart target, whatever that is, you guys can then kinda see my premier customers.

--- Customer engagement ends ---

CHRIS

11:00 Ultimately, I'm sure Brett told you can start to find your bottom 10 customers and then you can fire your bottom 10 customers, 10 percent of your bottom customers. And this is a little bit more of a dynamic report aspect. This is typically

year to have your agreement with service trade that's just because as you're starting to get your feet underneath of, you don't have all the data in it yet.

--- Implementation and ongoing support ---

CHRIS

11:22 Most folks start to take this on and about six months in when there's some data really pumping through service trade.

MATTHEW

11:28 Okay. So is this an added feature or is this something that just comes online after that?

CHRIS

11:36 So this is on the enterprise level. Brett. I think, I'm not sure where exactly the conversations where, but this is the enterprise for service trade.

BRETT

11:45 Yeah. So you guys are exploring and evaluating the premium level. We have three of them. You guys are right in the middle. This is one tier up. I wanted to show it to you. It's out there. But like Chris said, customers aren't typically starting on this, they're moving to at once. They, they're using service trade for some time.

--- Implementation and ongoing support ends ---

BRETT

12:04 But, yeah, Matt, with your reporting questions, what are your thoughts? Is there anything we're missing? Anything like that?

MATTHEW

12:14 Well, yeah, this is missing. But I mean, you know, this is something that they, you know, when we were looking to build apps, they spent a lotta time on this part. So I guess that's a fairly important to them. I mean, it is to us. So, I mean right now, we get certain things in ESC that will tell us like, you know, where our sales are coming from. And what have you, so it's nice to have like some type of a window that you can look at this stuff. You know, this is nice. This is a nice interface.

BRETT

12:53 So we can, hey, we can certainly get you here. Chris and I are sales guys and we're telling you probably not start with this in the first year you're welcome to, but our recommendation is to wait until you're too.

MATTHEW

13:07 You feel about that. I have no idea what it costs so.

BRETT

13:14 Whereas the difference, Chris... I guess we would have to work that out.

CHRIS

13:20 Yeah, I don't know off the top of my head, I gotta go pull that up. I think it's... I don't know how many. I should know this off the top of my head. I don't...

MATTHEW

13:32 Hey, now we have 11 tax out in the field. So what are the things that besides this reporting feature is offered at the enterprise level?

--- *Recurring maintenance* ---

BRETT

13:47 The ability to Chris gonna pull it up here, but I'll just start talking to you. Got recurring contract invoices... geographical regions, you probably wouldn't use that. One of our customers that's in DC, like north of 295. Is this region south tonight, five at this region? You guys probably wouldn't use that multiple brands.

--- *Recurring maintenance ends* ---

BRETT

14:07 You guys probably wouldn't use that. And then business analytics reporting is what Chris just pointed out. And then the project portfolio performance reporting is part of our project management functionality that we've been building out.

MATTHEW

14:21 Okay. Alright. And then just the other thing, are we going to be doing the invoicing out of your program, or are we doing it out of Quickbooks?

--- *Invoicing* ---

BRETT

14:33 It's up to you guys. We don't really have a dog in that file. You're welcome to do it out of service trade for the customer facing features of the invoice link where they hit that pay now button. You guys are welcome to do it out of Quickbooks. Doesn't really?

MATTHEW

14:44 I think we, I think we would prefer to do it out of service trade because we're used to doing that now.

CHRIS

14:52 Yeah. If you guys are open for change, I would recommend invoicing have a service trade. We start to pull our hands out of the equation because there's a lot of

folks that really believe the ERP system should invoice. And that's kinda when we say find whatever side you guys choose to. Now, I think we're more dynamic and new H on the invoice facing feature features and functionality than Quickbooks would be.

MATTHEW

15:15 Yeah. No. The then I agree with that. I would prefer to do it through. So.

--- Accounting integrations ---

BRETT

15:19 That's true. And then from there would just be a matter of pushing the information to Quickbooks for reporting.

MATTHEW

15:26 Okay. And then I believe the ap side is done through Quickbooks. Correct?

BRETT

15:33 That's correct?

MATTHEW

15:34 Okay. Which is how we do it now as well. So, and, you know, we're we are thinking about doing the partsledger. So we'll do we'll have the po capabilities on the service trade side?

--- Purchase decision ---

BRETT

15:50 Exactly. I think that's based on your guys processes and everything you guys told me and he was out. Jose told me about parts you guys need partsledger. So I'm glad that's something you're thinking about.

MATTHEW

16:00 Yeah, I think it would be that idea. You know, Robert and I talked about it as well and, you know, while we don't really hammered down and inventory control now, you know, it's I'd rather have that capability and then lose it.

BRETT

16:18 Great.

MATTHEW

16:22 Okay. What?

BRETT

16:23 Other, yeah, Matt, any other questions about functionality of the product?

MATTHEW

16:31 We haven't really, you know, definitely. So... it's kinda hard to, you know, charge it totally. But I mean, from what I've seen, I liked everything and I couldn't think of anything additional off the top of my head right now.

--- *Purchase decision ends* ---

BRETT

16:51 Okay. The next thing I had on my list to talk about was pricing. I wanna make sure you guys understand the quote that I sent. Yeah, and I know we talked about a little bit last week. Let's pull it up here... right there. So 11 texts. We're good on that, right?

--- *Pricing* ---

MATTHEW

17:10 Yeah, I believe actually, I just hired somebody yesterday, so we're probably gonna bump it up to 12 variety. So.

BRETT

17:18 And I know you said you were trying to hire two more. So when you do hire that one additional one, just call us and we'll prorate it for the amount of months you have on your contract.

MATTHEW

17:28 Okay. The first thing we wanted to talk about is the base fees... you know, because we will go over and we were wondering if we could negotiate on some of those a little bit, you know, and I didn't nail it down, I don't think I nail that down to a per user. Maybe you do on here. Yeah, you have an hour here. So I don't know how much room you have on this, as far as like pricing to work with us. Do you have like 1,668, as far as for the users, we were thinking more in the 1,550 range that's possible. And then as far as the partsledger 5,500... with the additional licenses of three 30, the warehouse and to 20 for the partsledger mobile. I think overall, it looks at like a five percent discount. So it's not a lot to ask.

BRETT

18:40 Wait, let me make sure I'm understanding you correctly. Are you good with partsledger probably?

MATTHEW

18:50 I... five 555 5,500. I'm sorry, five fish.

BRETT

18:57 So this one, you want to be 5,500?

CHRIS

18:59 Right.

BRETT

19:03 What, how do you feel about the warehouse and the mobile users?

MATTHEW

19:07 Warehouse. So I was like I said, it was looking like three 30 and 220 for the mobile users. So I think it's like I said, if you drill that down, it's probably around five or six percent discount from what you gave.

CHRIS

19:22 Yeah, Brett, I think we can, we'll have to finagle some stuff on our side and take it up top, but I think that's a fair request now.

--- Pricing ends ---

MATTHEW

19:30 All right. So if that's good deal. The only other thing that we're you know, Robert and I discussed is two more items. One item is now we talk with Brett about the fact that we'll probably won't be going live with this intel, Matt. So we are also, you know, I don't necessarily agree that we should be paying that monthly fee in the course of that time period.

--- Pricing ---

MATTHEW

20:02 And I don't know if that's how you guys work it or not. But what I was figuring is instead of going in may, we did it as a go live of April. So we would negotiate that monthly fee to come out of the first year be and it sounds like you guys got it covered anyway because you're gonna have the setup fees in there.

BRETT

20:35 That... I'm confused what you're saying the.

MATTHEW

20:42 What I'm saying is that, so the first four months of the deal, we are not going to be using your products pretty much period. So you're gonna have monthly fees and this, that and the other thing. So for example, let me see if I got this here because I want to explain it a little bit correctly.

CHRIS

21:10 And are you guys... oppose, or would you entertain looking at a multi year deal?

MATTHEW

21:18 That's that's the other thing I wanted to talk to you guys about because, you know, that would be the next piece of this puzzle is what is the percentage of increase moving on from years to through acts?

--- Pricing ends ---

CHRIS

21:33 Yeah. So, so to kinda talking points here, we are a SaaS company. So typically, the way SaaS companies work is the way that we have to read recognize revenue. Man, I can't talk this afternoon. The way we recognize revenue is a SaaS company is essentially once the contract start, so.

--- Pricing ---

MATTHEW

21:57 That we don't have a problem with that per SE. In fact, we want to get a payment out by the end of the month for the entire year. The only thing is I think that it really should be worked into it like those first four months where we're not really functionally using the product.

CHRIS

22:15 Yeah.

MATTHEW

22:16 You know, there's certain things in there and I do have it in a spreadsheet here, but I did it last week. So I'm just trying to figure it out. But I guess what it works out to is our negotiated amount would probably be around 1,655 a month. Does that make sense... if you add up those? All those fees?

--- Pricing ends ---

MATTHEW

22:51 The proposed it's funny... you know?

MATTHEW

22:59 Right here.

CHRIS

23:01 I got a little bit higher than 1,655, but.

MATTHEW

23:05 Hi, I'm trying to figure this out for myself. So.

CHRIS

23:08 Yeah. And my thought there was... so the other to answer your other question and I'm all over the place. So I apologize a little bit.

--- Pricing ---

MATTHEW

23:19 Mine because I'm trying to look at my spreadsheet here and I didn't make it to.

CHRIS

23:25 Yeah. So certainly happy, you know, if you guys commit to a two or three year agreement, right? We can increase the discount that help with some of those... what you were describing as months that you, that the platform that during the onboarding period?

MATTHEW

23:40 Any onboarding period, our guys can't use it. So we're actually going to be paying for that and they're not using it for four months or maybe even longer.

CHRIS

23:50 Yeah. So I can't hear you don't argue with you. It's kind of how the south SaaS world works. That being said, wanna try to figure out how to be easy to work with you. So, you know, I'm thinking a discount worth an additional discount, worst three months on a two year agreement or if you guys wanted to go three years, we could do a discount worth four months and that can kind of recoup that time period, that onboarding time period.

MATTHEW

24:20 Yeah. I mean, I guess I'd have to see it on paper. I, the way I have it figured out if you take into consideration... the amounts that I mentioned the 1,550 for the 11 licenses which will now be 12.

MATTHEW

24:43 The 5,500 parts ledger subscription... the 30... three 330 additional warehouse and to 20 for the mobile user. So that comes to roughly about 25,000 for the year, 25,690. So... let's say if I'm going through this.

MATTHEW

25:20 That's not considering the data set up in the migration fees and all that stuff, which equals about 8,850.

BRETT

25:36 You know, we're on the same page right now.

MATTHEW

25:38 All right. So even with those fees, we wanted to see if there was any leeway there, maybe get that to light. So the first one, the 52 50, if we can negotiate that too, and even five... and the parts ledger which is 1,800. If we could do that for 1,550... and then the inventory functionality 1,500.

--- Pricing ends ---

MATTHEW

26:08 So that's so then adding those two things together now.

MATTHEW

26:19 So, we're looking at like, I guess what I was saying as far as if we were to go live... as of April first... bear with me because I'm just trying to work through my... hey, Tim.

--- Pricing ---

MATTHEW

26:55 So, you're looking at, I think what does that come out to like 6,000? Hold on. So I had the monthly amount of 1,655. Does that make sense?

BRETT

27:13 I gotta, I got way, not way above that, but let's run that again.

MATTHEW

27:17 Well, the way I had your original proposal, if we don't let me just make sure I got this. All right. So, the original proposal amount, correct me if I'm wrong is about 17 38 a month. Does that make sense?

BRETT

27:40 Original. So like the one we're looking at on our screen?

MATTHEW

27:43 Yes... or might not way. I might be looking at the one calculation hold on a minute.

BRETT

27:55 Looking at about I'm getting... 22 22 50 a month with what we're looking at on the screen?

MATTHEW

28:05 Wow.

MATTHEW

28:14 What is it? 20 to 50 release notes here? What are you saying? Your model is monthly on the original proposal? 22?

BRETT

28:22 Based on what's on our screen, I'm getting 20 to 57.

MATTHEW

28:41 Plenty to 57.

MATTHEW

28:50 My 519. Sure.

BRETT

28:53 And I just took that total divided by 12 months.

MATTHEW

28:57 You know what probably be close the subscription? I probably didn't carry that over the subscription and the additional warehouse.

CHRIS

29:06 Partsledger. Yeah.

MATTHEW

29:08 That's probably what happened.

CHRIS

29:11 That's that makes sense.

MATTHEW

29:16 Alright, bear with me. I'm sorry?

--- Pricing ends ---

MATTHEW

29:28 Okay. Yeah, that's what it was. Hold on one minute because I gotta do the same thing over here.

--- Pricing ---

MATTHEW

30:15 Sorry, guys. Just trying to get my.

MATTHEW

30:22 Alright. So, so yours is 2020 to 57 monthly. My negotiated amount is about 21 40 83, which we could clean that up. I don't know if that's what you guys are coming up with on your?

CHRIS

30:37 End?

CHRIS

30:42 I can go do it real quick. I think that was close.

BRETT

30:52 Yeah, give me give us the segment.

CHRIS

31:01 What was, what was it negotiating?

MATTHEW

31:05 Let's say 21 40... eight hours and 83 cents in there, but I think it has to do with the partsledger subscription?

CHRIS

31:15 Yeah, probably.

--- Pricing ends ---

MATTHEW

31:26 Hello?

MATTHEW

31:38 Okay.

--- Pricing ---

MATTHEW

31:49 Okay, right. So, you guys are just with that, right? Or at least we're on the same page here?

CHRIS

31:56 Yeah.

BRETT

31:57 We understand what you're saying. We're just working some numbers right now?

MATTHEW

32:00 All right. So then if we look over it, the one time fees, I'm working for a little bit of a break on there that works out to about 10 percent.

BRETT

32:10 You said you want this total to be around eight?

MATTHEW

32:13 85? Okay. So now what I did was say... so I get what you're saying as far as like the pleasure don't services S a S and that's the business cycle on that. But I, you know, Robert kind of brought it up to me as well because, you know, database, it's people with the same way they would basically like, we're not gonna charge you for the first several months that you're not going to be using the product, then I think it only makes sense. And if you kind of look at it, so we're looking at like 21 40.

MATTHEW

33:05 So, it's almost like a wash between that and the one time fees because I'm coming up with about 85 60 for those monthly charges. So we're just looking for some kinds of a leeway there in terms of like discounting those first four months. And then what we do is we'll block that all up with the base fees, the first year fees, and that will be our base for the first.

--- Pricing ends ---

CHRIS

33:34 Yeah. Okay.

BRETT

33:37 Yeah, we can.

MATTHEW

33:38 And I could clean this up a little bit and shoot an email over if it makes sense, or if you want to put it in writing on your end.

CHRIS

33:46 Yeah. Let's do that, right? I think that's gonna make sense. Matt, if you don't mind just throwing that in an email a visual person, right? So, I think what we're talking about is the same thing all of my numbers I wrote down, seem to.

MATTHEW

33:57 Yeah. And it's hard for me going through it. I should have been a little bit more prepared because I did this spreadsheet last week and then, you know, looking at it, I

got some calculations a little out of whack side, just need to clean it up a little bit.

CHRIS

34:11 Yeah. And then, hey, you, another quick question for you had also mentioned a comment of getting some, I believe your hinting at getting some money off the books at the end of the year. Is that fair? Because that helps us build our argument in terms of discounting these things out.

--- *Purchase decision* ---

MATTHEW

34:28 Well, yeah. I mean, I'm definitely one-on-one make one flat payment for at least the first year. I mean, we could talk about the other years, but, yeah.

CHRIS

34:39 Yeah, I'd...

MATTHEW

34:40 Have to see what our finances look like as far as that goes.

CHRIS

34:43 Okay. That makes sense.

MATTHEW

34:49 All right. I mean, I think the biggest thing is moving forward even if we, I don't know what you typically do as far as a multi year, but, you know, I'd be just curious in terms of like what are we, what are we going to be looking for in terms of an increase over?

--- *Pricing* ---

MATTHEW

35:10 Let's say we just base that out on the first year. And so we're going to just do a first year deal. What are your typical increases? Is there ever anything in writing that says like what you increase them too?

CHRIS

35:21 Yeah. There's in one of these links. I think it is in there somewhere. I don't know specifically where, but it's never more than a seven percent increase, never to exceed M SRP price.

MATTHEW

35:35 Okay.

CHRIS

35:37 So, you know, we negotiate a deal and let's just say everything doubles the price of everything. Doubles. You guys will never get charged more than seven percent year over year.

MATTHEW

35:47 Okay. And you have that somewhere in writing that it's...

CHRIS

35:50 Yes, yes, that's our master subscription agreement, yes.

--- Pricing ends ---

MATTHEW

35:54 Okay. Alright. Do we have a copy of that subscription agreement as well? Or?

BRETT

36:00 Yeah. So in both in your guys email as well as, and recap, do you have exactly what we're looking at? And this is exactly how our agreements look as well. So, once Chris and I get that email from you, Matt, and work some numbers with our leadership team, we can get you another quote with what we find, send that your way and allow you to review it all that good.

MATTHEW

36:22 Okay. That sounds good. And I guess maybe in the meantime, you could work the same thing out on the enterprise level, although I think we'll probably both degree, all of us all agree that we don't really need it at this point... that being said, if we ever want to just Deanna, let analytics part, is that something that could be worked out or is that like just part of the enterprise thing and that's that?

--- Dispatch ---

CHRIS

36:51 It's just part of the enterprise thing.

MATTHEW

36:55 I think you're muted Chris?

CHRIS

36:58 I'm sorry. Can you hear me now? No?

MATTHEW

37:03 Hear you?

BRETT

37:04 I can hear you, Chris, Matt, can you hear?

MATTHEW

37:07 You're muted Chris?

CHRIS

37:09 Yeah, can you hear?

MATTHEW

37:10 Me? Yeah, I'm sorry?

CHRIS

37:13 Yeah. Sorry about that. No, that's just part of the enterprise functionality, features of service trade.

--- Dispatch ends ---

MATTHEW

37:18 Okay. Alright, I will. I'll work on that email and I'll send that over to you guys and see if it makes sense. And then you could come back and let us know, you know, what you can offer on your.

CHRIS

37:33 Okay.

BRETT

37:35 When I, when I send that over, I'll give you a, I think we can definitely get that back to you by the end of the week. So I'll give you a call in the office. We can talk about it and we can go from there.

MATTHEW

37:45 Alright, that sounds good. No wow.

BRETT

37:49 Hi, Robert. Thank you guys for your time today. We appreciate.

CHRIS

37:52 If...

BRETT

37:52 Anything else comes up within that email and we'll take care of before you guys?

MATTHEW

37:56 All right. Thanks a lot, guys.

BRETT

37:58 You got it.

MATTHEW

37:59 Bye.

The End