



# Call with Service Side Mechanical - Dave Hansen

Emily Whitehurst with Service Side Mechanical  
Recorded on 7/6/23 via SalesLoft, 4 min.

## Participants

### **SERVICETRADE**

Emily Whitehurst  
*Territory Manager*

### **SERVICE SIDE MECHANICAL**

Dave Hansen  
*General Manager*

# Topics

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# Transcript

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EMILY

0:00 Hi, Dave. This is Emily over at service trade. Did I catch you at a good time?

DAVE

0:00 This is Dave.

DAVE

0:07 Yes. Fine. What's up?

EMILY

0:09 Awesome. Yeah, service trade. I'm not sure if it rings a bell. We're that software platform for commercial mechanical contractors. So we help you got profit by improving your service operations. Yeah. So, I know we had spoken on a little bit in the past and maybe it just wasn't the best time. I just wanted to follow back up with you and see what your process is now and then see if it might be a better time for you to take a look at service trade.

DAVE

0:18 Yes, service trade software. Yeah.

DAVE

0:33 Yeah, I don't I've really, I've looked at it already. I don't remember our last conversation, but I thought, you know, I thought I communicate, I'm not, we're gonna stick with what we got at the moment. So I don't wanna waste your time. So that's what I got on it, you know?

EMILY

0:48 Okay. I got you. Yeah. Last time we spoke, you guys were using blue folder and then click books for your accounting. Is that still what you guys are doing?

DAVE

0:55 Yeah, yeah. Yeah.

EMILY

0:56 Okay. I got you. And if you guys looked into anything else, I know you looked at service trade, but have you guys looked at anything else? It's kinda making you stick

with blue folder?

DAVE

1:06 Yeah. The, the, I just looked at one the other day. I was really good. I think ServiceTrade has some nice features too. This one, I looked at BuildOps. Yeah, the last week is really good but, you know, people are out trying to market their products and I always want to listen and see, but really, I'm not a good prospect at this moment. You know, we have no plan to change, but blue folders, main advantage in the market is that they have some decent features. They have an API integration is very reliable and it's very inexpensive so that, that's kind of their package. You know, they definitely don't have as many features, but really what they do have is the customization through the API. So, yeah, that's kinda the big picture.

EMILY

1:17 Okay. So.

EMILY

1:45 Is it?

EMILY

1:56 Yeah, that totally makes sense. And I understand if you guys are looking right now, I could definitely reach back out here in a few months, just kinda check.

DAVE

2:03 Sure. Give it going.

EMILY

2:05 Just just so you know, for the future, we do also have an open API so we can integrate with anything that has an open API as well. So it's just something to keep in your back pocket. If you ever, do, you know, reevaluate?

DAVE

2:18 Yeah. Then, remember, I think the price point was the main issue. You know, I think that's really the, that was the main issue, but, you know, at this moment, it doesn't even matter. We're in, we're just too deep in.

EMILY

2:22 Yeah.

DAVE

2:30 Operations at this moment, we wouldn't be looking at anything, you know, or we're looking to do anything. I should say, you know, until the end of the year, but, you know, yeah.

EMILY

2:33 No.

EMILY

2:38 Yeah, yeah, no, that makes sense. Okay. Well, then I'll make a little note that you guys might be looking again at the end of the year and just to kinda hold off until then and then reach back out and kinda see if then was a better time to reopen that conversation.

--- Pricing ---

DAVE

2:50 Where, where are you guys with your price point? Are you... staying with? Where you are? Are you increasing your decreasing? What, where are you? What are you doing with price point?

EMILY

3:00 Yeah. So it looks like since the last time we spoke, pricing would probably be about the same. We only, you know, our pricing packages start at five technicians and we don't sell any lower, but I know last time we talked, you guys had about eight technicians.

DAVE

3:04 A...

DAVE

3:16 We have 50 technicians.

EMILY

3:18 50 technicians. Okay. Last time we talked, maybe you were just looking for like a certain division.

DAVE

3:19 Yeah.

DAVE

3:23 Yeah, I don't remember. Yeah, we, we've been doubling every year. So, it wasn't that long ago that we had like 20. And now we got 50. So, yeah, that's where we're at, yeah.

EMILY

3:30 Well, the like a look with pricing is, you know, like the demo because then they're able to kinda figure out what like price plan will work best, what add on you and that kind of stuff.

--- Pricing ends ---

EMILY

3:43 So, you know, the best way to get idea of pricing would definitely be to do the demo, but it's probably around the same as the last time you look to be completely off.

--- Pricing ---

DAVE

3:42 I...

--- Pricing ends ---

DAVE

3:52 Yeah, that's fine. Yeah, there's more of a general question. So I get it. So that's cool.

--- Small Talk ---

DAVE

3:57 That's your, that's what, you know, that's what you get to do when you're in business, choose where you want to price your products and go for it, you know? So anyway, where are you located?

EMILY

4:04 Yes.

EMILY

4:07 I am located in Durham, North Carolina. Yep. All right. Yep.

DAVE

4:10 Nice. Okay. All right. Cool. Well, thanks for reaching out and I wish you luck and, yeah, maybe we'll bump into each other.

EMILY

4:15 Yeah. Okay. Yeah, hopefully. Well, thank you so much for your time. Dave. Have a great one bye.

DAVE

4:19 Okay, you too.

*The End*