



Call with Service 1st - Alfred Molina

Will Moore with Service 1st
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Participants

SERVICETRADE

Will Moore
SDR

SERVICE 1ST

Alfred Molina
HVAC/R General Manager

Topics

<i>Small Talk</i>	1:06
<i>Next Steps</i>	2:39

Transcript

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WILL

0:00 Hi, Alfred. This is will at service trade. How are you?

ALFRED

0:03 Good. How are you? Well?

WILL

0:05 I'm doing well. Thank you Alfred. I was giving a call to see. Are things going in the right direction with BuildOps?

ALFRED

0:16 Yeah, they're going in the right direction.

WILL

0:19 What kind of progress?

ALFRED

0:19 Yes, sir.

ALFRED

0:23 I'm sorry?

WILL

0:24 What kind of progress has been made?

ALFRED

0:28 What kind of progress? And what sense, or, I mean, everything's going in the right direction as far as their mobile app, as far as the job costing come along, so.

WILL

0:43 It sounds like they're... building out the development of that more.

ALFRED

0:49 Yeah, they have already. I mean, you know, so you guys are already going in the right direction. I mean, there's always going to be, you know, there's always going to be have some 1,000,000 blog Karen there, no matter what system because, you know, times change companies change, you know?

WILL

0:55 Okay.

--- *Small Talk* ---

WILL

1:06 Yes, that's true to be fair though, they are in a younger stage. So, typically, when we were a younger company, more... more stumbling blocks then... then we have now. So I know that last time I had spoken to you, actually, you guys hadn't... hadn't you know, even started implementing or anything like that. So, I didn't have a live product get. So it sounds like they've got some stuff live for you now?

ALFRED

1:11 True.

ALFRED

1:32 Yeah. I mean, they've I mean, they've always had a live product every, I mean, way back in the, even last year and the year before that or whenever they started, I think it was a couple of months before, but they've had a live product. It just wasn't something that we weren't ready to jump on board with, but they've had a live product.

--- *Small Talk ends* ---

ALFRED

1:53 Yeah. So their... their product is still live, you know, does it fit our needs? I mean, like I said, there was always going to be, you know, hey, tweak this week that complaint here. Complaint there never 100 percent. So that's what I mean, there's always progress.

--- *Small Talk* ---

WILL

1:51 Okay.

--- *Small Talk ends* ---

WILL

2:07 Okay. I see. So it sounds like you guys.

WILL

2:12 It sounds like you guys are monitoring that app, but for the most part, you're still managing things in Sage?

ALFRED

2:19 Yes, sir.

WILL

2:20 Cool. And remind me what was the original reason that you guys?

WILL

2:27 You know, we're... we're looking for another solution and... and created a partnership with BuildOps.

ALFRED

2:35 Well, as, you know, I mean, Sage is an old product.

--- Next Steps ---

ALFRED

2:39 You know, they're all there, you know, whether it's they're an accounting and they're countered partner or not countered partner, but there, where does it filled connect? You know, it's just, it works, but, you know, antiquated.

WILL

2:56 I hear ya. Well, Alfred, I don't know if this is for you, but would it be a bad idea to spend 30 minutes with us next week or the week after to see if you might run into less stumbling blocks and get off of an antiquated platform?

--- Next Steps ends ---

ALFRED

3:15 I mean, I'm so we're still holding true to BuildOps to be quite honest, you know, I mean, does... does your system, does your system integrate with Sage as far as the county?

WILL

3:28 It, it can.

ALFRED

3:31 They can, or it does there's a difference?

WILL

3:33 It can, that's a, yes, there is a difference.

ALFRED

3:36 There is a day, honestly, there's a difference. It can, and it does are two different things like Sage, you know, BuildOps integration works with say no. So, yes, sir. Yup. So, you know, and that's why I'm saying it's because we, you know... the... the accounting works for us and Sage, and just the way we run our reports and everything else. So, if your service trade, you know, does or does it, you know, obviously everybody goes Quickbooks, but, you know, we're not making that jump to Quickbooks.

WILL

3:46 It does.

WILL

4:16 It's not everyone uses Quickbooks, plenty of our customers use Sage, some of it, have... have it integrated with Sage. Some of them don't it's an ad on. So that's why I say it can.

ALFRED

4:30 Yeah. Yeah. I mean, and the reason why we're sticking with BuildOps is because, you know, I mean price point. Nobody's gonna beat it.

WILL

4:33 Would you?

WILL

4:42 What are you paying for them?

ALFRED

4:44 When we do it?

ALFRED

4:48 Zero.

WILL

4:50 That's sounds hard to be.

ALFRED

4:53 Very hard to be zero.

WILL

4:56 Yeah.

ALFRED

4:57 And it's and it's only because of the partnership that we have with them. So, it's you know, that we've... that we've invested in. So... you know, can't beat zero?

WILL

5:09 Yeah, yeah. I hear you. I guess where we would beat them is potentially a platform that you would be using on a regular basis.

ALFRED

5:22 Meaning.

WILL

5:25 Meaning... migrating over from... from antiquated system that you're using now to the web base modern program that you're looking for now as opposed to an admin undisclosed time.

ALFRED

5:37 Yeah.

ALFRED

5:42 Yeah, like I said, we're not like, you know, our system works for us. We have all our workarounds and everything with our system, but it's working for us and, you know, BuildOps is building. They're you know, they're always upgrading... upgrading. And until we feel that it's 100 percent on our end, you know, then we'll migrate over and I said we can migrate right now. We could have migrated last year, but.

ALFRED

6:12 I decided not to do it. I still wasn't ready. I still didn't think it was bullet proof for our, for us.

WILL

6:22 I see what kind of workarounds or are you having to do right now?

ALFRED

6:27 Yeah, I mean, it's just other things that I just don't have the commerce, you know, the time to go around and doing it right now. So, but I mean, you know, if you wanna give him a call, I mean, I don't mind taking it, but right now, yeah, I mean, there's... there's too much on my plate to... to, you know, to try to give you guys 30 minutes.

WILL

6:36 Okay.

WILL

6:49 Sounds like this isn't the worst your time right now, but I do appreciate talking to give her a minute Alfred.

ALFRED

6:56 Okay. Alright. Thank you.

WILL

6:58 Thank you. Bye.

ALFRED

7:00 Okay. Bye.

The End