



Call with GPS_Gene Ptacek & Son Fire Equipment, Inc. - Ken May

Tommy Polcari with GPS_Gene Ptacek & Son Fire Equipment, Inc.

Recorded on 12/12/23 via SalesLoft, 7 min.

Participants

SERVICETRADE

Tommy Polcari

Associate NorthBoundary Account Executive

GPS_GENE PTACEK & SON FIRE EQUIPMENT, INC.

Ken May

Vice President, Operations

Topics

<i>Pricing</i>	0:33
<i>Accounting integrations</i>	2:31
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Transcript

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

KEN

0:00 The skin...

TOMMY

0:02 Pull Terry, with service trade. Do you have a quick in?

KEN

0:06 Actually, I do, but we have entered into a contract with BuildOps.

KEN

0:17 So...

TOMMY

0:17 Gotcha. Okay. And...

KEN

0:20 You can take us off? Yeah, you, can, you take us off your follow up please?

TOMMY

0:20 I'm sorry, go ahead.

TOMMY

0:28 Gotcha. Okay. Yeah. Do you mind me asking, you know, how long you guys signed up with them?

--- Pricing ---

KEN

0:33 We signed up with them about... five, four or five months ago, and we've been through... all the in for the last.

TOMMY

0:46 Sure.

KEN

0:46 Two months... and our go live is the first part of January.

TOMMY

0:55 Gotcha. Okay. And then I know you guys were, you know, using Sedona? I'm just curious, you know, why you guys went with BuildOps?

--- Pricing ends ---

KEN

1:03 We actually Sedona never worked. We took a bath and.

KEN

1:11 Severed our relationship and spent a lot of money doing so.

KEN

1:18 It, it just didn't provide us with.

KEN

1:23 It provided us more in the accounting side than it did in our business operations. And that isn't what we were really looking for.

TOMMY

1:30 Sure.

TOMMY

1:35 Gotcha. Okay. And then, what drove you guys to BuildOps?

KEN

1:35 And there we go ahead.

KEN

1:39 Pardon me?

TOMMY

1:42 I was just curious what drove you guys to BuildOps? What, you know, why you guys went with BuildOps?

KEN

1:46 Our controller who we've recently hired when I say recent about a year ago?

KEN

1:55 Had gone through a lot of these... new software implementations in his career?
So he built a.

KEN

2:07 Pros and cons, vetting process.

KEN

2:13 And compared the three including service trade with what we wanted.

KEN

2:22 For both the accounting side as well as the operation side and build up check the most boxes.

--- Accounting integrations ---

TOMMY

2:31 Okay. Gotcha. Are they doing accounting for you as well? Or are you guys, you know, integrating that to another accounting?

KEN

2:36 Well, it's...

KEN

2:39 It's...

KEN

2:41 I'm not really the guy and that's why my controllers handling that?

KEN

2:47 Is the whole inventory control we are using... Quickbooks...

KEN

2:55 That is being integrated, but it's the inventory piece, that was critical.

--- Accounting integrations ends ---

KEN

3:02 And...

TOMMY

3:03 Gotcha.

KEN

3:06 And we had also been working with.

KEN

3:11 Another company that was interested in designing a software platform specifically for fire protection industry and we just gave up because it's not ready for market yet and we needed to make a move.

TOMMY

3:22 Right.

TOMMY

3:29 Right.

KEN

3:29 The current program that we're using, we were concerned it could crash at any time?

--- Purchase decision ---

TOMMY

3:37 Gotcha. Yeah, definitely understand that and makes sense. You know, I definitely understand where you guys are coming from with BuildOps. I was just gonna follow up with you guys because I know we had spoken, you know, a few months ago and you guys asked us to follow up around this time, but, you know, it sounds like you guys have, you know, gone in a different direction. You know, I will say that... yeah, go ahead.

KEN

3:53 Well, but let me say this about service trade.

--- Accounting integrations ---

KEN

3:59 I'm more probably familiar with server trade than, any of these other.

KEN

4:05 Platforms and I really like service trade for certain segments of our business. I think it is by far the best product...

KEN

4:16 But I was being selfish because I'm an operations guy.

--- Accounting integrations ends ---

TOMMY

4:21 Right. Gotcha.

KEN

4:21 And looking at it from the whole business perspective.

KEN

4:29 You know, we really didn't want to spend the kind of money we were going to spend with service trade and then go out and have to spend similar money just for the business piece. And... that's where it kinda got out of my comfort level and our controller took over the project.

--- Accounting integrations ---

TOMMY

4:51 Huh.

KEN

4:52 And, and we're having issues. I mean, there's nothing that's seamless it's because our business with all the different pricing modules and, our inventory is very large, a lot of item numbers that there's some issues even with BuildOps that they're having to modify. And the developers have been working very closely with... the person that's assigned our account and working with our controller to make sure, we get that piece as why our go live date has been postponed now going into the third month because there's certain things they haven't quite been able to deliver yet.

TOMMY

5:09 Right.

--- Accounting integrations ends ---

TOMMY

5:45 Gotcha. Okay. Yeah, that's what I was gonna mentioned before is that, you know, I've talked to some other companies that have decided to go with BuildOps and, you know, they, you know, decided it was the best choice for their business, but, I know that they, some of them have run into issues with, you know, like long implementations or, you know, specifically for fire and like safety that, you know, service trade was, you know, more built specifically specific for that industry. So, those are just some things, you know, if you guys are ever running into things like that and, you know, want to circle back with us, we'd be more than happy to, you know, set up a quick conversation with your territory manager.

KEN

6:18 Yep. No problem. We appreciate it.

TOMMY

6:21 Perfect. Well, I hope you guys, you know, get live with them and get going, but, you know, if anything happens like I said, feel free to reach out, but I appreciate you taking the time speaking with me.

KEN

6:26 Yeah.

KEN

6:31 You have no problem. Have a good day.

TOMMY

6:33 All right, you too. Thanks bye.

KEN

6:35 Bye bye.

The End