



# Call with AEPS Electric, LLC - Kristen Connolly

Alec Ashby with AEPS Electric, LLC  
Recorded on 2/15/23 via SalesLoft, 9 min.

## Participants

### **SERVICETRADE**

Alec Ashby  
*Territory Manager*

### **AEPS ELECTRIC, LLC**

Kristen Connolly

# Topics

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# Transcript

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

KRISTEN

0:00 Hello, and thank you for calling AEPS Electric. One of the oldest solar companies on the east coast and a full service industrial and commercial electrical contracting company. If you know your party's extension, you may dial at any time. Please press one for new project, sales, press two for maintenance repair, and project management, three for accounting, four for ESC, trading questions, five for general inquiries, or you may press the Starkey to dial by name, pressing the.

KRISTEN

0:33 Please enter the first one or more digits of the last name of the person you would like to call or press star to dial by first name or press zero to return.

KRISTEN

0:50 Press one four. Greg Stevens, press.

KRISTEN

0:57 You selected, Greg Stevens. Is this correct? Press one for? Yes or press?

--- Call Setup ---

KRISTEN

1:16 This is Greg?

ALEC

1:22 Hey, Greg. This is Alec call service trade. How you been?

KRISTEN

1:26 Good.

ALEC

1:27 Awesome. Man. I was just...

KRISTEN

1:28 How are you doing?

ALEC

1:31 I'm doing great, man. Weather's been better. That's always good. How about you, man?

KRISTEN

1:35 Good, busy, you know?

KRISTEN

1:42 So, what's up? What can I do for you today?

ALEC

1:44 Yeah, you're good. I can make it brief. I understand you're busy. I was just mainly giving you a call to make sure you guys were still good for a meeting for Friday.

KRISTEN

1:53 Definitely, definitely. We're trying to gather some more, gather some more questions.

ALEC

1:56 Okay.

KRISTEN

2:01 We were, you know, so far we've you know?

KRISTEN

2:06 We've got six under our belt and we got it down to three out of those six so far, so.

KRISTEN

2:17 And of course, you're one of them.

ALEC

2:19 Okay.

KRISTEN

2:21 So, we're trying to, as we're doing this. We're trying to get all or any other questions and everything before we meet Friday morning?

--- Call Setup ends ---

ALEC

2:32 Okay. Yeah, to break that up a little bit. So, do you plan on looking at anything else outside of web six that you've looked at and then obviously, you rolled out some of those.

KRISTEN

2:34 All right.

KRISTEN

2:42 I think we've got... we got one more next week but it's one of those ones that we're looking at it, but it's not a we're pretty sure it's not gonna do what we wanted to do based on what we saw on that, but we already set up the meeting and we're just gonna take a peek and see if, you know.

ALEC

2:48 Okay.

ALEC

2:56 Yeah, I got you.

KRISTEN

3:06 Or maybe it ends up being a secondary software for something else.

ALEC

3:12 Right. Yeah. Respect due diligence thing kind of thing. Yeah, I got you. And then outside of us, I mean, who are the other two that you guys are highly considering...

KRISTEN

3:13 Yeah.

KRISTEN

3:16 Yeah.

KRISTEN

3:23 ServiceFusion.

ALEC

3:27 Huh.

KRISTEN

3:30 And...

KRISTEN

3:33 What is it? BuildOps? No, no, no field point sorry.

ALEC

3:37 Okay.

ALEC

3:41 No, you're good. I know there's like.

KRISTEN

3:41 Wait, hold on a second. There's a 1,000,000 of them BuildOps. Yeah.

ALEC

3:49 Okay.

KRISTEN

3:50 Field point was nice, but way... out of the ballpark.

ALEC

3:59 Right. Yeah. I don't hear about them too often. So, I mean, that makes sense. And, you know, BuildOps obviously makes sense for the work. You do? I mean, what kinda caught your guys eye about fusion that's the only one that I would be a little confused on why that one made the cut?

KRISTEN

3:59 Price wise for what they have?

KRISTEN

4:10 Yeah.

KRISTEN

4:16 They do everything?

KRISTEN

4:21 And they have?

KRISTEN

4:25 The, the customizability is it's got some really nice customizations that we can do in house without running through, you know, your...

KRISTEN

4:39 Your team to have them do the work and then come back to us?

ALEC

4:44 Right. Okay. Yeah, that definitely makes sense. I could see how you guys could value that especially with you guys having a lot of other areas outside of field management that you're looking to improve?

KRISTEN

4:47 Okay.

KRISTEN

4:53 And they also have, they also have this neat voice over IP.

KRISTEN

5:01 Interface that ties directly with the software.

ALEC

5:06 Yeah. Could you explain what you mean by that? I didn't quite catch all that.

KRISTEN

5:09 They, they...

KRISTEN

5:14 You can have phone route to people and then the text in the field? It can actually just.

KRISTEN

5:24 The customer can call and get the tech directly without having the tech cell phone number.

ALEC

5:31 Interesting. Is that through their native?

KRISTEN

5:32 And it'll help and it'll help track. And then it'll help track phone calls coming in to the existing service customer?

ALEC

5:44 Okay. Is that something that they do? Or is that like one of their partners that does that? Because I've never really heard of them doing that to be honest.

KRISTEN

5:53 I didn't know they did it either, I know smart serve, does it, but apparently, they do it's...

KRISTEN

6:03 My understanding is it's not really a difficult piece of software.

ALEC

6:07 Right.

KRISTEN

6:10 So, it's but it's a neat feature.

ALEC

6:16 Right. Okay.

KRISTEN

6:16 Not, not, it's not the important one. It's just a benefit. You know, it's one of those, it's a small add on for the, what it'll do for us.

ALEC

6:22 Okay.

ALEC

6:30 Okay. Yeah. The only thing I'd say about, you know, just ServiceFusion in general is if you guys at any point did get pretty close to moving forward with them specifically, I would just maybe ask them for a commercial reference because they don't typically work with commercial companies although their platform is pretty adaptable, but BuildOps. That obviously makes sense. That's just my only advice because I have had folks that have gone with ServiceFusion. And then they call me back like three months later because it didn't work out and I wanna want you guys to be in that position that's just my only advice about that.

KRISTEN

6:51 Yeah.

KRISTEN

6:57 Yeah.

KRISTEN

7:04 Trust me. Trust me. I told you, we're definitely doing our due diligence. I mean, we're beating up everybody on what the software does. Is it gonna do it we wanted to do? Is it going to?

ALEC

7:16 Huh.



KRISTEN

7:19 You know, run through initial demos and then, you know, we wanna line up additional questions, things we wanna look at and.

KRISTEN

7:29 All that stuff.

ALEC

7:31 Okay. Yeah, no, that was really the... you guys.

KRISTEN

7:32 So, I'm hoping to have some.

KRISTEN

7:35 Hoping to have some more details for you Friday morning?

ALEC

7:42 Okay. Yeah, because that was the only other reason I wanted to talk about is, I mean, do you have an idea on what those questions would be? Just so I can prepare on my end? Because the earlier you send them on the better, but.

--- Next Steps ---

KRISTEN

7:51 Yeah. Now... let me work with Kristan and I'll try and get you a list of questions out today.

ALEC

8:00 Okay.

ALEC

8:04 That'd be awesome, man. And no rush. I mean, even if you could just get it tomorrow morning, that'd be fine or even just tomorrow, but.

KRISTEN

8:05 All right.

KRISTEN

8:08 Yeah, no, no. I'm gonna give you some time.

ALEC

8:11 Okay. Yeah, that'd be awesome. And I do appreciate that.

KRISTEN

8:12 All right.

KRISTEN

8:14 Hey, hey, no problem. I mean, your software is nice. So we like, it seems to do most everything that we wanted to do. So.

ALEC

8:25 Okay. Yeah. Just shoot those over and maybe some of them, I'll just respond to email if they're simple, and then maybe some of them will have to show you some things.

KRISTEN

8:27 All right. Yeah.

KRISTEN

8:31 That's fine. Sure. All right. Sounds good. Thanks Allen.

ALEC

8:37 Yeah, no problem. Thanks, Greg. You have a good one. Okay?

KRISTEN

8:40 You too. Bye.

ALEC

8:41 Bye.

*The End*