



# ServiceTrade Quote Review

Dan Waggoner with JG Service  
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## Participants

### **SERVICE**TRADE

Dan Waggoner  
*Territory Manager*

17147683475

Clint Mathis  
*Field Manager*

### **JG SERVICE**

Bret Freeman  
*General Manager*

Adam Shihadeh  
*Project Manager*

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# Transcript

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

DAN

0:00 But can you hear me?

17147683475

0:02 Yes, sir. Can you hear me?

DAN

0:04 I'm glad it was, you actually didn't realize could win them, I guess, but yes, sir. I can.

17147683475

0:11 Nice. Nice.

DAN

0:15 It's up to join us here.

17147683475

0:19 Yes, sir.

17147683475

0:37 You live in here in a minute? I didn't want to be in the middle of the phone and talk to Jonathan.

DAN

0:43 Gotcha. Is that you're in the car right now? Are you planes badly?

17147683475

0:47 No, no, I'm about to jump in the car. Gotcha. Okay. Well, little girls came home and time to say bye.

DAN

0:58 Got ya.

DAN

2:54 Hi, I'm gonna get bread a call... okay?

17147683475

3:56 Okay.

17147683475

4:37 You know, hold on Dan.

DAN

4:39 Yeah, he's joining right now, logging in.

DAN

5:02 Hey, Brad. How's it going?

BRET

5:04 Good. How are you?

DAN

5:06 I'm pretty good doing pretty good. Yeah, sorry about that math there on the... quote there, but... yeah, that fixed up for us here.

BRET

5:20 Can you got your new a calculator functioning properly to?

DAN

5:25 Re, I'm signed up or algebra as well as a first grade math again too. So we're gonna be rehashing some things over here.

BRET

5:36 Man.

17147683475

5:37 And change it if they've been fixing some of our skews in the system breath.

BRET

5:41 Okay.

17147683475

5:41 And that's no excuse off because it doesn't follow as recurring. So, I think we're getting the stage now.

DAN

5:49 There. So, yeah, I was able to get that number at updated there on the screen. Wanted to go over some of the line items here with you specifically. You know, like I mentioned the time card and the parks ledger mobile users, but I first did want to hear from you as far as how this compares to, you know, your expectations or what other pricing you've looked at?

--- Pricing ---

BRET

6:15 It's kinda we're expected to go with adding the parts ledger to there. Is it's on par with one person? I got a couple of them in the 20 range. And I just was talking with the build up skype today because that's where, as we escalate, they'll get to this pricing, but they're down in the 25 range. They get started for the first year.

--- Pricing ends ---

DAN

6:43 Okay.

BRET

6:48 Pretty, I... like, I was mentioning everything, privacy seems to be a bit higher, but I've been looking at a lot of stuff in that, you know, 2020 to low twenties range.

DAN

7:01 Okay. Yeah. The Sage intacct integration luckily is free. So that's the good thing about it. So... I don't anticipate anything going up from here, right?

--- Tech time tracking ---

DAN

7:14 It, even involving the Sage discussions that, you know, we are set to... as far as, you know, the line items here, the helper text in the time card. So it sounded like you guys were going to be speaking with adp and probably go on that for payroll across the company?

--- Tech time tracking ends ---

BRET

7:36 Yes.

DAN

7:37 Okay. And so, yeah, I want to, I'm sorry, go ahead.

BRET

7:40 Go ahead and I think he might address what I'm gonna ask. So I'll wait.

DAN

7:44 Okay. Yeah. So I wanted to kinda see what your thoughts were on, you know, service trade obviously isn't going to handle your payroll outside of the technician, right?

--- Tech time tracking ---

DAN

7:54 And it would just be generating... clean export for you essentially to put it into adp or wherever you're going to process payroll.

BRET

8:03 Yeah.

DAN

8:04 So, I wanted to get your take on whether or not you know, you needed it or not those, the information still going to be logged in service screen regardless, the time card just cleans it up in a manner where it's easy to review for the technician and export. But essentially, you could still have those exports. So that was.

BRET

8:23 Okay. So.

DAN

8:24 The question I had for you?

BRET

8:25 Okay. So my question was gonna be, is, do you guys accept time entries from adp or Paychex or would it be like a CSV download an important type of function?

DAN

8:41 Yeah, I would think you would be wanting to export it from service trade to paycheck?

BRET

8:46 Yes. So that would be the only way I would not want time card because I wouldn't want guys clocking in clocking out on service trade and then go into adp and then changing your time are complaining about their time because how would I get that to match up after the fact?

DAN

9:05 Gotcha. Yeah. So that's option is to go ahead. I can't read about it. Thanks bye.

9:12 I was just gonna say you would do one or the other type of thing. You wouldn't want them being able to have a log into adp if they're putting their time in. Does that make sense?

--- Accounting ---

17147683475

9:22 That way everything's edited in one section. The other things that I'm waiting to hear back on that I'm checking on too is I talked to Nick hall at alliance that Adam is working with on the in tech stuff because we've done some stuff with him before too and I know that adp has a good, I think integration with that Sage intacct. So I'm wanting to see on the Sage intacct integration if that pushes the technicians time over into Sage intacct. And then adp pulls that. Do you know how that integration is gonna work with adp and Intacct? Or are you having to push it into adp manually anyways.

BRET

10:03 We do not know yet. Yeah.

17147683475

10:07 That, that's what I'm waiting to figure out too.

BRET

10:09 Really, I.

17147683475

10:09 Think the best, what would bring up a discussion to say, hey, do we use this? It pushes it into Sage and tag and then intact questions and then an adp. But I don't think that you would need both of them.

--- Accounting ends ---

17147683475

10:20 So I think it's adp covers everything and that's where you guys just want to push that into that. You're going to have to do it manually or they log into that's what I would recommend if you only want to use it for the office and install guys or whatever the case may be.

--- Accounting ---

17147683475

10:37 And then Sage intacct is gonna push it in and we push it to the right place per Sage intacct. Then you know, you could use service trade to do that for your technicians. So we'll have multiple options here. Once we see how that adp, an intake speak to each other?

--- Tech time tracking ---

BRET

10:53 Yeah, because the other question that came up, I was talking to another program is, you know, because they had a very high user cost. And so they, well, Kim, I helpers and guys that are updating their work orders, you know, clock in and out on a payroll. But then that data is still needs to get any my job cost. So that's that goes through in tax payroll to your software or direct, but there needs to be communication but they're also would need to be communicating confirm service trade to be able to give that guy something the clock?

17147683475

11:26 And there's and there's a couple of ways we can do that as well through those clock in clock out.

--- Access to information ---

17147683475

11:31 And then as far as these helpers that you mentioned, what are, what kind of access to these helpers need? Do they need to be able to like look at work quarters but not edit them? And then be able to clock in and out, maybe take photos, but out of the helpers needed as far?

--- Tech On-site ---

BRET

11:47 They only, they only need to be able to see their assignment and where to go and clock in and out on the go.

17147683475

11:54 Gotcha. And so with that, there's a couple of ways that we can do that. So it does hit the job cost. You can't have them clock in and out.

--- Quote templates ---

17147683475

12:02 And we can also use it through our job items if you remember on the demo where they're picking parts and whatnot, you can go ahead and put labor costs in there as well. And you can add, you know, multiple labor cost of, you know, depending on, you know, what they get paid and things of that to be able to put those in.

--- Tech time tracking ---

17147683475



12:19 But you were helpers, won't be able to edit or do any of that stuff. The only thing they'll be able to do is put in their time and also, you know, they can add their own photos and edit their own photos, but they won't be able to, you know, edit anything else.

BRET

12:36 Now, does service concord operate completely separate or is that just like a module that gets added on? Because would they be able to just go to the time card and punch in and punch out and time would flow to... the job or work order or assignment?

17147683475

12:53 You know, they could, they love straight into their... Dan, or is that just because they have the permissions right on the software licenses?

DAN

13:04 You need a mobile license to have the time card because the clock actions are one of the data points that time card is gonna work off of, also the job number. So it all starts in service trade, right? The time card compiles the report based on the clock activity events and then the job items that are actually on the job as well as the job number. So in a line that up together for review and confirmation, but yes, you would need, you know, you could go with the helper licenses that time card, but you couldn't go with time card without the helper like.

BRET

13:39 Okay. And then you said service, get the log on for free.

--- Tech time tracking ends ---

DAN

13:45 That's correct?

BRET

13:47 It will kind of functionality this does a sub have?

DAN

13:51 They have full functionality... just locked into that work order, right? So they can't go off and create more jobs or create accounts and customers, you know, it's just gonna be simply focused on the work that you send them.

BRET

14:06 Okay. And due date. So they're able to check in, check out, upload photos.

DAN

14:13 Yeah.

BRET

14:14 They, are they able too upload their costs are, and his voice or is that done outside of service trade?

DAN

14:21 No, they'll be able to do that as well.

BRET

14:25 Okay. Okay. Make my helper subcontractors.

*--- Tech time tracking ---*

DAN

14:33 Well, yeah. And that's kind of what I'm getting too is, you know, the helper license, it's...

ADAM

14:37 Thinking thinking outside the.

BRET

14:39 Box.

DAN

14:40 Well, yeah, no, it's great question. I mean, put simply, it's like I'm really the only function you are gaining for the helpers is scheduling or it seems like that they need is to know their schedule, no, where they need to be, and you'd like to track their clock in events. So, those two things aside, you know, if you wanted to run your entire payroll and clock in clock out, you know, time tracking on adp, then that takes care of that for the helper technicians. So you don't need time card across the board. And hey, if you just to share their schedule, I mean, if there was the same lead tech every day, just get that lead tech to manage them as they're you know, a little brother, right?

*--- Tech time tracking ends ---*

DAN

15:23 Make sure they're tag along where they should be. You can share these kinds of appointments with them on Google calendar as well. If you had a company email, right? For them, that kind of thing. So, you know, it's not put together and, you know, service trade quite simply, but, you know, you're saving about 14,000 dollars, right? Right off the get there just for scheduling and the time tracking there. If that makes sense?

BRET

15:50 Yeah. Hello, the sub contract. And the other thing... usually like a, if there I help really get to see the assignment. So the sub, the holidays, either assignment we email that to him as a PDF or something.

DAN

16:04 Yeah. I believe it's a link. So when you hit sub contractor, it would automatically go to send them an email saying, hey, I'm your company, a shared work or sub contracting work to them.

--- Access to information ---

DAN

16:16 They'll click on a link that will take them to the work order head directions there to, for them to, if they haven't downloaded service trade for them to download it and start using it, that type of thing. But I mean, they're not going to be able to use like clock activity to export that kind of data for your, for their reporting on their end and such.

--- Access to information ends ---

DAN

16:33 I mean, you'll see that data, but, you know what I mean? They're not gonna get the benefits of a lot of what's tracked there. Just hopefully makes it easier for them to execute the work. It makes it easier for you to get the details you need from them.

BRET

16:46 Yeah. So they're getting like one at a time and you, you've been assigned a job. They're not getting like I can help, it would be able to go. And like I say here's, what I got forecasted for a week or two places. I'm going... okay. Can I answer answered those questions?

--- ST app contracts and pricing ---

17147683475

17:02 Other thing, another thing to think about Bright too. I know that we're looking to, you know, try to do some cost savings here. If you were to put your helpers, SSL contractor, it's gonna end up costing you more money because you're going to be hitting all those work orders to, but with the sub contract because you're not, you're gonna be doing those on a smaller scale.

--- Pricing ---

17147683475

17:20 Does that make sense? Yes. Yeah. So that's another thing to think about. So that's why we do these helper licenses. So people don't get into going. Hey, we sent this many sub contractors out and this is how much it costs. So in the digging a bigger hold and just using the helper licenses?

--- Pricing ends ---

17147683475

17:44 What are your?

DAN

17:44 Thoughts on that overall, the helper license, you know, doing the time outside in the calendar scheduling outside of service trade for those guys?

BRET

17:57 My feeling is I'd probably keep it here. My big thing is I guess I was kind of excited. Are you planning on... for our court?

--- Type of work ---

BRET

18:06 Is that I can have all my scheduling, whether big projects, more project service, call my text one interface. They do other clock in, clock out and updates there and management and deal with pro core or service trade, but keep it simple for the guy right around 12. Excellent.

--- Type of work ends ---

DAN

18:30 Yup.

BRET

18:32 And same thing with the helpers. I don't need them adp to mark today, service trade tomorrow. It's already out, you know, the customer side, so.

DAN

18:43 Gotcha.

DAN

18:49 Yeah. And that's something you had mentioned is wanting to have them operating on one platform and not jumping around. So, so it sounds like, you know, you would prefer to keep those kinds of as it is with those license.

--- Tech time tracking ---

BRET

19:04 Yeah. So some are just dig into a little more on, you know, the time cards. So we haven't really dug into our payroll system, but I like that they're gonna just if they're clocking in clocking out there, just reviewing everything in one location. You don't

have to worry about, you know, go into adp or somewhere else every couple of days to sign off on time.

*--- Tech time tracking ends ---*

BRET

19:25 It's all done with the service. So like that, he's got to see how stuff works together. That's not that big of a ticket item on here.

BRET

19:39 It's just a lot of little pieces that added to a big piece.

DAN

19:43 Yeah. And one of the, so it sounds like, yeah, we'll follow up as far as the experts were getting Clint is gonna chat with Nick. Is it quiet?

BRET

19:54 That's...

17147683475

19:54 Correct. Yeah. Yeah, totally makes a little bit yesterday and... that's so funny. Like when I was talking to Dan, he was that call. Yeah, it goes, I was gonna say, and I was talking to Adam, I was going to send you guys over to service trade to take a look at it, but Adam already said that he goes, yeah, my manager already has a covered and he was referred to you. So he goes, yeah, I don't need, you had a call service straight for me. Breadth already talking to them. So it was pretty funny and he was excited to just because he knows the relationship that, you know, we have as a company and am I on someone? The partnership?

*--- Accounting integrations ---*

17147683475

20:29 We did the Sage intacct? And then I didn't mentioned to him a little bit more about the pro core integration. So he thought that was awesome as well. So, just couple of other things that, you know, keep in mind as you're doing this evaluation?

DAN

20:44 Yeah. And we can dig into that time part though with him, I think, right? I mean, he might know a little bit about what kind of exports Sage could take. Is that right?

*--- Accounting integrations ends ---*

17147683475

20:54 Yes. And then I will also reach out to Tanya as well. I had a meeting with her and we started getting stuff and had to have roughly meet or in the meeting real quick. So I would reach out to Tanya as well if I were you because I'm about to be jumping on a plane here. So, okay, if you can't do that all the time. Yeah. And then she knows Nick really well is because she introduced us. I guess I don't know five or six months.

DAN

21:19 And Tony will be the one that does the Sage intacct integration walkthrough meeting anyway. So so you can cover what kind of experts in, you know, linking up your time card with adp or Sage as well.

--- *Parts management (inventory)* ---

DAN

21:32 So we kinda kill two birds with one stone. I would assume with that being said... the only other item on here as far as... kind of explaining usage and describing each line item, the park central mobile user. So when we're looking at parks ledger yesterday, you mentioned that, hey, some of it looks similar to what you've seen with other platforms, the ability for text to kinda see, you know, truck stock live in the field and a few other thanks from the field was the difference maker. So that option which I actually didn't know until yesterday, you know, you can get parts ledger stand alone and it's not a huge line item there. If you don't want text to have the mobile access to some of that data. But that's another area. I just wanted to clarify. We could do parks ledger standalone where you're managing and generating those POS in the system and assigning them to work orders as you see.

BRET

22:34 Yeah, probably just get back a couple of users but not a... big ticket, you know, thing on there too, just to save off for users.

--- *Parts management (inventory) ends* ---

DAN

22:43 Yep. Yep. Okay. So it sounds like basically we would want to keep everything on here as it is.

BRET

22:58 Yeah. Sorry, I was, I got yours and yours, your quotes, kind of not in the same order of mindset was double checking your.

DAN

23:07 Yes, and I will... I was trying to clean this up, working with the person who put together our Salesforce stuff, but I'll get this cleaned up and send over to you again here shortly. But so you're looking at everything correctly, we've got the math right? Once I pass first grade math again, but... let's see... yeah. And I was asking a Brett before you log on their Adam kind of how this lined up with what else he was looking

at. And as far as also, you know, with your expectations, what you guys are looking to invest. So I don't know if you had any thoughts on that either?

ADAM

23:48 Well, I'm differing all the user capabilities to Brett, but this budget is definitely significantly beyond what we can do. So mean that kind of sets it simply just off the ballpark of the chart. But... you know, the programs great and what I think, it looks like. I liked the program, you know, others as well, but at this price just doesn't make any sense. It's not something that is feasible.

--- Pricing ---

DAN

24:13 Okay.

ADAM

24:13 Well, what, you know what I would say? Maybe if we were to double the size, but then looking at if we were to double the size would be double the cost. So we're just always going to be a step behind to pay for it every year. So justifying it's just gonna be a massive challenge and I don't see it.

DAN

24:28 Okay. Well, I appreciate that honesty... what would be feasible?

ADAM

24:36 Well, well.

BRET

24:37 Good morning.

ADAM

24:39 We were. Yeah, most of the competitors around 15 to 20 and that's where it's fallen. So we're expecting that ballpark range... you know, I don't see anything here outlining a five year plan if there is price escalations, as I've seen on renewals, they somehow you'd get a one two percent price escalation. And then, you know, I wanna make sure those things get outline because especially if we're looking at... on the higher end, which what we were looking at on the twentieth with a two percent or 10 percent five percent, whatever it is, right? You know, we got to account for that.

DAN

25:19 Yeah.

ADAM

25:20 You know, instead of being next year being sticker shock that our renewals 55 or 6,000, say, well, we can't do that, right? So then we end up cancelling, and then

we've got to start this whole process all over again. And we're doing demos for another four damn weeks and we're just Jason or tail every year. So.

--- Pricing ends ---

17147683475

25:38 Hello, and we do have that Adam?

ADAM

25:41 I just want, I...

17147683475

25:42 Was just a quote.

ADAM

25:43 You know, the software, the program, what you guys is I just almost feel like numbers are kind of being thrown out there. You know, as far as programs, they have pretty well set rates, they have promotional deals and that's they don't it's hard to really say what are you willing to pay, right? I mean, what, what's the, what is your guys is fee structure. And then, you know, let's kind of get down to the nuts and bolts of that. I just feel like everything's being thrown on a piece of paper right here paper right here. And just seeing what will accept just doesn't really settled.

--- Customer engagement (quoting and invoicing) ---

DAN

26:14 Okay. What might be helpful? And the quote you're right? Doesn't include those terms and conditions and such that you're referring to. As far as rate increases, things like that, we do have what would be on your agreement. So if you sign an agreement, it would not look like this.

--- Pricing ---

DAN

26:32 The agreements got much more detail for you to review the agreement. There is a field, one of the terms and conditions is you're locked into the price that you sign it. We can't raise it more than seven percent and that's not to say that we do raise it seven percent every year, but that's the maximum that we can raise it.

--- Pricing ends ---

DAN

26:53 So it might make sense to put this together on an agreement for you and send a copy of that over to you... where it's gonna make a little bit more sense as far as not just looking like it's done on a piece of paper. Do you think that would be helpful?



--- Pricing ---

ADAM

27:12 I think in addition to seeing one other price structures you guys can work with because we just can't do 50,000 dollars service timecard that's more than double what Sage is going to be for interact with what we're adapting. So. And, you know, accounting programs typically are on the upper level... of your costs for program. So... this is significant.

17147683475

27:35 Adam, would you be open to two or three year deal?

ADAM

27:39 What's that?

17147683475

27:41 Said, would you be open to a longer term like a two or three year deal, if that helps us get that, you know, annual recurring tasks now and then obviously work out a pay structure, you know, wouldn't have to be all of upfront or anything like that or would you be open to us running some numbers like that?

ADAM

27:59 Look, I certainly, our plan is to... I'd rather commit to a longer term, but... you know, whether it's upfront or recurring or quarterly or her, which have the structure, you know, that doesn't really matter. It's still annualized. It doesn't make a difference whether I pay it. Now, we're paying six months or pay next year, right? So.

--- Purchase decision ---

BRET

28:25 Right.

17147683475

28:26 Now, it's whatever just works as far as your cash flow and stuff. I'm just trying to throw out multiple options just to see which one best in.

DAN

28:35 Yeah. And I mean, I think we're planning was mentioned in, you know, with a multi year deal... we're absolutely, you know, it sounds like you guys like the product, what it has to offer, it sounds like it does... encapsulate everything you were looking for. And, you know, we're willing to go to bat for like we, we'd love to have you as a customer and we're willing to go to bat with our, you know, vice president sales and see what numbers we can come up with. That makes sense, right?

--- Pricing ---

DAN

29:02 And so with the longer term deal, sometimes we're able to work the recurring, you know, per license fee there into a different number. But, you know, we can get creative here. Basically, I think what?

ADAM

29:15 So, I gotta go over with Brett and see if this program is better on the user face and the cost is the only impact.

--- Pricing ends ---

ADAM

29:22 If that's the case, then how can you guys be more competitive, be as competitive as the other demos? And if we get in that realm, then we can probably work something out, but it's really, it comes down to the usability of the functions making sure that's in line with the cost.

--- Purchase decision ---

ADAM

29:37 And I mean, there's competitors out there that are. So, at this point, you know, we're looking at a different direction just by seeing the cost. But I'll have to get with Brett and see, you know, what, which one makes sense. And if you guys can figure out how to be a little more competitive with the other companies and, you know, we can probably have another call.

DAN

29:54 That sounds like a plan. Yeah. And I appreciate you keeping an open mind with if, you know, if you feel like where the front runner as far as functionality, then let's figure out a number that works for both companies. And like I said, we're happy to get creative. But yeah, I appreciate you all taking the time again here today.

--- Purchase decision ends ---

ADAM

30:14 Perfect.

17147683475

30:16 Good. Thank you, Adam. Thank you, Brad. Obviously, I'll let the VP know that, you know, BuildOps is a big competitor of ours as well. So, but they know they're in the game and... you know, try to see if that would help you guys. Because like I said, we're willing to, you know, go to bat that for you and do everything we can because we want to, you know, partner up with you guys.

--- Purchase decision ---

17147683475

30:37 We think you're a good fit. So yeah, let us do that. When would be a good time to follow up after you get a chance to follow up with bread as far as, you know, the UI and things of that of service trade?

BRET

30:49 I got a big demo next Tuesday and that's when I'm gonna narrow things down and incorporate my service manager, an office manager to look at the front runners, but have any follow up. You guys are by far the highest and I don't see any like major difference for me. Don't want to spend the extra money. So to even continue the conversation, I gotta see something getting you guys closer in line otherwise, that's the deal breaker for me because I feel bad Stover covers everything is a little differently than you guys.

--- Pricing ---

BRET

31:26 And again, them grief about their per user costs, your per user cost is higher plus you have additional fulltime numbers... and so.

17147683475

31:39 Have some different functionality as well. So, no, I totally get where you're coming from.

BRET

31:43 Yeah. He said you guys do it. You do a different... but, you know, I'm in sticker shock because like I talked about the whole gone Quickbooks route and the service program that I was dealing with. They had a company that I hired a guy from that have four locations, 60 tests. They're paying eight grand... and so on. Now, you know, getting comfortable 18 to 20. But I'm not getting comfortable with 35 to 40 and that's kind of our time build up to is like this is the beginning for us in terms of users. I'm already hiring 60 guys very soon here. And so I don't want to be spending 50 60 every year for my guys have access to, sir. I'll hire a data entry person at that point.

17147683475

32:30 Hello?

DAN

32:31 Dan?

17147683475

32:31 Hello, Dan, get to work on that, but.

BRET

32:35 No, cost me maybe 45 for data entry. I've been doing it right now. My cost break even is about 16 grand to have to save me. And there's double entry. I want better functionality up there, but yeah, it's a tough sell. But like if you guys can get competitive because like I said, the other systems are doing a lot of what we want and we're not 20 range... and I just.

17147683475

33:04 Is that, can we go, you're seeing with, are you looking at other people as well?

BRET

33:07 I got, we've demoed five already. Inquiry you guys maybe the six month. And so you build outside all the time. You guys are price with you. I, and you guys came in about BuildOps... in that they're working on some, you know, workarounds.

--- Pricing ends ---

BRET

33:25 So they've gotten there's cut down quite a bit there. They're costing for this level of users is significantly lower than yours. So yeah, as soon as you can get, you know, talk with your boss and see if you can be in the game or not.

--- Pricing ---

BRET

33:39 And, you know, then we can follow up. I don't wanna keep talking about monthly payments or, you know, signed me up for 84 months versus 60 months and.

DAN

33:52 Is that, so it sounds like BuildOps is the front runner now as long as they're working on something or was there something else or is there another?

BRET

33:59 Game like during the game? But their price, I, for me, I can deal with, you know, hey check eight or 10 boxes in your 20 grand versus your check in nine point five out of 10. And you're 35 grand. But like a long term solution, I don't wanna be jumping cable providers every two years because the 510 percent.

--- Pricing ends ---

DAN

34:22 Well, you know, I will say... kind of an analogy. Somebody use me wants the difference between hot water and boiling water is one degree and boiling water can power locomotive. So sometimes checking that extra star, extra box is a big deal and it ends up rounding out a lot of corners they didn't see.

--- Purchase decision ---

DAN

34:47 So obviously, you know, we want to work on this for you. We want to be a partner with you, but I'd love the chance to as you get back together with your team, possibly still set up that demo to review with your service manager, an office manager. They can see the platform and ask questions and walkthrough it together.

--- Purchase decision ends ---

DAN

35:06 They might notice some differences. It's always good to have an extra set of eyeballs on things, right? They might have noticed some things that they feel will be useful for you guys that maybe stand out to him.

BRET

35:19 If we get a quote that's closer in line with where me and Adam want to be because I'm not taking my daughter out driver BMW, if he's willing to get on their kids.

--- Purchase decision ---

DAN

35:30 Yeah. Okay.

BRET

35:33 I know what you're talking about, but yeah, I got, you know, we're we got a lot on our plate here and, you know, we gotta stay within our, what we anticipate our budget be.

DAN

35:44 Gotcha. Cool. Well, we'll get to work on that and see what we can come up with here. Would it make sense for you? But if I reached out to you next Tuesday?

BRET

35:56 When Wednesday would be better for me, okay? We were doing a demo meeting with the team and then I'll really know where I'm at in terms of, you know, these are the two or three that I'm really gonna... you know, get down to the nitty gritty on and see if I can make a deal.

--- Purchase decision ends ---

DAN

36:17 Gotcha. Alright, guys, right?

BRET

36:21 Good. Good. Moving here, so.

36:24 Hey, John.

ADAM

36:25 Thanks guys.

DAN

36:26 Yeah, thanks for taking the time. Bye.

ADAM

36:28 Bye.

*The End*