



Call with Temp-Con Incorporated - David Carlton

Matt Hetrick with Temp-Con Incorporated
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Participants

SERVICETRADE

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TEMP-CON INCORPORATED

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Topics

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Transcript

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MATT

0:00 Hey, David, Matt, with service trade. How's it going?

DAVID

0:00 Hello?

DAVID

0:08 Hey, Matt. Not bad.

MATT

0:10 Good. You on the road, you coming back from Nebraska?

DAVID

0:14 I am.

MATT

0:15 Nice. How's the view?

DAVID

0:19 Lots a green, lots of green.

MATT

0:24 Good stuff. Yeah. Well, I don't know if Todd reached out to you, but I was able to have lunch with him yesterday while I was in town.

DAVID

0:23 Yeah.

--- Purchase decision ---

DAVID

0:33 Yeah, he reached out.

MATT

0:37 Cool. Yeah. Well, I wanted to get in touch with it's. Been surprisingly, it's been over two weeks, I think since we last spoke, so, hoping to get an update from you and see if we can kinda put together a plan for next steps on the evaluation front.

DAVID

0:36 Yeah.

DAVID

0:44 Yeah.

--- *Purchase decision ends* ---

DAVID

0:53 Well, we're meeting with, we're meeting with Bill and Luke next week, so.

MATT

0:59 Awesome.

DAVID

1:00 Kinda go over things and hash things out. But to, had mentioned that.

DAVID

1:07 Maybe you.

DAVID

1:09 Had some more insight into like a company that had.

DAVID

1:14 Left you want built option and came back or something?

MATT

1:18 Yeah. So, the examples are starting to wrack up to be honest, and it's like I told Todd.

--- *Accounting integrations* ---

MATT

1:27 And like Lauren and I have said, this whole time, our goal is not to slander them and you'll notice. We haven't said anything about perfect ware or Simpro, and we wouldn't, or service tighten, but BuildOps is a completely different beast. The way they operate and it's only a matter of time before the market becomes aware of this. But so we've had not one but two customers get.

DAVID

1:37 Yeah.

DAVID

1:40 Yeah.

DAVID

1:46 Yeah.

--- Accounting integrations ends ---

MATT

1:57 Lored away by their polished sales process because they do a fantastic job at that. And then their implementation crashed and burnt and they came back to us and, they both said that they would be happy to be a negative reference for build up so that other companies don't make the same mistake. There is another customer that was evaluating service trade and BuildOps, and they fell for, the sales pitch and they went with BuildOps and that crashed and burned and they weren't going to give them their money back. So, we actually coached them on how to get their money back, and told them, you know, hey... tell them that, if they don't give your money back, then you'll be honest about your experience. And, you know, tell the world that you're going to service rate. And they're not gonna like that because they need to continue to appear better than service trade. Again, they got a target on our back and we told them, hey, offer to sign a non disparagement agreement in exchange to get your money back. And as soon as they did that, BuildOps change their TUNE, and gave them a full refund. So that's how scared they are about the reputation coming to light.

DAVID

2:01 Sure.

DAVID

2:03 Sure.

DAVID

2:16 Yeah.

DAVID

2:29 Yeah.

DAVID

2:57 Right.

MATT

3:14 So, obviously, we can't use them as a negative customer reference just because they signed a legal document. But then on top of that, I don't know if I mentioned this before, we actually just hired a director of mechanical partnerships who is a former service trade customer, and... the owner of his company wasn't making very good decisions, which is why he eventually left them and came to work for us. And one of the decisions that owner made is he actually jumped from service trade which they had had for over a year to service tighten. That didn't work out for them. So they went to BuildOps. They went live with BuildOps after three months and two months into it. This guy said it was just unusable. He said the environment, they used to show them service rate or sorry, BuildOps during the sales process was a complete different piece of software than what they actually sell.

DAVID

3:17 All right.

DAVID

4:10 Yeah.

DAVID

4:15 Looks good.

MATT

4:17 Yeah. And so, to give you an idea, this guy, he's very sharp and he's been in the industry for a while. He was a fantastic customer and he just gets it like he comes technician experience. He's a very TalentEd salesperson.

DAVID

4:30 Yeah.

MATT

4:32 So, he knows his stuff and he's dealt with a lot of different software packages and he said he was blown away by how bad and unusable BuildOps actually was.

DAVID

4:43 So...

MATT

4:44 So, you know, all that to say this is real world experience of these customers in it's very recent experience. So, we're not talking about years ago when the company was going through growing pains. This is a few months ago.

DAVID

5:00 Right.

MATT

5:01 So, I was telling Todd.

MATT

5:04 If you guys don't go with service trade, that's fine. We're we're good losers. You know, we're sore losers about this, if you decide else makes sense. But whatever you do BuildOps is gonna be a mistake. It's just quite frankly, there's no easier way to say it. And, you know, it would be a very costly painful and time consuming mistake. So, we would take no pleasure in saying, I told you so, you know.

DAVID

5:07 Yeah.

DAVID

5:10 Sure.

DAVID

5:17 Okay.

DAVID

5:25 Yeah, sure.

--- *Purchase decision* ---

DAVID

5:33 Sure.

MATT

5:33 So that's where we're coming from and, you know, as Ken is diving a little bit deeper down the BuildOps rabbit hole and maybe thinking that a transition from perfect, where to BuildOps would make more sense and be more convenient.

DAVID

5:48 Yeah, yeah.

MATT

5:49 You know, I'm losing my filter on BuildOps because like I said, the last thing I wanna do is be that guy disparaging and focusing on them. But at this point, it feels like a fiduciary duty where I just really want what do for you guys, even if that means it will go with service rate.

DAVID

6:03 Yeah.

DAVID

6:05 Sure.

DAVID

6:07 Yeah. Well, that's good info.

DAVID

6:12 Like before we make before we make any hard decisions, Matt.

DAVID

6:18 100 percent going to reach out and see first hand how these companies use these platforms.

DAVID

6:30 It doesn't make any sense to not take that step?

DAVID

6:35 I wanna see it in action. I wanna see how a company has adopted it and utilize it. So, no, no decision will be made without that step being done. I just, I think it'll be irresponsible to just go off somebody's word and not see it in action. So.

MATT

6:51 Good.

--- Purchase decision ends ---

MATT

6:55 Good, completely agree with that. Completely agree with you.

DAVID

6:56 Yeah... yeah... yeah. And.

MATT

7:00 Yeah. And as Lawrence said, you know, we'll connect you with the other references who've seen both sides of the fence. They've seen service trade and they've seen BuildOps and I...

DAVID

7:05 Yeah.

DAVID

7:09 Yeah, I would love that, Matt, I would love that. So.

--- Purchase decision ---

MATT

7:13 Yeah. Well, I don't know what stage you're at or what, you know, when it would make sense to talk to them, but I'm happy, to get that set up, you know, in the.

DAVID

7:22 No, I'll put that. I listen. I have, no... I mean, is there a time line I'd love for there to be a timeline Mat?

--- Customer engagement ---

DAVID

7:31 But like you say, our business is running, it's not like we can't run our business. We definitely can, we have in... it's. It's important to get this thing going. It's important to... gain these efficiencies and grow our business. But, you know, I'm not gonna just jump in with both feet. I'm gonna tip my toe in the water kinda guy. So.

--- Customer engagement ends ---

MATT

7:54 Huh.

DAVID

7:57 I put the breaks on everything if I start getting some bad bids or some bad, you know, input. So, you know, this helps if you can send me a couple of references that I can call and reach out to that'll. Be great.

--- Purchase decision ---

DAVID

8:12 Again, again, we're going to have this meeting next week. I'll bring up all these concerns. I'll let them know that... I have to go visit these and I've already been, they've already said do it, right? So, but I wanted to meet with them to make sure that I wasn't wasting my time. So.

MATT

8:11 Yep.

DAVID

8:32 After that meeting, I will probably schedule some visits with some.

MATT

8:37 Yeah, highly recommend that.

DAVID

8:38 With some of these companies to go and actually see it live watching work. So, yeah.

DAVID

8:46 Yeah.

MATT

8:47 You know, and absolutely BuildOps references, definitely talk to them learn more about their company and their affiliation with BuildOps.

DAVID

8:53 Yeah.

DAVID

8:57 Yes.

MATT

8:58 That's that's really key. And there's another idea that my CEO mentioned, I don't wanna propose it just yet because I don't want to slow down your evaluation. But depending on how this plays out there's another option that you guys could use to really, to battle test both platforms. So.

DAVID

9:09 Yes.

DAVID

9:17 Yeah, I'm open for any suggestions. Matt, I just wanna, I just wanna make sure I'm helping the company make the right decisions. So, whatever information I can gather and use to make help them make the decisions that's what I, that's my job. So.

MATT

9:19 We can, we could talk about that.

--- Purchase decision ends ---

MATT

9:37 Yup, absolutely. Absolutely. Well, you know, we heard about the perfect ware acquisition and.

DAVID

9:43 Yeah, yeah. I told... I, Lauren reached out to me and then I shot her back an e-mail let her know that, and if she didn't already know and that how TT fills, you

know, or can, at least.

--- Purchase decision ---

DAVID

9:58 I felt like that. That's a good, that's a good fit because he knows Meg and he knows the owner of perfect, we personally, so.

DAVID

10:09 That's...

DAVID

10:12 That's gonna be, that's gonna be a consideration when we have this meeting, but I... you know, this whole process got started because of me and.

--- Purchase decision ends ---

DAVID

10:22 You know, Ken was assigned to help me get through this process.

DAVID

10:29 But, I feel like my input is gonna be the greatest voice.

DAVID

10:35 In the decision, so, or it should be, I feel.

MATT

10:39 Yeah. Well, that's good. That's reassuring because I feel like you've done a good job of being thorough and you've already caught some flags without even being coached on it, which tells me you've got a keen eye for it.

--- Purchase decision ---

MATT

10:54 So that's comforting to know. Okay, when is your meeting with them next week?

DAVID

10:48 Yeah.

DAVID

10:56 Sure.

DAVID

10:58 Okay.

DAVID

11:01 I believe it's, Tuesday, like four o'clock in the afternoon. They're coming into town for, so.

MATT

11:05 Okay.

MATT

11:11 Awesome. And in that meeting, are you guys still planning to propose that, you know, we go on site and get a chance to just talk to them, you know, do a high level demo to kinda show them the capabilities and we can get our CEO in front of them to kinda talk about the history and, you know, the trajectory of service rate as a company and a partner.

DAVID

11:12 Yeah.

DAVID

11:33 Yeah, really, this meeting is gonna go over some comparisons between... forms, that we considered that we consider to be the most appealing.

DAVID

11:53 And then they'll be like an ROI discussion and then we'll just sit and, you know, I'm gonna plan on setting chatting with them as far as a timeline.

DAVID

12:05 Some further evaluation that I feel like I need to do before.

DAVID

12:11 We get too much before I would get those guys to meet with you and BuildOps.

DAVID

12:20 I would need some more evaluation before I would feel comfortable bringing them to the table, so.

MATT

12:26 Okay.

DAVID

12:27 Yeah.

MATT

12:28 Okay. Well.

DAVID

12:29 And, that, and that would be an in person evaluation of the platform and use. So.

DAVID

12:38 I think after that, I think I have a pretty good idea of... based on all the other information in their input, where I feel like we should go.

MATT

12:49 Yeah.

MATT

12:51 Okay. Well, that sounds good to me. As far as, the customer references, the additional references, do you know when you would have some time to reach out to them?

DAVID

12:53 All right.

DAVID

12:58 Yes.

--- Purchase decision ends ---

DAVID

13:03 It's probably going to be within the next two weeks. So, I'll have my meeting on Tuesday. There will probably be some further discussion throughout that week about it, and then I will plan on reaching out to the different customers that I've been given to go and visit them. So... I'll try to arrange, that travel with them to set up a time to go do that.

--- Purchase decision ---

DAVID

13:28 So.

--- Purchase decision ends ---

MATT

13:13 Okay.

--- Purchase decision ---

MATT

13:22 Okay.

MATT

13:29 All right, perfect.

DAVID

13:30 I'm guessing it's gonna be... September, I'm hoping.

MATT

13:36 Okay. And, just to be clear for the visit, the references I'm talking about would be the ones that I've had experience with BuildOps. Are those the ones you'd want to go visit? Or would you still be looking at visiting?

DAVID

13:37 Yeah.

DAVID

13:50 I would like to like probably have like a conference call with those guys, or any references you could give me just to kinda talk it through?

--- Purchase decision ends ---

MATT

14:00 Yep.

DAVID

14:02 And then I would probably.

DAVID

14:05 Because, because the other two companies that originally you guys set us up with, I forget the names, but.

DAVID

14:14 They've already extended an invitation for us to come and visit them. So we'd probably be one or two of them, and then one or one or two of some references that we received from BuildOps.

MATT

14:18 Yep.

MATT

14:27 Yep. I like that. That was going to be my recommendation as well.

DAVID

14:30 Yeah, yeah.

MATT

14:31 Okay. So I'll reach out to, the BuildOps references, we've had experience with both, and try and see if they're available for.

DAVID

14:41 Sure.

MATT

14:43 Next week, but the week after, and then...

DAVID

14:45 Yeah. If you could, yeah, if you can make that introduction like you did with the other guys... then I can, then I could set up a conference call or something with them through our team. So.

MATT

14:56 Okay. Very good. Well, that sounds like a plan to me. David, appreciate you update me on all this stuff and keeping it open mind about this evaluation. We also want to make sure you guys get what you need and not the easiest shiniest thing.

DAVID

14:58 Yeah.

DAVID

15:02 Okay.

DAVID

15:06 Yeah, yeah, always.

--- Purchase decision ---

DAVID

15:14 Yeah, yeah, I'm always, you know, I would push our time line back honestly just to make sure that we're making the right choice. So I don't wanna waste a bunch of people's time, so.

MATT

15:24 Sure.

MATT

15:26 Yeah, no, and we're patient especially when we believe in a partnership. So we want you to measure twice cut once as well.

DAVID

15:31 Yeah, yeah.

--- Purchase decision ends ---

DAVID

15:35 Right, right. Awesome. Sounds good.

MATT

15:38 Well, that sounds good. David, again, I appreciate you safe travels back to Kansas City and we'll be in touch.

DAVID

15:46 Okay, Matt, thank you, sir.

MATT

15:47 Thank you. Bye now.

The End