



ServiceTrade Demo with The HVAC Company

Dan Waggoner with The HVAC Company
Recorded on 1/19/24 via Zoom, 1 hour 32 min.

Participants

SERVICETRADE

Dan Waggoner
Territory Manager

Jordan Pearsall
SDR

THE HVAC COMPANY

Tim Mishler
Owner (Construction)

OTHER

Tim's iPhone 15

Craft

Jimmy Craft

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Transcript

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

TIM'S

0:00 Hey, can you hear us?

DAN

0:01 Yes, sir. Hey morning.

TIM'S

0:03 Morning.

DAN

0:05 How are we today?

TIM'S

0:07 We're good. I got a couple of people sitting in the conference room with me here. All right. So that'll... we're gonna, you know, as you give us a walkthrough, we'll get a good idea of it and they may have some questions as well as me.

DAN

0:22 Sounds good. And so, so my name is Dan. I'm, the inside territory manager here at service trade, work mostly on the west coast with California, Arizona, Nevada, companies, contractors within those states but been here about three years and look forward to learning more about the hvac company. Do you mind giving me kind of a quick introduction of who you've got with you on your team? I was expecting. I believe Donny. Yeah.

TIM'S

0:49 I'm Donny, I've got Tim my partner and Dina, she does all our office stuff for us, keeps the girls in line, does our billing, and then she handles our project side like the project administrative side. So she's probably gonna have some questions around that along with my other partner Tim.

DAN

1:06 Okay, perfect. Well, I appreciate it. So my plan really for these meetings, Donny, Tim and Tina is to kind of clarify on some of it, or just go over the notes that I know that, you spoke with Jordan, my colleague, right? That, that she's passed along to me, make sure I'm on the right track, have an understanding of what you all have going on and what some of your goals might be.

--- Customer engagement ---

DAN

1:29 And then we will jump into the product. I'll walk through a high level demonstration of service trade, go through some of the basic workflows, obviously keep it open for questions throughout. And if this looks like it is touching on some of the key areas for you and it would provide value for you.

--- Purchase decision ---

DAN

1:46 Then towards the end, we can discuss where to take it from there. But, does that make sense for our first meeting is sort of a general outline?

TIM'S

1:55 Yeah, sure. I'm trying to see if I can get your volume on to my TV. So bear with me a second here.

--- Purchase decision ends ---

DAN

2:01 Sure. Is it, is it tough to hear me right now?

TIM'S

2:04 Yeah, it is. But, I think it's just because you're on my computer trying to figure out if I can get it to go to the screen. Sometimes I can, sometimes I can't could be because I don't know what I'm doing probably a.

DAN

2:17 It... I'm told sometimes that I talk really loud so I can try to yell a little bit, but I don't want to be too loud.

TIM

2:29 That's not the case today. A... you guys need swamp which are not for the no, but maybe I just billing like loss we here with three coolers I'm sure they.

TIM'S

2:42 Can you find out if he's talking to us or not? Thanks man.

DAN

2:48 I just tried to adjust something on my end. Am I a little bit louder now?

TIM'S

2:52 No, it's definitely on my end, it's not your, but, we can hear you. I guess.

TIM

2:56 Can you send me the I can is on?

TIM'S

3:01 Yeah, yeah, I'm gonna send him the invite real quick.

DAN

3:04 Okay.

TIM'S

3:05 Just to kind of help. I guess help us out here and sorry about that.

DAN

3:10 No, it's all right. Well, the good thing is I can hear all of you all very well.

TIM

3:22 I try to log in and then while I'm trying to do that, you can start, you know, doing the thing. Yeah.

TIM'S

3:30 Yeah, we can follow along and, you know, I'm assuming there's gonna be a, you know, take you a while to do the demo of what's going on and how it works. And then we'll go from there.

DAN

3:41 Yeah. Well, to kick us off really, I did. So basically you guys are on ServiceFusion right now and actually, I was looking at LinkedIn. I mean, it looks like you all have been able to manage some incredible growth since starting things off in 2020. Yeah, it's awesome. It's not necessarily a common, I would say, I mean, it's tough to find technicians mostly from what I hear so pretty impressive what you guys have been able to do.

--- *Purchase decision* ---

TIM'S

4:09 Thank you. It's been a, it's been a challenge and, you know, ServiceFusion was good to us at the beginning but now we've kind of outgrown the platform. It's it's just not as robust as what we're looking for. So we're obviously looking for something that, you know, hopefully get us to the next level.

--- *Paper process* ---

DAN

4:27 Okay. Well, what, when you say outgrown it? What are some of the I've got a few things here from Sarah? It sounds like some of the quoting could be improved and a few other notes from her. But what would you say are some of the key areas where ServiceFusion is kind of causing a headache if you will or you feel there's room for opportunity for improvement.

--- Paper process ends ---

TIM

4:52 I can speak to...

TIM'S

4:53 Some...

TIM

4:57 Make...

TIM'S

4:58 I'm gonna cut mine.

TIM

4:59 Off.

DAN

5:02 Yeah. And Donny, you might have to press the little microphone button there. There's an arrow next to it, and then I...

TIM'S

5:09 I got it.

DAN

5:09 Now, okay.

TIM

5:15 We need, to mute.

DAN

5:17 It's over there.

TIM

5:20 All right. I'm about now. Let's see if it's better. Can you hear me okay?

DAN

5:24 I can, yeah, how am I?

TIM

5:26 Okay. Good, good. So... fusion has a lot of problems on our end. A lot of it is around data tracking, you know, the amount of things that we can... you know, pull reports on. We can analyze the data is very basic. So, I know that Donnie Dina, who is our biller and project administrator along with many other things are gonna want to see how the data can be looked in your software.

--- Access to information ---

TIM

6:01 Donny and I are both old service guys. We definitely want to know what it's gonna look like for our techs that, we don't get all of the... capabilities from our technicians, that we can, you know, I'd like to cover the Xoi... aspect of your software, so we can see what that looks like. He and I have been texts for quarter of a century.

--- Purchase decision ---

DAN

6:30 Yeah.

TIM

6:31 We kinda know, what you need and what you don't want and how it needs to be done. So, I mean, I'd like to see just kind of an in depth of what your software looks like from the field side and from the other side. So really almost anywhere you could start and we'll kinda drive the car as we see where we are. You know, I think sure.

DAN

6:55 Yeah. And so, are you guys, let me go ahead and share my screen here. Are you all actively, you know, looking for software looking to make a change? Or was this sort of a Jordan called up? And it just kind of was the right time.

TIM'S

7:10 No, we're gonna make a change there's. No doubt. It's just a matter of what, when and where and, the wind should be sooner than the later.

DAN

7:20 Okay. Gotcha. Is so, you know, if you find the right thing, it wouldn't be a stretch to, you know, let's say, move forward with it in the next two to four weeks type thing.

TIM'S

7:31 As long as I'm not trying to buy a Bentley.

TIM

7:33 Yeah.

DAN

7:37 Okay. Gotcha. Well, is there anything else before we sort of dive in? I know it sounds like we sort of just jump into it, kind of keep it as a conversation and uncover things as we go. Is there anything else that you want me to be aware of that I should highlight?

TIM

7:56 I don't think so. I mean, we're pretty much a traditional service company.

--- *Type of work* ---

TIM

8:00 As far as service companies go, I handle the project side only handles the service side. So, we do a very large mix of regular service work for commercial contract, every type of customer that you can imagine. So, I mean, we're probably a mix of all of your current customers. You know, as far as that looks, we also do controls projects, Greenfield controls on each bag equipment, and we do ties, and commercial Construction projects, but we also do a lot of retrofit. So I have a lot of questions geared around what my ti crew is going to do, and how we're going to do Progress billing and send out close out docs. And, you know, things like that. Donnie definitely wants to see a lot of how the service side is gonna work, especially geared around PMS. You know, how can we create the, you know, how can we track there's? Some stuff, that I want to see... a lot of times just to give you a simple explanation.

--- *Type of work ends* ---

TIM

9:07 A lot of times I'll send a guy out. He won't get a model serial fixture. You know, I'm trying to make sure that our software is gonna kind of force some of those things to get result.

DAN

9:18 Okay.

TIM

9:19 So there's gonna be some requirements in there to where they're gonna have to put certain notes in.

--- *Tech time tracking* ---

TIM

9:25 They're gonna have to say, you know, they did or did not use parts before they can close it out. We definitely want to cover the timesheet function because our guys do not clock in and clock out because they may be on four different jobs at the same site. They may choose to put two hours to one and six to another. And none of the other two, you know, and, I don't want them clocking in and out constantly, and the errors that go along with that... on multi job, same site situations, which, is, very common for us, you know, so kind of one step and look.

--- Access to information ---

TIM'S

10:07 Here I come out of him, come in and look at it from like a tech side to give you the thing. I got another guy joining us, Dan. It's one of our field foremen just so he can kind of look at it from like the tech side of things like, you know, what got it's. Actually in the field day in and day out. Sure.

--- Access to information ends ---

DAN

10:29 Great. Welcome. Well, Tim, a couple of things you mentioned there the, so so want to start at the end. So you mentioned clocking in and out. They don't do that because they have sometimes four jobs at one site. So, when you say that, the first thing I think of and correct me if I'm wrong, is that ServiceFusion you're kind of required to create a new job ticket for each service that you might be doing.

--- Assets ---

DAN

10:57 So if you're working on, you know, this piece of equipment on the first floor and then go over to the garage outside, you know, you need two separate tickets for that for those two separate units. But is there okay?

TIM

11:10 Moreover, what happens is we may go out to a site and they've got four different tenants.

--- Type of work ---

TIM

11:18 Let's say, you know. So I've got a service ticket for each tenant. We came across all this work on a maintenance for the entire building, but I have to submit a tenant by tenant. So my guys out on one building, but there's four suites and each suites got its own or my customer a lot of times will want a quote per unit. Some of my customers want a quote for every single unit individually. Some of my customers want, you know, their Eva coolers separated from their H vac, that kind of thing. So, I, you guys out there and on four or five jobs on one day and go do what you can do, you know, if you guys can get started on this, do it, you know?

--- Tech time tracking ---

TIM'S

12:00 I'm looking for like a weekly time sheet basically that's what I was.

TIM

12:03 Say, what about a time sheet?

TIM'S

12:05 We, what we're really looking for?

TIM

12:07 So we're trying to see. So, so my guys may, at the end of the day put hours on various different tickets? They do not clock in and clock out of jobs, you know? So what look like? And then what kind of a time sheet would the guys be able to see? And then what would we look at from the time sheet when we go to process payroll and all this?

DAN

12:29 Got it. Okay. Yeah, we can cover some of the basics there, and then dive into it as we need to.

--- Type of work ---

DAN

12:37 The other question I had was, the maintenance, right? Preventative maintenance and you mentioned quoting. So with your maintenance... how are you currently? You know, I would imagine pull-through revenue is obviously something that's a priority from maintenance contracts. Typically is, the case, is that in line with what you guys?

--- Deficiencies ---

TIM

12:56 Absolutely.

DAN

12:57 Okay. So how are you handling right now? When a tech finds an opportunity for repair? Or maybe it's a obvious opportunity or could just be a recommendation, they write that up that information needs to go to the office or whomever is quoting it. And again, getting that quote to the customer approval and all that, what does that process look like right now?

--- Deficiencies ends ---

TIM

13:17 We've got a couple of different workflows for that. It depends on the customer type. There are accounts where my guy could send that directly. There are guys that I would allow to send stuff directly to a customer. And then there are some accounts because we do a lot of property management where I would not want the guy doing it because, you know, my sales team has a relationship with them and, you know, there's a lot of layers involved, you know? So we've got it on both ends. There's some stuff IU, Dan, and I believe it is on the same page. I mean, I believe we would love to have our guys get a quote, some stuff directly to a customer. The other stuff maybe based on, you know, how the customer is set up in the system, it would go to the sales team or to my dispatcher to send. But, but this software could determine that based on the customer, I could say a goes, you know, warehouse, you know, I want all the quotes for that to go to. So, and so, you know, and I would go to the emails or to the sales team or, you know, it could be Dina or my other dispatcher. It could be Donny, you know, or to the customer. So I would love to see us be able, to set that up to do whatever we needed to case by case.

DAN

14:38 Perfect. Okay. That does make sense. Yeah. And you'll be able to accomplish that here. And that's definitely something we're going to walk through today... in terms of quoting right now.

--- Paper process ---

DAN

14:49 So you, so you're getting that information back from the technician and sounds like a salesperson or a tech or whoever is responsible is quoting it out. How is it? So I'm guessing that's through ServiceFusion.

DAN

15:05 I think you're on mute there. Sorry... I think you're on mute there TAM?

TIM

15:13 Sorry. Yeah. So some of our work goes from the sales department out... a lot of it. Danny and I have been quoting and a couple of other people have been quoting. It's been a cumbersome process.

TIM'S

15:24 Yes.

TIM

15:26 So we're trying to solve 12 problems or maybe more accurately 100 problems right now at once.

--- Paper process ends ---

TIM

15:31 So, I think that any significant improvement in software, you know, is going to solve a lot of problems. We're just trying to see what the core of it's going to look like.

TIM'S

15:44 Give us around the block, better see how the car runs.

DAN

15:48 All right. Let's do it. Well. I've got about 300 slides now. I'm just kidding. It's about three or four slides that just to give you a little background service training, we'll jump right into the product, walk through a job. I am a highly castrated individual. And so if I get to talking too fast, feel free to jump in, just interrupt me. I want to keep it like a conversation.

--- *Purchase decision* ---

TIM

16:06 You're...

DAN

16:09 All right. Well, so service trade, last question I promised and we'll keep going. But, did you guys, have you all heard of ServiceTrade before or is this a first time I'm hearing about it? You have?

TIM

16:20 No, we've kind of been looking at software for about a year. We're ready to make a move, I think now... so.

--- *Purchase decision ends* ---

TIM'S

16:29 One of my good friends, Brian crop on Crawford mechanical uses server treat. I went over to sit with him for a little bit, hung out with his office girls, you know, at least piqued my interest enough to call and get your pitch for an hour.

DAN

16:47 Awesome. Great. Yeah, Crawford mechanical.

--- *Type of work* ---

DAN

16:52 Definitely they've been here longer than I have. So it's a good person to talk to... but yeah, I mean, so obviously it sounds like you probably are familiar with, you know, the fact that we work only with commercial industrial service providers. We've been around about 11 years at this point, need to get this slide updated, waiting on my marketing team, I guess.

--- *Type of work ends* ---

DAN

17:09 But seven point 5,000,000,000 invoiced through the platform in 2022 so a lot of commerce flowing through the platform in asset management which you pointed out with, you know, tracking serial numbers, documenting that kind of information is really a key with ServiceTrade. Obviously, it's a key for commercial contractors. So all that to say we've been doing this a while. So if it fits like a glove, don't be too surprised. But one of the biggest things that our customers are facing right now is the labor shortage, which again is why I'm so impressed that you guys built a team, the size team that you have in such a short time, you must be doing a lot of things, right?

--- *Customer engagement* ---

DAN

17:48 But finding text has been difficult for a lot of contractors. And so software like this really where it can come in is as that tech shortage, you know, continues to increase. You're getting more out of the team you have and you're able to track their performance, and really pay them for good performance, right?

--- *Customer engagement ends* ---

DAN

18:06 Be able to understand who are my best texts who need some better work? But the opportunity is out there for you all. So there's really four key areas in how service trade is going to help your business grow despite, you know, possible labor shortages and other challenges that you're up against first and foremost, helping you track service, project operations all within the same system.

--- *ST app contracts and pricing* ---

DAN

18:29 So no having to jump in and out of platform, to look for information that you need, managing customer accounts, jobs, accurate job costing, robust parts, labor management, invoicing, industry, leading service agreement management. So all within the same system, tracking different metrics on performance for, hey, how much time are my guys spending on in the car versus on site, how much warranty work are we getting versus pull through when a deficiency comes in?

--- *Implementation and ongoing support* ---

DAN

18:56 How long is it taking us to quote it, right? So having dashboards and metrics on all of that in real time, helping you strategically, you know, position yourselves for the next move. Secondly for your technicians want to help them not fight the system. You know, obviously, the work they're there to do is the most important thing for them to spend their time on.

--- Assets ---

DAN

19:17 So we want to make it really easy for them to collect that information for you all. And really easy for them to access the information they need. So, pictures asset info, information, all able to service history, able to access all of that within the application that we'll take a look at today and record the information that you need with simple workflows so that it's uniform across your team.

--- Assets ends ---

DAN

19:40 You know, what to expect. Makes it easy to make the next step, whether it's billing, invoicing, quoting and what have you... for your sales team, right? And there's really two aspects of sales with what ServiceTrade offers. So, PM, agreement management, pipeline management, looking at all of your open deals, right? Managing all of your sales people. This would be a tool specifically for those sales people, who are selling more complex projects, and recurring maintenance agreement agreements. So, Northboundary, you probably have heard of that before. Have you heard of Northboundary?

TIM

20:22 Could, have you heard of what?

DAN

20:25 Sorry, Northboundary?

TIM

20:27 Not better now.

DAN

20:28 Okay. So, it is a, I think it's been around about 20 years. It is a specifically a sales tool built for the hvac industry, commercial hvac industry. So, it's got a library of over 20,000 different models, and, you know, warranty information, all that stuff. So you can scan the name plate of an asset and it'll give you the recommended service for it. But it's a tool that ServiceTrade purchased last about two years ago, actually and we've integrated it into our platform. So a sales specific tool to help you win more... maintenance agreements and to, you know, realize the margins that you guys want to and stay consistent.

TIM

21:08 Could you explain that a little further?

--- Assets ---

TIM

21:10 How that would be used? So you're able to scan the model serial tag on the unit and then it's going to kind of identify some information for you, right?

DAN

21:20 That's right? Yeah, it'll pull it. How does...

TIM

21:22 It distribute that out?

DAN

21:25 Yes, sir. Let me bring up a different area here one second.

--- Assets ends ---

TIM

21:34 Like it could be... you know, has a lot of potential to be useful.

DAN

21:39 Absolutely. Yeah. As you were talking a moment, go ahead.

TIM'S

21:43 Does it track themselves that they do too?

TIM

21:46 Yeah, yeah, right.

DAN

21:48 It does. Yeah.

TIM

21:49 Pull up there. You've got your screen in front of it right now, but.

TIM'S

21:52 Is this a bull on top of service trades though?

DAN

21:57 So, it is a essentially yes. So your technicians wouldn't use. This is most, this would be, this is specifically for your sales team. And a lot of times mainly for the new sales folks, right? The folks that are going out there doing a site survey specifically for new customers and trying to win that maintenance agreement.

--- Assets ---

DAN

22:24 So I shifted over to this real quick, but the mobile asset survey, right? So they can head out, scan the model number. And they are like I mentioned thousands of different models that are loaded into ServiceTrade so they'll know from that, hey, is it a train unit? Is it a, what kind of unit is it and load the, what do you call it? The... for sizes and such?

TIM

22:51 You could plug in your own model number if the tag were unreadable, or unscannable? Let's say.

DAN

22:57 Absolutely.

TIM

22:58 And do is still do all the same.

DAN

23:01 That's right? Yeah. So the equipment model library is gonna pull it in where they can work on that proposal back in the office. So, let's say you had seven rooftop units that you captured. Let's see this should load up a quick video of that.

DAN

23:20 But in this case, the equipment model look up there's, the asset type based on what was scanned. So now I've got all of that information... built out. It's got the filter types, the belts.

--- Quote templates ---

TIM

23:35 Right.

DAN

23:38 Now, you all...

TIM

23:40 So... then converting, so, so this looks like you could just about build a maintenance proposal just with motto on serials. And then, you know, obviously that would filter out into a quote that could be sent to the customer, right?

DAN

23:59 That's right? Yeah. And you all could build different types of pricing templates based on customers and how you wanted to put that together. You know, what kind

of labor you're charging so on and so forth apply those to, the, you know, task based pricing and compile your proposal. Let's see here.

TIM

24:22 Once it got sent out and approved, it would probably be fairly easy to create the maintenance visits out of that, basically, I would imagine.

--- Recurring maintenance ---

DAN

24:32 That's right? That's when you push it over directly to ServiceTrade and you execute the work through ServiceTrade?

TIM

24:38 And it would build all the visits, and then you could just put in like start dates, you know, for the, you know, when does the year start, you know, it's today or it's next month or whatever, you know? Yeah.

--- Recurring maintenance ends ---

DAN

24:53 And... so, let's see here. Give me one second. Again, I appreciate your patience.

TIM

25:03 No, no worries.

TIM'S

25:04 Here you go. Gives us time to digest what you're saying.

DAN

25:10 All right.

DAN

25:16 Had a better version of this which I'm more familiar with that I wanted to pull up for you. So proposal sales, right? Given you the dashboard, it's going to give you visibility on all of, your sales reps. So here are your three reps here's. What we proposed here's. What we sold, our close rate again, and we just kind of saw that adding the customer equipment, the asset. So we've already kind of been through, this aspect of it, the pricing based on that.

--- Quote templates ---

DAN

25:46 And then I wanted to get to the proposal aspect of it, which is what we didn't cover on that last section. But again, your templates and the different things that you want to adjust here, you could apply a set template or make, you know, custom adjustments here as you're building this out... scope of work for each asset.

--- Assets ---

TIM

26:04 Parts breakdown with that mall and serial number, or just does the basic like filters and belts? Is there any other information?

DAN

26:13 You could, and you can add your own parts as well?

TIM

26:18 But it's not on, but it's not, there isn't anything in there like that right now.

DAN

26:24 You know, that's a good question. I could.

TIM

26:28 If you, if you scan the carrier model number, it's not going to know what compressor are basically.

DAN

26:34 You know, it might, I want to double check on that for you because I don't want to go too far, and say something that's not true.

TIM

26:44 That would be a bonus, not a let down, you know, okay... because of the database, is it developed?

--- Customer engagement ---

TIM'S

26:52 This, this Bolton is probably something I would only give to the people that were, I mean, you know, my office staff that are doing the PMS and my sales staff, correct?

DAN

27:07 That's correct?

TIM

27:08 All right.

DAN

27:10 Got it. And the finished product. And this is perfect because from here, what we'll do is we'll show how, you know, how you're going to execute on that work from ServiceTrade and how you would capitalize on the pull-through revenue, which is something ServiceTrade would handle because it does have its proposal and quoting functionality as well.

--- Recurring maintenance ---

DAN

27:28 But again, you know, customizing the way that you want your proposal to look here's. Some of our templates for the agreement and getting that agreement out to the, so we might select our annual semi annual quarterly inspection, getting the agreement out to the customer... and you can collect a signature as well this way. So we'll send to customer here. We are our cover page... explore the entire scope of work and photos.

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

TIM

28:02 Put like TS and CS pages at the back of that too, right? Like automated?

DAN

28:10 Absolutely. And pictures, model numbers, all that stuff could be listed as well. Customer can jump to the signature here and go ahead, and sign the proposal.

DAN

28:28 And we can dive into this a bit deeper if you'd like to.

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

DAN

28:32 But I wanted to make sure as well that we made it through, you know, a job in the core application. So kind of hopefully this wasn't too quick of an overview of this, but I've definitely got.

TIM

28:42 Yeah, yeah, that.

DAN

28:43 Cool. Awesome. So shifting back to, you know, the other aspects of service trade which we're about to jump into.

--- Quoting ---

DAN

28:52 And I just mentioned quoting, right? So you mentioned deficiencies and how we track those. And so when a technician reports one of those depending on the customer. So you see here it says salesperson, it's automatically been assigned to a specific salesperson based on the customer. So you could set that up for every single customer. You could set up. Maybe Jack handles a territory and he handles a wide group of customers, right? And you could change it individually. You could also change it to go to multiple people. So, hey, when a deficiency comes in at, you know, alliance stadium over here that, you know, that it goes to six people. So we're all aware first person to get to it. Yeah. So a lot of ways to handle that. But this deficiency report is it's got the model serial number, it is acting as, your one stop doc in order to transition to a quote. So quickly apply a quote pricing to this and get it a quote template to this and get it out to the customer with a one click approval process up there at the top, make it really easy for the customer to see what's going on and approve your recommendation.

--- Deficiencies ---

TIM

29:54 Now... tell me about how it becomes a deficiency, you know, there from my text perspective.

DAN

30:04 Yeah. What is what?

TIM

30:05 Is he gonna enter, you know, to make and what's that going to look like real quick? You know, you know, to get re.

DAN

30:10 Yeah, absolutely. Well, we're gonna walk through that exact process. But in a nutshell there's a tab that says deficiency. So whenever he wants to report one, he's just gonna hit that tab and it's going to prompt him the rest of the way through to collect everything that you need. And it's going to be required for him to collect, you know, model serial number tag that.

--- Assets ---

DAN

30:28 And so that you have everything, you don't get a, you know, a blank sheet with one note that doesn't do much good for you?

TIM

30:34 If he were on a job and he had, you know, unit one and unit two both had deficiencies, he would do a thing for unit one and then he could put unit one's you know, specific problems and a tag, you model serial tag for unit one in there, and then do a second one for unit two. Is that, is that how normally it would work?

DAN

30:54 That's right?

TIM

30:54 Okay. Now, what if you were just, you know, to the building, you wouldn't be forced to put in a model serial tag on every... deficiency because some things aren't going to have a model serial tag that wouldn't...

DAN

31:07 Yeah. You're not forced to. I think, that you will probably get there with the assets and we're going through that, and it'll... kind of paint the picture for how we handle assets and how you might utilize the asset portion because the asset typically, you're already going to have the asset in ServiceTrade. So when I log an efficiency, it'll say which asset you've got these 26 assets at this location and you just from the dropdown, you grab one and what?

TIM

31:37 What about if you're on the site and that assets not in there, is a technician able to load that in itself right then and there?

DAN

31:45 Absolutely. And a lot of times what folks will do with that since, you know, there's hundreds of fields that you can fill out on an asset, to get all the information you need.

--- *Deficiencies* ---

DAN

31:55 But you might not want your tech out there filling out all those fields on the mobile app. So what they might do is take a picture of it. Quick video obviously records audio, and then just create the asset and say new rooftop unit. And then back at the office, you've got the picture of that tag.

--- *Deficiencies ends* ---

DAN

32:09 You can quickly scrape that info and just boom set it up as you need to warranty information, all of that stuff to add that asset. But there's a few options there, for quickly adding those. And the final leg of this before I open up, the actual platform here is really something I think that makes ServiceTrade a lot different than a lot of software out there.

--- *Customer engagement* ---

DAN

32:32 Is the way that we prioritize customer engagement for you all. So similar to companies like Amazon, Uber companies that make it really easy to buy from them. We want to also give your customers access to their information. Just make it simple to do business with you. So this is an example of the, you know, one page on the customer portal, right where they can see upcoming jobs.

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

DAN

32:51 They can request service from you, review service reports of videos, pictures, understand the value of the work that you're doing for them and the status of their equipment, service link here is our interpretation of the service report. So this is available, you know, 24 seven. Once you send it to them immediately after jobs complete, can get that out to the customer with the entire summary of what's happened, pictures, video signatures, documentation, so on and so forth.

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

DAN

33:20 But make sure that they have all the information they need and they can quickly easily, you know, see what you're doing for them.

TIM

33:29 That looks good. It looks river.

DAN

33:32 All right. Well, I want to start off in the office portion of ServiceTrade. So this is from your office view, what you would see when you log in and the dashboard here is really a high level over your kind of helicopter view of what's happening right now.

--- Tech On-site ---

DAN

33:47 So here's our daily schedule. You can run some different filters on this to see what you're looking for if you need to. But here's, the jobs that we have on tap today, the Progress, that folks have made. We see Dan has a job coming up here at top of as your texts clock in and out, it will have a GPS time stamp here and we can get to that because I know you mentioned they don't clock in and out.

--- Tech On-site ends ---

DAN

34:07 So I'll cover that again here at a moment options there. But if you'd like them to, if you'd like, to see that time stamp of where they're at and making their way throughout the day, then you can utilize that... the other portions of the dashboard.

TIM

34:21 I'll let you get to.

--- Tech time tracking ---

TIM

34:22 But what we do is the guys are supposed to change their status but that does not affect their actual time sheet. They, they enter their actual hours and several things.

DAN

34:32 Well, that's good because that's exactly how this works actually.

TIM

34:35 They're supposed to get to the job and they're supposed to put... what is the actual verbiage job started? Yeah. So, I mean, that shows my people the job changes color on our dispatch board. That shows my people, hey, they're at that job, not that one, you know?

DAN

34:52 Gotcha.

TIM

34:52 It's not related to their timesheet.

DAN

34:55 Well, that's good to know because that is actually exactly how the clock activity works in ServiceTrade. It's really only for your internal purposes. And you're just kind of visibility of what's happening throughout the day. Hey, Dan's driving to site a, Dan has just arrived at site a, Dan is done with site a, where Dan's gone to the store to get parts for site a, so that, that's not gonna actually start counting against payroll or anything that would affect their actual time sheet.

TIM

35:22 It clock hours against the job while they're doing that, you know?

DAN

35:27 It, it counts time against the job, but it doesn't add hours, right? Hours are gonna be something they apply on a time sheet. So it's like, hey, I was here two hours and they apply those on their own.

TIM

35:37 Okay.

DAN

35:40 So the only thing that this would show you, so if they logged the two hours on that job, but they were actually there for four or let's say it's backwards. They were there a half hour and they logged two hours. The only thing the clock activity would show you is Dan logged two hours on this job, but it says on our tracker that he clocked in at 12 and he left at 12 30.

--- Tech time tracking ends ---

DAN

35:59 So depending on how you guys handle things, maybe you want to talk to him about that or some folks are like, hey, we're charging two hours for that visit no matter what. So that's the way we want it log.

DAN

36:15 So the other aspects here, once you set up your maintenance contracts, right?

--- Dispatch ---

DAN

36:20 Just giving you a high level overview of what's coming up, what's overdue. So that nothing slips through the cracks. It's front and center. When you log in. Hey, we've got 695 overdue appointments, jobs without appointments that are due in the next two weeks. So if you've got quarterly monthly maintenance type jobs, service trade is going to remind you, hey, we need to schedule these, got 70 coming up and they're gonna be overdue in two weeks. Once text and mark jobs complete, and jobs ready to be invoiced, or the final two buckets here. All of this information is further available throughout these sections in ServiceTrade. This is just pulling together a high level overview again, what's happening right now and what might be a priority for you.

--- Recurring maintenance ---

DAN

37:00 So how does this information come together? And, and how are you going to actually execute on the service? The good stuff is coming. And basically, once you've sold the agreement right? With Northboundary, or however you, you've got an agreement with the customer, you import that to ServiceTrade set up your services, and you can actually track the performance of that agreement through its lifetime.

--- ST app contracts and pricing ---

DAN

37:21 So here's our expected margin for, our customer here is top of for example, we're expecting a 40 percent margin. This contract is good until July of 2024 our actual margin so far has been 67 percent. We're doing very well on it. So this is where, you know, your specific prices for them and all the aspects of your agreement with them are gonna live on this contract and it will apply to the pricing, the quoting, everything that you do to that location as we, or all the jobs that you do, and all the work that you do at that location as we, move throughout services.

--- Recurring maintenance ---

DAN

37:59 So with, your customers kind of the structure here, we've got the top of corporate office, but we have six actual locations that we provide service to at that customer. So this could be, a high rise as well with different tenants or what have you. And our specific location today is gonna be top of San Jose. So at this location is gonna live all of the information specific to the actual location where you're doing the work. So all of your assets, all of your jobs, any services that are recurring or one time services are going to live here. So I've set up some recurring services here at the customer level... any deficiency, any quote, but anything that you need to find out about this customer is gonna live here on this one page.

--- Recurring maintenance ends ---

TIM

38:49 So we have a lot of that where we have multiple levels, you know, tenants or suites. So it's kind of been a navigation thing for us.

--- Recurring maintenance ---

TIM

39:02 How do we create each customer, some of our customers, each customer site, each one of those buildings would be its own customer linked to a parent account. The parent account would have nothing underneath it... for jobs at all?

DAN

39:19 So...

TIM

39:20 You know, this one, we have some setup just like this where it is top golf. And then every top golf location is its own. So, so we have accounts that are kind of set up both ways. So.

DAN

39:34 Okay. Yeah. So that's your parent account there. And then, the corporate office, right? It doesn't really have any jobs under it. It's just got some basic information, and the locations that you have under that parent account.

--- Assets ---

DAN

39:50 And then the actual location and you have assets, right? All of the assets at that location, there's also a way to do this with sub assets, to where you could further, it's like creating a parent asset, right? So... do you feel, would this match what you needed? Or do you feel like, you mentioned there's two different ways you guys do it.

Do you feel like there's a gap there that with the way you guys are structuring your customers?

--- Accounting ---

TIM

40:17 No, I think this would work. Fine. One of the things that happens is we just had this yesterday is an entire building will change property management companies. So we create an entirely new customer to keep those two databases separate. But, you know, if you want to look up historical data, you have to look at both to do that.

--- Accounting ends ---

TIM

40:42 And I don't know that there is a better way to do that and I don't know if I would want to do it differently. I don't know that I want to drag that asset through 12 different property management companies as an example. I think I would probably rather keep EPA there's.

--- Recurring maintenance ---

TIM

40:57 Just no perfect world for a scenario like that. I don't think what you're doing just fine with everything we do. A.

DAN

41:08 Okay, perfect. Yeah. And you would do it similarly. What, what are you talking about now, right? You create the new property management company, link it to, you could just change this location to go to that parent. But all of the information would follow this location. So all of your history for those assets and so on and so forth would follow.

TIM

41:27 What about that location? Change to a different that's? So let's say... as an example, top golf sold to bottom golf right now, I've got all the same stuff with two different names, you know, and I want to go look at bottom golf, you know, because they're the brand new customer... to mind. So.

DAN

41:57 You know, I want...

TIM

41:58 I need to look at the history for both, but I definitely don't want to change top golf to bottom golf because now I've deleted top golf, customer history, you know. So, I mean, I really need to keep them as two separate databases. So, I guess what comes up for us is we would, in that instance, every one of those sites we would make inactive. So if Donnie were writing a new estimate or if my dispatcher were

dispatching a new call, they would type in the address, top golf will no longer show up, you know, bottom golf would show up and then create a new service. Comp, you know? But then I have to go back through old history.

--- *Recurring maintenance ends* ---

TIM

42:39 If I wanted to figure out about what we did it for them last year, you know, it's kind of a.

DAN

42:44 Yeah.

TIM

42:45 So good.

DAN

42:47 Yeah, I see what you're saying there and I think that you, it probably would get a little bit messy if you decided to just change the name, right? And, and keep all the history because then you've got like billing and quoting and stuff and other, you know. So, so I understand, I think you got the right idea you would want to inactive and then create a new location... kind of French. You can copy, you can copy assets, you can copy quotes, you can copy jobs. I don't remember right now. If you can copy a location, I know that you can merge locations, but I can find that out for I honestly wouldn't think that it's too much of a stretch but I'd have to find out. One thing I did want to point out before we move on here was if you do end up changing the name of it, right? You see here, I've got a beach and roseville. So I've actually changed the name of this a couple of times throughout my time, you know, using this location for my demos. So it will update it. And when you look back at those older quotes, you'll see this one was related to bottom golf back here or roseville, right? And now these new ones are related to San Jose. So it will label them as it was historically. It won't just backdate everything and just say now everything is bottom golf from this location.

TIM

44:04 All right. We'd have to figure out what some of those subtleties to that would look like. But I mean, I'm positive we could navigate that.

--- *Recurring maintenance* ---

DAN

44:12 Awesome. So with your services really quickly on recurring services because I know that's important for you. All you can have templates but also based on your Northboundary sales, right? And when they're coming over your agreement, sales coming into service trade, you'd set up these services. Let's say we've got our H vac quarterly and we select our asset, the contract pricing and this is to set it up and forget about it, right? So let's say this is, a quarterly visit. We're gonna give ourselves every three months the entire month to schedule it. So once we save this and we

know exactly what we need based on the asset and the template that we've set up. Once we've saved that, it's a set it and forget it. You'll be able to run a report that reminds you of all service opportunities upcoming in that time frame and I can just go ahead and run that report. So service ops coming up.

TIM

45:02 Now, it looks like you set that on one ad set. Could you do the entire building obviously that easily?

--- Assets ---

DAN

45:08 You can. So there is, I mean you could do groups of assets like all of the, or you could do.

TIM

45:15 Yeah, it would be a separate PM from all of the rooftops as an example.

TIM'S

45:21 Awesome.

TIM

45:22 You know, because I'm you know, I get sites pillars and in different guys go to both.

--- Recurring maintenance ---

DAN

45:29 Yeah... absolutely. But this is the service opportunities report, right? So once you've set those services up how they need to be, you set it up that one time and then you just carry out based on the agreement. But I run this report. I want to see all of my reprovod services, all my recurring services or maybe all services that are due next month, two months from now, really any date range that you want, and it'll pull up here's. What's do here are all the assets we're gonna be working on at this location, do in that timeframe... location by location. And I can go ahead and create all of those job tickets. Now, if you have automatically preferred times or preferred technicians, it can go ahead and start organizing those in a buckets for you. Saying, hey, these are jobs that we want Dan to be on next month. So, a lot of, you know, predetermined aspects that you can set up, but again, you can just create all these jobs and begin to build out your schedule as you need to.

TIM

46:21 So, you know, since you're setting up a maintenance just I'm positive, there's a way to also schedule annual price increases that are pre negotiated.

--- ST app contracts and pricing ---

DAN

46:37 That's right?

TIM

46:38 So, I mean, so the fifth visit, you know, the fifth quarterly would be billed at the new rate of three percent higher, you know, blah blah blah.

DAN

46:47 That's right? And so you wouldn't actually have to adjust any of, the templates in there, you would only adjust your contract pricing, right?

--- ST app contracts and pricing ends ---

DAN

46:54 And you'd had that reminder set, hey, on June first, all we need to do is click this button over that's our, the three percent increase and it would increase all the areas and aspects of that agreement that you wanted to for all the pricing for that customer.

TIM

47:07 Yeah. And so you, it would prompt you and you would have to do that manually.

DAN

47:12 You, would, you, would you'd have to, you could set up the, yeah, there, there are certain parts of ServiceTrade that, that'll happen where we can make it really easy to remind you, to make those functions or to make those updates with as many as like, hey, update 500 accounts with one click.

--- Dispatch ---

DAN

47:31 But a lot of times ServiceTrade won't automatically do it because for instance, like sending out appointment reminders, you can send out a 1,000 at once with one click, but we're never going to send those out or typically, we don't send those out automatically because hey, what if something changed and, you need to reschedule that and, you know, somebody is getting these appointment reminders for something next week that you just took off the schedule, so on and so forth. So... but once you generate those. Okay?

--- Dispatch ends ---

TIM

48:04 Cool. We had that happened before but it's up to somebody to remember and you got to look at the, you know, there's nothing there to make sure it... didn't happen. You looking for it. Now in our current method?

DAN

48:23 Yeah. With this, you'd be able to say, hey, here are all my contracts.

--- *Tech On-site* ---

DAN

48:27 Let's see which ones, are coming up on their, you know, price increase. Cool. These 13, let's go into those 13 and update all of them. So here's our job ticket. We finally made it to, our job ticket and we're going to go out to perform our maintenance. This, this is from the back office view though this is where all the information for the tech is gonna be logged.

--- *Assets* ---

DAN

48:51 We already have a good idea because of this being a maintenance, what we might need here for this job, we understand the assets, but all the information that they log is gonna come back to this job ticket for you to Bill quote et cetera.

TIM

49:07 You pull a filter list off of this?

--- *Parts management (purchase orders)* ---

TIM

49:10 It shows the filter per asset. Could you there a report you could do to where I gave the guy a filter list or my ordering people filter list so they could get it from the vendor?

DAN

49:22 Absolutely. Yeah, you could take a look at, hey, I want to look at March to April, all the filters that we need and just order all of those for our maintenance.

--- *Access to information* ---

DAN

49:33 All right. So, I'm gonna move over to the mobile application and we're going to jump into our job. Can everybody see the mobile app at this point?

TIM

49:42 Yeah, yeah.

DAN

49:43 Perfect. Now, I'm on an iPad today, you can use tablets or phones really 50 50 feedback from, the folks that I work with. Some texts like to keep a smaller device in their pocket, others want the bigger screen, but it works with both and it can be apple products or android operating system. So either or you got a lot of flexibility there.

TIM

50:04 Yeah, that's good because I've got guys that are gonna need the larger screen because they are looking at more complicated things and guys that are just doing regular service and they're gonna just use their phone. So we'll utilizing both. I guarantee you.

--- Tech time tracking ---

DAN

50:19 Okay, perfect. So this again, with the clock activity, quite frankly, you don't even have to use this if you don't want to, but it is not going to affect the log time for payroll on the job. It's just a way to again kind of keep track of where you guys are at.

--- Tech On-site ---

DAN

50:36 And in this case, let's see, Donny. I've got you here talking about, you know, providing excellent customer service. This is a way for the tech to say, hey, I'm in route to your location. You're gonna get an e-mail in your inbox picture of the technician in a reminder about the appointment.

--- Customer engagement ---

DAN

50:51 Tech should be there in 30 minutes. So just another way to put your brand in front of the customer. Looks like I lost my screen share. Let me reload.

TIM

51:04 Yeah. And that's so, it would send the customer a notification, hey, you guys, my guys on the way, you know, you could turn that off or on per customer, right?

--- Access to information ---

DAN

51:17 100 percent.

TIM

51:20 Yeah, because there are some people we, you know, we want that, you know, level of communication, some of them are not going to want a 1,000 emails for us, you know, sure. Yeah.

DAN

51:31 Completely understand, you think with an apple computer and an iPad, they could stay connected to allow me to share this. But there we go. I've got it back up and running. All right. So, the mobile app we're clocking on site now. So the office, everybody knows, that we're they're doing the work. So simple layout for the technician. Maybe I want to look at my services that I'm here to provide.

--- Assets ---

DAN

51:56 Looks like I've got three rooftop units today that we're working on. Each one of those might have their own specific task list. It's also, you can track back any of the deficiencies related to this asset.

TIM

52:08 This is a PM that you're looking at right now.

DAN

52:11 That's correct. Now, the asset details for each service, I can look at the three assets that we're working on today or if I needed to look at any related equipment or all of the equipment at this location, the technician has access to all of that. You will see at the bottom there at asset. What I wanna do right now is just take a look at let's say our train raptor 150 hvac unit. So we've got the notes here. The full service history. So with a commercial site and with a lot of your customers, you may have, you know, tons of jobs that you've completed there tons of different pieces of equipment. So ServiceTrade is going to filter the service history for the technician per asset only looking at the last time someone went out and worked on this piece of equipment because that's all I care about right now that's what's relevant, right? So really easy to find what you're looking for.

--- Quoting ---

DAN

53:05 Looks like the last time we were actually here was for this service call back on January twelfth just a few days ago, and they've cancelled a couple of repairs recently, but I could pull those up, look at pictures, look at who was there, so on and so forth.

--- Assets ---

DAN

53:18 You can add attachments directly on the asset. So this could be a manual for the equipment type location map, previous pictures, videos of what was happening the last time you all were there and deficiencies tied to that asset as well. So we were out here on 1,221 and there was a compressor replacement reported.

--- Deficiencies ---

DAN

53:39 I want to take a look at the pictures of that video. I can, and this deficiency is verified, but it's not fixed, which means no one ever made that replacement. So we're heading out there for a quarterly and we look back at the last quarterly we reported this or compressor replacement.

--- Assets ---

DAN

53:57 We can understand they either got it fixed by somebody else or it's still gonna be broken or still, you know, hanging on it by a thread.

DAN

54:08 And obviously you got, your make, model, serial number, belt sizes, filter sizes, et cetera, throughout the asset information here. How does this align with, you know, tracking assets, or does this look like it'd be useful for your technicians and your team?

--- Purchase decision ---

TIM

54:24 Yeah. I think... hopefully my guys would be willing to go through the steps it took to get accurate data because it is a time consuming process. But that's more of my problem than the service platform problem. So.

DAN

54:40 But it's an accurate problem. And it is one of my customers said to me that, you know, his first couple of years with ServiceTrade first year really is that he was willing to pay his guys a little lecture to get that information because he knew how important that data would be for him down the road.

--- Purchase decision ends ---

DAN

54:59 And hey, once you have it one time, you never need to input it again. And I'm sure there's times when they have to record that information for certain steps. So they're kind of doing it already. At times it's just sort of a, it is one of those things, right? Your first year recording a lot of assets is gonna be a task after that. It's gonna be extremely helpful to have all that in your database.

TIM'S

55:26 Sorry about that.

DAN

55:29 That's okay. I, did, I lose you?

TIM'S

55:31 Yeah, Tim's computer dot, he never keeps his computer charged.

TIM

55:35 No, I don't have much sugar.

TIM'S

55:38 I'm just giving him a hard time.

DAN

55:40 That's all right. When you're when you're moving around, it's hard to, it's hard to log around a charger. I understand it. Are we back in business now though? I just let Tim, I phone into the meeting.

TIM'S

56:06 Can you hear me now?

DAN

56:08 I can, I'm, getting a little bit of an echo?

TIM

56:14 Hold on. I'm trying to do a...

TIM'S

56:17 Fingers...

DAN

56:22 Are you all still able to see my, the screen share or is it?

TIM

56:28 Yeah, we can see it done. Has his computer plugged into our to.

TIM'S

56:32 Yeah, we just had a technical difficulty, shut this off. And now you're on the phone. So we should be good now.

DAN

56:38 Okay, perfect. And there's no echo anymore, too. So I think we are good on my end as well.

DAN

56:48 Perfect. So what I'm gonna do now is go ahead and report a deficiency. And again, this is really probably the number one thing that I hear I've been here for three years, and all of the customer, I think it's a 96 contractors, that I've sold ServiceTrade to. And if I call it any of them, this is what they would say is the most valuable piece to their business in terms of pull-through revenue and maintenance.

--- Deficiencies ---

DAN

57:12 And so reporting a deficiency for the technician. We're gonna make it really simple to not only capture the obvious repair opportunities but it's gonna be easy to also capture recommended compressor replacement... recommended opportunities for repair as well. So it's going to prompt me here to take a photo. I'll go ahead and do that. I can add additional notes there if I want to. But I'm gonna save time and just take a video which is going to record audio and can obviously pick up any clinking and clicking around on the equipment or sounds that kind of thing. Obviously, the pictures and video of the equipment as well. So the customer understands what's going on and the office understands what you're up against severity. So three different levels, maybe this is some low hanging fruit. Everybody knows about it. It's a not functioning system. So we'll mark it as inoperable here's.

--- Assets ---

DAN

58:05 Where I'll tag my asset. Now, when you get to locations where you've got a ton of different assets, you might say it's gonna be tough to find it, but that's okay. We can just type in the first few letters or numbers, or even use a bar code scanner.

--- Deficiencies ---

DAN

58:18 If you want to take it that far to find exactly what you're looking for based on serial number tag or name of the equipment. The status here, we're gonna say this is new. And if I need to add additional notes, repair the compressor, full replacement. I, a lot of times, you won't need that step because, you know, the video and other aspects of this report already covered it. But that's it. I've saved that deficiency. And if I had another like you mentioned earlier, Tim, I would just add a second one and tag that second asset. Takes me about 60 seconds to complete an entire report there.

TIM'S

58:55 All right. I have a question for you. Let's say I was on the site and I had 15 deficiencies then I just created what you said for a, will it generate me a single report?

DAN

59:11 So, if I go through the tech reports, 15 deficiencies, you're wondering how the office sees that on the back end. Yeah, on a.

TIM

59:18 Maintenance like this?

DAN

59:21 Yeah. Let's take a look.

TIM

59:24 I imagine they're gonna seize one.

TIM'S

59:27 That's fine. I just a...

TIM

59:28 Individually or a.

TIM'S

59:30 Just want to see what it looks like.

DAN

59:34 Absolutely. So they're gonna come in individually as emails deficiency deficient efficiency, right? And it'll notify again, like I mentioned, you can notify multiple people or it can notify just a specific person based on the customer and the rules that you've set up. So really easy to get quick visibility of that. It's also of course visible in ServiceTrade. But sometimes the e-mail reminders always like to show that because it's an easy way to point things out, pop up on your phone. What, what have you? So here's our deficiency report. Now, I'm gonna get to, the multiple deficiency here in just one moment. As we're looking at this though, we've got our attachments the related deficiencies. So it's also going to pull information from other deficiencies about this equipment. So if you're looking at this, hey, just last week or two years ago, we replace the same thing. We replace this fan every quarter. Maybe you have a better idea of a different recommendation to the customer. Maybe there's a bigger issue going on, but you can really help you understand the issue. But this report, all I need to do is add this to a quote with the action button over there. Everything is prefilled.

--- Quoting ---

DAN

1:00:40 All I need to do is just create the quote. Now, I can make adjustments here if I want to, and I can always do one on the next page as well... but we'll stick with it. So now, if I have multiple deficiencies, a couple of things, let me backtrack for half the deficiencies, dashboard will be able to show you if I want to look at job number, all the deficiencies for that job, I could go to the job page, look at all the deficiencies connected to that job. If I want to look at all deficiencies come in this week, right? Or for this customer. So I can run those reports and keep track of them. The status is new. That means no one at your company has touched it and it's not made it to a quote and the customer doesn't know about it yet. Likely as far as the quote goes. So

helps you keep track of making sure those are moving through the pipeline to the next stage if you will in visibility over anything that's coming in.

TIM'S

1:01:35 Better than the last two that I've looked at. Yeah.

DAN

1:01:39 How's that now?

TIM'S

1:01:41 I said it's better than the last two platforms like that.

--- Assets ---

DAN

1:01:45 Okay. What's what stands out to you?

TIM'S

1:01:49 Just the fact that I can get the deficiencies and I can lump them together. Everybody has the platform that I've looked at where I can see the deficiency from the field. But generally what happens is say, I've got 10 pieces of equipment. My client wants to report on all pieces of equipment and expect a quote on all 10 pieces of equipment. And what's cumbersome is doing just that and then putting it in a little proposal where they see all 10 pieces. So I'm looking to streamline that and make that someone easier on the office staff.

TIM

1:02:24 In cost and, yeah, and all that for and time, yeah.

DAN

1:02:30 For, okay. Yeah. And you all, so do you want to send multiple proposals or just one with each piece of equipment?

TIM'S

1:02:41 Multiple proposals? Everything we do is by device or by piece of equipment?

DAN

1:02:49 Okay.

TIM

1:02:50 80 90 percent.

--- Pricing ---

TIM'S

1:02:52 90 percent of the talk? Yeah.

DAN

1:02:54 Gotcha. So this would be the way to just do it, per device, per issue, right? Per asset. If you wanted to ever lump them together, you could. So I want to add to is select multiple. Here are all the open deficiencies at that location.

--- Quote templates ---

DAN

1:03:08 Boom, I can select all and I can put those all on one quote. And what I'm gonna do actually go ahead.

TIM'S

1:03:15 I want to see what that looks like. If you don't mind real quick.

DAN

1:03:19 Yeah, absolutely. Let me add. I want to find one. I'm always reporting compressors and see if I got another one here. We go. Belts need replacing. So I want to just add one here to show you because service traits able to group these assets and repairs individually. So you can present this to the customer with the costs associated to each repair?

TIM'S

1:03:36 That's what I want to see.

DAN

1:03:38 Absolutely. So here's what I'll do, I'll add a quote template. This is a compressor replacement, and this is, the labor and, you know, material that we expect for that. Now, you're not locked into this template?

TIM'S

1:03:51 No, I know. I guess I like that template. It looks good. You.

DAN

1:03:55 Okay. And you essentially would just apply a template again to all of the services on there. So I've got multiple. Now, I'm gonna go up here and apply. I want to use a template here. Let's say.

DAN

1:04:09 Filter change for example. So we'll just add that. What am I missing? It is due... there we go.

DAN

1:04:25 And on your proposal, you can group this and present it to the customer.

--- *ST app contracts and pricing* ---

DAN

1:04:29 However you'd like, so if I want to show only grand total and then group by service. So we got two services here. So I wanna do group by service. Yes. And do you all like to show all the line item pricing or do you prefer to just show grand totals?

--- *Quote templates* ---

TIM'S

1:04:43 Show me line for the bill. All right.

DAN

1:04:46 Let's do it. So you'd set up what standard you wanted there, but you could always change it on the fly. I'll go ahead and save that and.

TIM

1:04:55 Can you set that per customer for their preferences?

DAN

1:04:59 Because you can.

TIM'S

1:05:01 Okay.

DAN

1:05:02 That is correct.

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

TIM'S

1:05:03 Okay.

DAN

1:05:11 All right. And I'm gonna go ahead and get this out of the customer. All I need to do here is send to customer and it's going to pull up all the location contacts. This is my primary location contact. It's got our videos. And since I added that second deficiency, right? It's got a couple of videos from each one. I can toggle on and off something if I want to keep it in house. Like maybe Dan had an audio note that was just for us in house. I'll toggle that off and we can keep it for us. Any additional

comments toggle on and off, can send this to multiple people if they need to send a copy to the property management at the same time.

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

DAN

1:05:49 Does anyone want me to add their e-mail so they can receive a copy of this quote I'm about to send?

TIM'S

1:05:54 Yeah, you can have mine, you have it.

DAN

1:05:59 I a...

TIM'S

1:06:00 It's Jimmy Jim on Y, at the company dot there it is.

DAN

1:06:06 Yeah, I think I got that one. Okay. So I'll just send it out to this one. I can always copy anyone else in if I need to, if you guys would like, no, we're...

TIM'S

1:06:14 Good.

DAN

1:06:16 So that should hit your inbox any moment. And if you have, I know that, we're on this phone, I'm not sure if you've got a device available to take a look at it, but I'll pop it up on my screen as well.

TIM'S

1:06:38 All right. I see it.

TIM'S

1:06:46 And is there a second piece to it.

DAN

1:06:51 Let's see here because we're looking at, give me one second. I might have chose the wrong grouping that's...

TIM'S

1:06:58 Fine.

DAN

1:07:00 Yeah, this is more of a user error.

TIM'S

1:07:03 It happens. Trust me. And if there is an error possible, our guys will find it then.

DAN

1:07:12 Yeah.

TIM'S

1:07:14 To find it on purpose, even not.

TIM

1:07:25 Well, I just don't know. I mean, there's we got to have a conversation about list of and Rob.

TIM'S

1:07:33 Know what?

DAN

1:07:44 Let's see here.

DAN

1:08:31 For me... let me see.

DAN

1:08:39 Not quite sure what I did wrong here. So typically, what I'm used to is seeing the, you see how this is broken out, right? Each equip piece of equipment. Each one of these would be broken out with their pricing. I'm not sure if I am just forgetting, which summary to choose, but I can definitely do.

TIM

1:08:58 Total only.

TIM'S

1:09:00 And you're fine, that's exactly what I wanted to see what you just showed me.

DAN

1:09:04 Yeah, no, there is a way the...

TIM

1:09:06 Got you. Hit ground. Yeah, I'm pretty sure.

DAN

1:09:10 Okay.

TIM'S

1:09:11 And that's...

TIM

1:09:12 And that's what we got grand told.

TIM'S

1:09:14 I know your time is valuable and we don't have a lot. Can you show us real quick? Because so far this all works, I like it, can you show us like how this system would handle a small project?

DAN

1:09:28 I can, so since we do, and I know you all's time is valuable as well and we are a couple of minutes over. If it works for you. What I can do is I've actually got a self product tour of the project management capabilities and a lot of it is gonna reflect what we've looked at here similar, you know, location type services jobs, but, I look at things like, yeah, that's what I was thinking. I can provide you with that and what I've actually done. I'm gonna get started on building one of these out for you all. But basically, it is, I'm gonna give you a quick glance at another customer. I'm working with... a workspace where I'll compile, the video of this, you know, the sales manager information and other information about what we've talked about, put it together for you, share it with your folks. And so you all can kind of use this to structure some of your internal conversations. And I think with project management, for example, you'll have the self tour product tour. You can drop comments in here for me, but does this look like something that would be useful for you?

TIM'S

1:10:32 Yeah, that'll be useful along with one other question I had.

DAN

1:10:36 Get...

TIM'S

1:10:36 Pricing.

DAN

1:10:38 Okay. Do you all have a... kind of a budget or it sounds like you've been looking at some different options. So you've probably got a feel for, what things cost and such, do you have a window you'd like to stay in?

--- Pricing ---

TIM'S

1:10:55 Yeah, I'd like to pay nothing.

DAN

1:10:58 No, no.

TIM'S

1:10:59 Right now, just so you know, right now we pay a flat fee.

DAN

1:11:04 Yeah.

TIM'S

1:11:05 And obviously we like the flat fee. It works for us. You know, I'm not a big fan of the per seed item charges that companies use. So I'd rather see a flat fee pricing right now. We have about 30 people on the platform. I realized, you know, that when you add people, you know, there's probably a cost increase, but I'm looking for a flat fee. It's easier for me to budget. It's easier for me to understand, probably do it. I mean, I don't know how your billing is monthly quarterly.

--- Recurring maintenance ---

TIM'S

1:11:46 I'm not a fan of yearly billing or semi annual billing. I mean, I don't do that with my car. I don't do that with my truck. I don't do with that on my house. Yeah, monthly Bill. That makes sense?

DAN

1:12:00 Yeah, it does. And so I'm not gonna be, your best. You're you're not gonna be my biggest fan here. But I mean, so, our structure... is an annual structure, for billing. It is also a go ahead.

TIM'S

1:12:20 Yeah. Then I'd probably have to look elsewhere. I'm not a fan.

TIM

1:12:24 Do you have, do you have no monthly options?

TIM'S

1:12:26 Yeah.

DAN

1:12:27 I'm not well.

--- *Purchase decision* ---

DAN

1:12:28 I don't have monthly, but, I have some flexibility, to work towards, you know, we want this to be mutually beneficial, right? So I understand your concerns and I appreciate you let me know about them.

TIM'S

1:12:41 Yeah, it's just a deal breaker for me. I'm okay with quarterly, but I wouldn't go anything more than quarterly to be honest.

--- *Pricing* ---

TIM'S

1:12:47 Okay. I mean, like I said, I mean, my house is my big is expensive and, I pay for it monthly. I'm just not up to giving somebody here here's the years, what working for?

TIM

1:13:00 What would, what would your annual cost be for us to have 30 users on your platform?

DAN

1:13:08 So, we charge the way we'd come up with your subscription total would be through the technicians that use it in the field. All office users and administrators are 100 percent free. There are also, you know, depending on the level of what you needed out of each technician, right?

--- *Pricing ends* ---

DAN

1:13:26 And I, a lot of times, I know we might have time to uncover all this right now, but, right? Some technicians might always ride along with someone, right? So they might only be a helper does. Is that ever the case with you all?

TIM'S

1:13:38 No, it's pretty much our techs are multi TalentEd installed service.

--- *Pricing* ---

TIM'S

1:13:43 So everybody would need a, at least a basic seat window to be able to do kind of, will you just show me?

DAN

1:13:50 Okay. So you'd be looking at likely, I'm gonna ballpark you here. So, is it 25 field users though? Is that right?

TIM'S

1:13:59 That's probably about, right?

TIM

1:14:01 Yeah.

DAN

1:14:03 Okay. So, per tech per month... about one 39 is, the cost there?

TIM

1:14:13 And what about internal, there's no cost for internal users and it wouldn't matter how many they were.

DAN

1:14:20 That's right? It doesn't matter for, the administrative users, the folks that don't need the mobile app to actually complete billable hours in the field for jobs.

TIM'S

1:14:30 So, I'm looking at 42,000 a year.

TIM

1:14:33 For 25.

DAN

1:14:33 For 20.

TIM'S

1:14:34 Guys, I can do that quarterly, no problem.

DAN

1:14:38 Okay. Well, that's great news. And we haven't even gotten to the good stuff yet, really.

TIM'S

1:14:46 It's a good stuff.

DAN

1:14:48 Well, the good stuff if you've got five more minutes, I'd love to kind of wrap up on, the quote and the visibility you've got on this and converting this to a job and tracking all of this. Do you have about five more minutes?

TIM

1:14:59 Yeah.

TIM'S

1:14:59 I have one other question. I know that there tiers that I saw the one 39 is the top tier that gives my guys everything they need to be functionable, correct?

DAN

1:15:09 It gives you guys everything they need to be functionable. It is not the top tier.

TIM'S

1:15:14 Okay. What's the top tier?

DAN

1:15:16 Cost? That would be 189 and... probably a good idea for us. I think, the next steps that would make sense would be, it sounds like talk about pricing, talk about the differences between the enterprise and the premium packages for your field is a...

TIM'S

1:15:35 Because I still might be done with you.

--- Pricing ends ---

DAN

1:15:39 Okay.

TIM'S

1:15:41 I don't mean to be rude. I just went through this with about four or five people and I'm actually getting annoyed with the whole thing. So, I just want to cut to the Chase, figure out what blanket is gonna cost me. And then if, I mean, it's like we...

DAN

1:15:56 So...

TIM'S

1:15:56 I don't go and look at it, Bentley if I know I can't afford the DAM bent.

DAN

1:16:01 So, absolutely. And...

TIM'S

1:16:02 I appreciate the tour. I appreciate all you've done. It was great to get a good, you know, I looked at the car it's a car like. But now the sticker to it is like, I'm not sure that I can afford a sticker. So I may have to go back and find me a share let.

--- Pricing ---

DAN

1:16:16 No, I understand it completely and I appreciate you being transparent with me. So everything we've looked at today is included at that one 39 premium level. And that's what I recommend for almost all of my new customers is to start at the premium level. A couple of things on the enterprise level that you can look forward to and potentially move to once you see the impact that ServiceTrade can have.

--- Pricing ends ---

DAN

1:16:39 And another thing I want to point out as we're talking about pricing and you're familiar with Crawford or Crawford, right? And I think that speaking with them about, the payoff that ServiceTrade has been for them would be great because they've been with us for a long time and I, there's a reason they continue, to renew with us and pay for the service, right?

--- Customer engagement ---

DAN

1:16:58 Is software is only as good as it does for, you know, most good software not only pays for itself but makes you additional money on top of that. And so service trade users based on our statistics grow, the top performers grow around 40 percent year over year. And that's with the team that they have now not accounting for adding technicians.

--- Purchase decision ---

DAN

1:17:20 So just a few nuggets to keep in mind. And I know I'd probably sound like, you know, just the every other salesperson you've talked to recently, but I will say that, go ahead.

TIM'S

1:17:31 I just said just about, but that's okay.

DAN

1:17:37 But, but, I mean, I think the difference for me, I'd be interested in who you talk to.

DAN

1:17:41 The difference for us is we can back it up. I can put you with commercial contractors who do exactly what you all do. Kevin Harris in Texas owns a shot, the name of this company stuff in my mind right now. But he started his company about three years ago as well and he has 50 technicians right now about four years ago. So he's got a year on you, but you guys kind of remind me as far as your growth, your company reminds me a little bit of his. And he started day one with ServiceTrade. So he'd be. So I think, you could get a lot of insight from, and value from talking to him. So I'd love to set you up with some of the contractors that are very similar to the company to talk about their experience, and, you know, why they've been seeing it as worthwhile to pay, what they pay for it.

TIM'S

1:18:26 All right. What's the different levels, what's your next level offer? So I can have an idea, I guess.

--- Implementation and ongoing support ---

DAN

1:18:33 Yeah. It would be that 189. And that's the top tier level that's basically what you get with that is some added built in analytical reporting. And the thing with that, it's very useful and it's awesome, right? A couple of things I'll point out, the reason I don't always recommend starting with that package is because you have to collect the data in order to have good analytical reporting, right? So your first six months, eight months of service trade, you're gonna be spending a lot of time collecting the data, understanding where the data lives, right? Before some of that reporting even becomes useful for you. The other thing I'll point out is even if you are on the premium level, the data still available to you, it's still there.

--- Accounting ---

DAN

1:19:12 It's not like you can't use it. So you can still use it to report on export to excel, run any sort of external reporting system that you want the prebuilt some of the prebuilt dashboards. And again, nothing we've looked at today. Everything we've looked at today is included, right?

--- Purchase decision ---

DAN

1:19:30 And far more. But so I just want to make that clear. I haven't showed you anything that you'd be missing out on the enterprise level.

TIM'S

1:19:37 Okay.

DAN

1:19:43 But I'd love the opportunity to kind of let you all absorb this, share some resources with you if you want to reflect on it. And hey, it's just no way know how worth the price tag. I understand. I do. And again, I appreciate you being transparent with me. I'm gonna do the same from my end, but I would love the opportunity to sit down with you and sort of review after you've discussed internally and more thoroughly... discuss what those pricing plans look like, and where you all would be best suited to start with if that makes sense to you.

TIM'S

1:20:18 Yeah, I'll be honest for comparing yours to another program called BuildOps. Okay. Like their put platform very similar to yours. Yours looks a little bit more or less cluttered than theirs. Does. Theirs. Looks like it may offer a little bit more maybe upfront. And I'll be honest, they're about 30 bucks that see cheaper than you are... and they're willing.

DAN

1:20:48 A...

TIM'S

1:20:48 Quarterly payments or I don't get stuck blocked into, you know, something like that. So it's something. I mean, I'll continue to look at yours, continue to look at theirs, probably making a decision here in the next couple of weeks, but I mean, it's I mean, very similar platform and yours is, you know, 30 bucks more a person.

--- Purchase decision ends ---

TIM'S

1:21:11 So, I mean, I got to look at it as, you know, a business. I got to look at both, compare them a little more. Feel free to share what you have. I mean for there is I'm getting access to everything they have. They've got one, they do have an upper tier, but it's like 10 bucks more so, and it does analytics, it does a little bit of AI, which is probably what you're talking about. I've talked to another company that uses it here locally, pueblo mechanical. They've been really static with it kind of like Brian with Crawford. So I think they're both comparable. I mean, maybe there's some in and outs on each one, but they're definitely seems to be, some price difference.

--- Purchase decision ---

DAN

1:21:55 Yeah. And I think what you'll find... you know, curious, have they said anything about us? Did you mention that you're looking at ServiceTrade?

TIM'S

1:22:05 Yeah, we did.

DAN

1:22:07 Okay. What was their feedback?

TIM'S

1:22:09 They said that you had a very robust platform. They agreed with me that their login screen and that their base screen was a little busier. They felt they were more customizable than your platform was. And I mean, be honest, he said, you know, I think our pricing is probably gonna be at least comparable to theirs. And based on what I'm seeing, I mean, it's like 30 percent cheaper. So, I mean, it's something I got to be cognizant of.

--- Pricing ---

TIM'S

1:22:39 I mean, if it was five or 10 percent, you know, or five bucks or 10 bucks, I'd be, yeah, you know, probably head the other direction, but I mean, asked 30 bucks that's a I.

DAN

1:22:50 Well, you know, I've been doing this about three years. BuildOps is a name that's come up a lot lately and, you know, coming from me, right?

--- Pricing ends ---

DAN

1:23:01 We just met. I know it's like, hey, do I trust this guy? But knowing that this might be the last time we talked, I think it would be, I don't want to neglect to tell you right? What my experience has been with companies that have worked with BuildOps and it's great that pueblo is enjoying it and he's off to a good start. But we've had customers actually a couple that left four BuildOps return to us because they couldn't implement them. BuildOps has only been around a couple of years from my understanding. A lot of times. What they tell you they have is actually in beta, and it is a new feature or something they're able to demo, but is actually not in production. So it doesn't actually work. One of those things might be their inventory management. And again, I'm not an expert on BuildOps. This is what I've heard from folks, that have tried to onboard BuildOps. And I could probably get you set up with three or four people who failed to implement BuildOps... and also we're disappointed.

--- Purchase decision ---

TIM'S

1:23:56 About service trains. You know what I mean? Is, and in some...

DAN

1:23:59 It's a tough game here. Yeah, it's a tough game there in that.

TIM'S

1:24:03 What I told you, I've looked at like four different platforms trying to decide you two happen to be the most expensive of the four I've looked at and you are by far the most expensive of the platforms I've looked at.

DAN

1:24:18 Well, so if they said the same thing, I'd hold them to it, get on the phone with people that failed to implement ServiceTrade, get on the phone with them because I'd love to hear back about that, you know, our custom.

TIM'S

1:24:31 I expected the same from you and I'll give you and afford you the same opportunity. I'd afford him. I'm an equal opportunity employee, trust me.

DAN

1:24:41 Yeah. You know, I absolutely. Yeah, I'd love the opportunity to continue the conversation and it goes down some of those avenues. I do have some resources I think that would be useful for you at the end of the day. You know, a 30 percent difference. A couple of things I'll point out, you know, hey, if we need to negotiate a little bit, I'm willing, to knock on the door, and do what I can for you.

--- Purchase decision ends ---

DAN

1:25:06 The other thing is what's 30 percent at the end of the day, if you buy a broken platform, right? If it doesn't work out. And I know that BuildOps has been successful for some folks and that's great. The third thing too, that is a lot of those folks probably have a very high focus in the goal in the direction of their company is gonna be Construction projects.

--- Customer engagement ---

DAN

1:25:26 And if that's the case for you all, I would actually point you to BuildOps. If if you didn't have maintenance and pull through revenue as a priority. I'd say, okay, if that's only 10 percent of your work go to BuildOps, right? They might be better suited for you in that and probably are or comparable in terms of preventative maintenance pull-through revenue driving engagement with your customers, and customer satisfaction, putting your brand upfront 910 times throughout the service cycle, just seamlessly built into your service interactions with your customers. That's what ServiceTrade been doing for 11 years. And we do it extremely well. And that's where our customers see, the increases in revenue that they do, you know, I think that looking at how we took an efficiency to a quote, if that's important to you. And if that is a big revenue stream for you pull through revenue versus your Construction and project side, then I'd say, I think ServiceTrade is the way to go if it's not as important to you and you're okay with, some clunky features in service and possibly not as smooth communication with these customers that you have contracts with.

--- Customer engagement ends ---

DAN

1:26:32 Then hey, maybe you want to focus more on projects. Maybe BuildOps is the option, but I think that's really where we separate is in the maintenance division.

TIM'S

1:26:40 Yeah, no, I agree. I like I said, there was a, you know, a definitely a different approach. Your platform definitely seems a little less clunky, which I'll be honest, you know, when you're dealing with text and you're dealing with young people, I mean, you wanna make sure that it's you know, less clunky and more intuitive, but I don't know that it's a 30 dollar seat intuitive for me as all, I mean, I guess that's the biggest thing is, you know, I'm not gonna lie. We are a small company. We've had rapid growth and the next platform that I choose is gonna be, you know, along with Tim and my other partner who's a sales function guy of the group is gonna be a platform we're hoping to live with for the next 10, 20 years and I wanna make sure that it's right? And, you know, there's just, some questions around, you know, what would it be, right?

--- Purchase decision ---

DAN

1:27:40 Yeah, absolutely. Well, I want to be a resource to you while you're trying to figure that out, right? Based on what I've learned so far about you again, this is just our first conversation. So I'm sure there's more to learn on both sides. We, we didn't even really make it to the end here. So you really only scratched the service of ServiceTrade as well. So I'd love the opportunity, to allow you to, you know, utilize me as a resource, set you up with customers, set you up with anything that you need to gain the information to feel like you're making... an informed decision?

TIM

1:28:15 I think that I think Johnny and I will talk about it for sure. I don't talk about the partner. You're not out of the running at all. As far as I'm concerned, we're definitely going to look at it. I would love for you to send me the project manager side slides that you said you had. You need a little presentation that we can go through? I'd like to see that personally because that's more geared towards me?

DAN

1:28:42 Yeah. Would, would it make sense? So I'll send that to you? Would it also make sense for us to set up a follow up and I can pull on my project management, product manager and walk you through... all of the INS and outs of that.

--- Purchase decision ends ---

TIM

1:28:56 It's possible. Yeah, I'm gonna be, let me look through what you've got, you know, real quick and then we can try to schedule something, you know?

DAN

1:29:04 Okay.

TIM

1:29:06 So, I mean, I would definitely like to see what that side of it looks like. We, we didn't you know, we got really in depth with the service side of this one and didn't get to the project side at all.

--- Purchase decision ---

TIM

1:29:16 So I wanna, you know, dig into that a little bit. So I know what questions I even have about it, you know.

DAN

1:29:24 Absolutely. Well, hopefully, the video walkthrough and, the self demo tour will help you sort of come up with some of those, and understand where you need to explore further.

--- Purchase decision ends ---

DAN

1:29:35 And would it be okay with you then? And I'm sorry, I've been trying to keep track of voices but, is this TAM right now?

TIM

1:29:42 TAM, yeah, yeah, yeah.

DAN

1:29:43 I thought so. Would it be all right with you, if I gave either you were doing a ring, let's say next Tuesday after the, since we're on the weekend here?

TIM'S

1:29:52 Probably, yeah. You can call me. Tim is gonna be out of town or actually out of country, but yeah, you can call me and I'll pick up the phone. We can discuss it more. Like I said, I'm still both interested in, you know, your a, it's down to your two platforms. I mean, it's pretty much based on what I've seen and I think Tim probably agreed. It's just, we got to make sure that we do the right choice, pick the right one, and I'm not gonna lie cost is gonna be an issue with me. It always is. I mean, I go by, hey, I may visit three dealerships before I buy. She.

--- Purchase decision ---

TIM

1:30:25 To be blind either one if you suck, so.

TIM'S

1:30:27 Yeah.

DAN

1:30:29 Yeah.

TIM

1:30:30 Just to be straight about it, you're both contenders, otherwise the choice would be easy, right?

TIM'S

1:30:35 Yeah.

TIM

1:30:36 Sure.

DAN

1:30:36 Well, I appreciate, you give me the opportunity, to have a follow up conversation as you're determining that and yeah, definitely look forward to it.

--- Purchase decision ends ---

DAN

1:30:46 And I definitely appreciate you all time today. I will get that workspace where you send it over to everyone here and Johnny, I'll see if we can't connect some time on Tuesday. Is there anything else you all would need from me today? That would be useful, as you kind of discuss internally?

--- Purchase decision ---

TIM'S

1:31:06 No, I mean, it sounds like, you know, we know where you're at kind of, you know, what we looked at, looking at both platforms. You're gonna send us a link that'll help. I'll tell you, we have not made a decision one way or the other. We're gonna look at both individually, I mean, and it may be that, you know, the money that you're asking for above in addition, is well worth it. I will tell you to me more so than anything. It's gonna be the right platform for the field if it means I got to pay more money, I will, but I'm not gonna pay more money for something that I doesn't think is the best fit.

DAN

1:31:44 Absolutely. I couldn't disagree with that if I tried.

--- Purchase decision ends ---

TIM'S

1:31:48 There, you know, well, I appreciate those.

DAN

1:31:51 All right. Well, thanks everybody for your time and expect an e-mail from you here shortly, but we'll be in touch to it.

TIM

1:31:59 Thank you again. We appreciate.

DAN

1:32:00 It. Bye bye bye.

The End