



Call with Critical Systems Services - John Van Ness

Brian Akom with Critical Systems Services
Recorded on 9/13/23 via SalesLoft, 6 min.

Participants

SERVICETRADE

Brian Akom
SDR

CRITICAL SYSTEMS SERVICES

John Van Ness
Service Manager

Topics

<i>Next Steps</i>	5:04
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Transcript

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

JOHN

0:00 Hello, this is John.

BRIAN

0:01 Hey, John. My name is Brian. I'm calling from server tree. I catch you at a good time.

JOHN

0:02 John, I'm waiting for.

JOHN

0:06 Service trade?

BRIAN

0:07 Yes, sir.

JOHN

0:08 Yes. How are you doing?

BRIAN

0:10 I'm good. I was just reaching out today.

JOHN

0:14 Yeah, I do remember. And I figured I'd see you guys when I go to the... msca convention, so, but we've actually hooked up with BuildOps and we're running live, been running live for quite some time.

BRIAN

0:15 You remember chatting with server about a year or so ago.

BRIAN

0:20 Yeah.

BRIAN

0:37 Okay.

JOHN

0:38 So, then we're kinda locked into a long term contract with them.

BRIAN

0:43 Okay. How is it, how things going with BuildOps? I spoke to actually, I just spoke to a lady yesterday who says she has to do a 1,000 things to do one. So, I was just kinda curious what your experience was.

JOHN

0:54 A 1,000 things to do. One. Wow. What company was that I'd be interested to talk to them? We've had our difficulties but we've got a lot of things work out.

BRIAN

1:05 Yeah, no, it's a company out of Florida. They're actually doing a demo with my field rep tomorrow because she's so frustrated with BuildOps.

JOHN

1:13 Yeah.

JOHN

1:17 Wow. That's I mean, we barked at them pretty bad, and we've got everything going in the right direction. Now. I don't really think we have any major issues. We're actually invoicing with them, you know, both service and project wise, so.

JOHN

1:37 I mean...

JOHN

1:40 I was one of the negative people but as of right now, I can't really say negative stuff. I think that they've done pretty good.

BRIAN

1:45 Okay.

BRIAN

1:48 Okay. Well, no, I mean, I'm glad it's they figured it out at least three all.

BRIAN

1:54 Yeah, no. Like I said, I was just kinda touching base... see how things were going with but ops, and see if, you know, some of the problems that I've heard, were running through or maybe it's just that one off location, you know?

JOHN

2:07 Well, I mean, like I said, initially, I would have been right on the jump band wagon, and been pretty harsh about it. But all in all, I can't really say that it's bad. You know, they're doing pretty good now.

BRIAN

2:22 Okay. Well, no, I appreciate your time, John. Well, you know, if something changes, please keep, you know, keep us in mind. I'd love to show you the, you know, some of the new stuff that we purchased last in the last year that you know, I think would be a good fit for you all. So if you're ever, in the need just let me know.

JOHN

2:23 All right.

JOHN

2:44 Sounds good. Well, I figured like I said, I figured that I'd be.

JOHN

2:48 You know, everybody does their demonstrations at the shows and I'll be down at the convention.

JOHN

2:54 In about a month from now, so.

BRIAN

2:57 Yeah, yeah, we'll definitely be there. I don't know who from the company is actually going this year, but.

BRIAN

3:04 Yeah, I mean, feel free to stop by, you know, with the purchase in Northboundary and a couple of other, you know, and well, another company on the fireside last year was a big year for us. So actually speaking of, do you all use anything for like your sales like your service agreements and stuff like that on the sales side of things?

JOHN

3:23 As far as... I mean.

BRIAN

3:25 Like any software to help with your service agreements, produce more of them, you know, stuff like that?

JOHN

3:32 That's the one thing that I will say that I think all of the softwares do not hit on a quality level because... you know, like we've always used word for putting together our proposals, excel for putting together our estimates. And I've yet to see anything that gives me the freedom that we're word does as well as the modifications that if I want to the excel does and BuildOps is no different in that aspect. I still import all my proposals and estimates into our bids, our projects and our service call repairs. So, and that, that's attachments that, you know, just for record.

BRIAN

4:19 Well...

BRIAN

4:23 That's it's funny that you mentioned that we actually acquired a company about November last year called Northboundary that helps with selling more service agreements, not in excel, not in word. It's an actual physical app that you can use in the field to produce faster quotes and, or just more service agreements and stuff along those lines. Would you be interested in maybe taking a few minutes in chatting with my field rep and kinda going over Northboundary?

JOHN

4:30 Okay.

JOHN

4:53 Would not be this week. It would have to be some time in the near future, but I could, I, no problem with that?

BRIAN

4:58 Yeah.

BRIAN

5:00 I can definitely set something up next week better for you?

--- Next Steps ---

JOHN

5:04 Yeah, I would say probably Thursday Friday next week.

BRIAN

5:08 All right. Let me pull up this calendar real quick and let me see. I know he's traveling. I don't think he's leaving quite yet. Yeah, he's wide open Thursday Friday. So, what's best for you? What time? Morning afternoon?

JOHN

5:19 I'd say nine o'clock in the morning.

BRIAN

5:23 Okay. Nine o'clock in the morning on Thursday. Would that work?

JOHN

5:27 Yes, that's fine.

BRIAN

5:28 Okay. My computer is running really slow today, so I'm gonna send a little meeting invite for Northboundary, for you and J to talk.

JOHN

5:36 Okay.

BRIAN

5:36 Is it still? I don't want to put your last name? Is it?

JOHN

5:42 Yes, that's it.

BRIAN

5:43 Okay. Is it stay jenscritical system?

JOHN

5:47 Yes, that's it.

BRIAN

5:48 Yes, LLC dot. Com. Okay. Yeah. Give me a few minutes and I will send that over to you for you and J to kinda go over. Northboundary...

JOHN

5:56 Sounds good.

BRIAN

5:57 All right. Yeah. So, Thursday, nine o'clock and I'll send that over to you.

JOHN

6:01 Beautiful. Thank you.

BRIAN

6:02 Thank you. Have a great day.

JOHN

6:03 You too. Bye bye.

The End