



Call with Howell Mechanical - Allan Peters

Alec Ashby with Howell Mechanical
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Participants

SERVICETRADE

Alec Ashby
Territory Manager

HOWELL MECHANICAL

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President

Topics

<i>Pricing</i>	7:54
<i>Wrap-up</i>	9:48

Transcript

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

ALLAN

0:00 Wonderful.

ALLAN

0:02 Now, Peters...

ALEC

0:03 Hey, Al, this is Alec. I was returning your call from yesterday. How are you?

ALLAN

0:07 I'm good. How are you?

ALEC

0:09 Doing good. Doing good. The reason I was giving you a call Alan is, I know we spoke back in January. I was calling the service trade. I think you told me that, you know, you guys were putting your software search on hold because there was other parts of the business that you were working on or thinking about implementing other systems for. So I just wanted to follow up with you guys to see if anything's changed or if that's still the case or what's going on with you guys over there?

ALLAN

0:17 Yeah.

ALLAN

0:28 Right.

ALLAN

0:33 Yeah. So, where we are today is we've kinda decided that service tighten is probably.

ALLAN

0:41 More than what we need. And in fact, it does a few boxes. It doesn't click, which is.

ALLAN

0:50 Which first saying, that is more than what we need, but anyways...

ALLAN

0:56 We would, we are, I think our renewal is March of next year. So we are probably going to be looking pretty heavy in the middle of summer time at various products.

ALLAN

1:10 I've talked to you guys. Who else could I talk to second?

ALLAN

1:19 I talked to a company called job box.

ALLAN

1:24 I've talked to service factor.

ALEC

1:29 Okay.

ALLAN

1:29 I've talked to FieldEdge.

ALLAN

1:34 And I've talked to you guys.

ALLAN

1:39 And I'm supposed to be talking to.

ALLAN

1:43 BuildOps, whoever they are in the next little while, so.

ALLAN

1:50 Like in five minutes, so.

ALEC

1:53 Nice. Okay.

ALLAN

1:56 So, you know what we are? I am kinda take, I'm taking my time. I'm kinda, I haven't really like we started sitting. We sat down. We kinda made a list of these are the things we need, you know, list of them out. These are the things we would like. This is the kind of business that we've got, you know?

ALLAN

2:19 And then... some companies check a few of the boxes.

ALLAN

2:26 Some product, some companies check.

ALLAN

2:29 Way more boxes than I have, you know, so... and a lot of them start from a residential retail kind of perspective.

ALLAN

2:43 And that's not our business that's not our business model. So, it doesn't we don't start from that fact that we were primarily a commercial service company.

ALEC

2:44 Yeah.

ALLAN

2:54 You know? So Mike, do my guys collect money? Yeah, every day? No, he's in fact, I've got guys out in the field all the time and they never invoice the customer. They never get involved in collecting money or, you know, collecting a check or anything because... those are commercial customers. We invoice that customer and sometimes we invoice that customer and the check comes from their head office, which is maybe two or three provinces away or it's down in the states or wherever, you know. So that's the difference for us versus what's the retail guys?

ALEC

3:36 Right. Yeah, I'm sure you remember, last time we spoke, you know, we only work with commercial service contractors.

ALLAN

3:43 Right, right. Right. Yeah, yeah, I get it. Yeah, no, absolutely. Let me ask you this question Alec.

ALEC

3:50 Yeah.

ALLAN

3:52 We provide services to our commercial customers, but we subcontract that to a third party.

ALLAN

4:01 Does your system allow us to do that... or do we have to do that separately or just straight through Quickbooks? Or how do we manage that?

ALEC

4:11 Yes. So, when you say sub to a third party, I'm assuming you mean sub, there's someone to do the work. It's not like service channel or Kareo where you're getting the work from a third.

ALLAN

4:20 No... no, no. What? So, for example, we don't do drain cleaning. Okay? We're plumbers, but we don't do drain cleaning. So, we have a, we have a couple of a couple of vendors that, that's all they do is drain cleaning, right? So, if I have a drain cleaning, I have a drain cleaning issue at a customer's business. I'll phone my guy and have them go down there. And so he then bills me and I mark that up and I in turn Bill my customer. And in the most cases, the clients are happier with that than if they had to set up another vendor.

ALEC

4:27 Huh.

ALEC

4:38 Yeah.

ALEC

4:45 Going.

ALEC

5:04 Yeah. Yeah. So you can sub out work to other vendors, is that, can you just to make sure before I explain, so, are you like doing that right now manually? Or how do you guys go about doing that now? Are you doing that in tighten? Or how is that done now?

ALLAN

5:05 Right. So.

ALLAN

5:08 Can you, how is that handled in your system?

ALLAN

5:26 Tighten, can't do it?

ALEC

5:29 Wow.

ALLAN

5:30 No, tighten? Like I told the guys that tighten? This is our issue.

ALLAN

5:36 And...

ALLAN

5:39 They all kinda went.

ALEC

5:41 Yeah.

ALLAN

5:44 Right.

ALEC

5:44 Yeah. So, so in short, you can sub out work. Basically, what happens is as long as you have a point of contact at those vendors, they'll basically get a work order from service trade. It'll be a less robust work order than you would use internally. They have enough resources to do the work. And then once the work comes back in on your end, you can do whatever you need to do.

ALLAN

6:06 Yeah. So, for an example, what I had to do, I'll tell you what I had to do, I had to... dispatch one of my guys out to a customer building. And then I phoned my technician. I said... Andy, this is on your dispatch. Don't go to this call. Okay. He goes. Okay. What's going on? I said, no, no, I'm sending out the drain company to take care of this. Okay. I said, but I, and he said, well, why is it on my dispatch? I said, because I have to create a dispatch in order to capture this transaction in titon.

ALEC

6:48 Right.

ALLAN

6:49 Right. And so I had to put it under his name. He happened to be the guy on call. It was an after hours call. So, don't go. Okay. So he was, I mean, he was okay with that.

ALEC

7:03 Right.

ALLAN

7:05 You know, but so now I've got this. I've got this dispatch in tighten with Andy's name on it. And then I got a turnaround and kinda, you know, he's got, he needs to fictitiously go there for 30 seconds. And then I can put in all the detail that I sent my dream cleaning guy and Bill it out to the client.

ALLAN

7:33 But it's kind of a convoluted work around, you know? So... because I don't have, I don't have that vendor set up in my dispatch in the dispatch side, they're on the vendor side of the transaction, but they're not on the dispatch side of the transaction. If you understand what I'm saying, right?

ALEC

7:39 Right.

--- Pricing ---

ALEC

7:54 Yeah.

ALLAN

7:56 Yeah.

ALEC

7:56 Yeah, no, I could see how they'd be frustrating. I mean, how much work like out of all your work, if you were to put a percent on it, how much work are you guys subbing out typically like month to month?

ALLAN

8:07 You know what? We don't do that much, you know, maybe.

ALEC

8:11 I see, I.

ALLAN

8:12 You know, three four five percent, something like that like it's not a lot. It's not a lot. It's just, it's more of a household than anything else? You know?

ALEC

8:22 Right now, that makes sense. So, the only reason I ask is if you said something like 30 percent or 33 percent, no, we might not be, but for that's exactly, the way I just explained it to you is exactly how our customers do it. I could send you a little bit of information on the specifics of that too, because it's a little harder to explain over the phone, but I could definitely show you how that could be done. I could send you some stuff.

ALLAN

8:28 No, no, no, no.

ALLAN

8:40 Yeah, yeah.

ALLAN

8:44 Yeah.

ALLAN

8:47 Right.

ALLAN

8:50 So, I'll tell you, I'll tell you this, Alec, we are probably... I would probably spend way more time in August middle of August.

ALLAN

9:05 Maybe.

ALEC

9:07 Okay.

ALLAN

9:08 Looking at looking at specific programs and I think we'd probably make a decision... before we get into the fourth quarter this year.

ALEC

9:18 Okay.

--- Pricing ends ---

ALLAN

9:19 And so...

ALLAN

9:22 You know, if you can leave it with me for the time being and maybe.

ALEC

9:27 Hello?

ALLAN

9:28 Maybe we can connect towards let's are you going away at all this summer?

ALLAN

9:38 Okay. Okay. Maybe if you could touch base with me like towards the middle of July.

ALEC

9:46 Okay.

ALLAN

9:47 Okay.

--- *Wrap-up* ---

ALLAN

9:48 And maybe we can do a demo and walkthrough the product and pricing and all that kind of good stuff at that time.

ALEC

9:54 Yeah, that sounds good.

ALEC

10:00 Yeah. And how many texts are you around again? Just so I know.

ALLAN

10:03 Yeah. So I've got... seven, no.

ALLAN

10:09 Sorry, I've got six texts right now. Seven. Sorry. Seven. Yes, I got, I just added a guy? I knew it was seven seven. Sorry. Yeah.

ALEC

10:14 Okay.

ALEC

10:20 Nice. I know they're hard to find. So, congrats on that. Cool. The only reason I ask is they might move me up or, you know, at that point, I might be up the chain where I'm working more... mid market accounts. Yeah, I don't know yet though or not if by chance I'm not, I'll make sure whoever reaches out to you is the best person I think to work with you is, but if I am still in this position, I'll make sure to reach out to you around the first week of July to kinda get the process started.

ALLAN

10:35 Bigger, bigger company. Yeah, that's fine.

ALLAN

10:48 Right on.

ALLAN

10:53 Okay. Yep. No worries. That would work fine with me.

ALEC

10:57 Okay. Cool. Hey, it was nice catching up with you Allan. I know you got to run to a meeting but it's nice talking to you. I hope everything's well.

ALLAN

10:59 Okay.

ALLAN

11:03 Yep. Thank you. Thank you. Talk to you soon. Right? Bye bye.

ALEC

11:05 All right. Bye.

The End