



# Call with Temp-Con Incorporated - David Carlton

Matt Hetrick with Temp-Con Incorporated  
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## Participants

### **SERVICETRADE**

Matt Hetrick  
*Field Manager*

### **TEMP-CON INCORPORATED**

David Carlton  
*Vice President*

# Topics

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# Transcript

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

MATT

0:00 Hey, David. How you doing?

DAVID

0:02 Hey, not bad. Matt. Not bad.

MATT

0:05 Good, good. I'm glad to hear it. Things settled on over there, is starting to cool off?

DAVID

0:08 Yeah, yeah.

DAVID

0:12 It is, it's like high like 60 degrees today, so.

MATT

0:16 There you go.

DAVID

0:17 So, it's great. The great chill down now. So that's all right.

*--- Type of work ---*

DAVID

0:21 Well.

MATT

0:21 You guys do much on, the heating side?

DAVID

0:25 Yeah.

MATT

0:26 Okay.

DAVID

0:27 Yeah, we do because we do hvac refrigeration, ice machines. We do a lot of refrigeration, so.

MATT

0:36 Huh, yep.

DAVID

0:37 Refrigeration is 24 seven. So... we do quite a bit of that. So that keeps us really busy and it doesn't matter what the temperature.

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

DAVID

0:46 So the colder gets the busier we get, so the same, it's the same scenario, with the cooling season as it is with the heating season because it's just...

DAVID

0:59 The cold weather affects the equipment just as much as the hot weather a lot of times. So.

MATT

1:05 Yeah. I mean, my dad is an electrical repair shop, and dealt mostly with commercial contractors and I remember him saying that, you know, everybody's complaining about the weather and he's just like that feels like money out there because that's when it's happening.

DAVID

1:06 Right.

DAVID

1:19 That's so true. That's so true. Hey, I got a bit of news and, it's not great news. They sent me a signed contract that they signed with BuildOps, so... that, Ken Wood and Bill ride.

MATT

1:24 So that's awesome.

MATT

1:37 Who sent that?

DAVID

1:43 From TP, they signed a contract with BuildOps. So.

MATT

1:45 Okay.

DAVID

1:49 Pretty much seals the deal for our company.

MATT

1:53 So, they just completely cut you out of it.

DAVID

1:53 So...

DAVID

1:56 No, they didn't completely cut me out of it. They had, we had a discussion and everybody kinda...

DAVID

2:02 Put out their thoughts and why this, and why that? And I think that because TP has a longstanding history with perfect ware... and... what's her name? Michelle, or I forget what her name is. The lady from perfect. Were, because she went to BuildOps and works for them now that was enough of a factor for.

DAVID

2:32 Our CEO to lean in that direction.

MATT

2:37 Got to.

DAVID

2:38 Yep. I think the, you know, what came up was that service trade has these bolt on programs that they utilize right? To like.

DAVID

2:56 Enhance service trade if you will, right? And BuildOps was building theirs on. It's all integrated. It's all one, you're not gonna, if you have any problems, you know, we're the only ones to call there's not other people involved in other programs involved. And I think ultimately, that's probably was.

DAVID

3:21 Helped seal the deal for BuildOps. Was that fact and the fact that perfect where got acquired and all that, so.

MATT

3:30 Yeah.

DAVID

3:32 Yep.

MATT

3:32 Yeah, that's unfortunate. I mean, we're definitely aware of the optics of, you know, how, we market more of a suite of products. So, probably like we're outsourcing a bunch of stuff, but, you know, we actually own all the products and develop them all, you know, and, as we do that, they're all.

DAVID

3:40 Right.

DAVID

3:50 Right.

DAVID

3:54 I think it gives the appearance. I think it gives the appearance that it's not all congealed if you will. So that's that was, the optics of it. And I think that's kind of big question marks. So.

MATT

3:59 Yep.

MATT

4:03 Yep. No.

MATT

4:11 Yeah. Did you guys ever, did anybody ever get a chance to speak with customer references for them?

DAVID

4:18 Yes. Yeah. And then, you know, of course, you put your best foot forward. So, we don't know everybody that has their product and they're not gonna send this over to somebody that's gonna talk bad about them, I would suspect, so.

MATT

4:25 Right.

MATT

4:32 Yeah.

DAVID

4:35 You know, that wouldn't be, that wouldn't be very smart though.

--- Accounting integrations ---

MATT

4:39 So, are you guys to upgrade your accounting systems? Because, I know BuildOps didn't have something great for Sage on there in nothing for Computerease?

DAVID

4:40 Anyway.

DAVID

4:45 Right.

DAVID

4:51 Right. Well, and that's what they're saying, yeah, we got it. We got it. We got it, right? I'm like, okay, well.

DAVID

4:59 You're gonna go and sign something without knowing that they got it. Like, can they not give us somebody that uses Sage? So.

MATT

5:06 Yeah.

DAVID

5:08 Yeah. Well, and here's the other outlying, the other outlying factor is that we're getting, we're gonna dump Sage too. So our accounting is gonna get... we're gonna go to an online version. I think of computers by computer. What they're using Computerease is outdated as well. It's saying equated, and, but they do have online cloud based more robust Computerease. And Sage has the same thing, but...

MATT

5:18 You guys going?

MATT

5:31 Okay.

MATT

5:43 Intact, yep.

DAVID

5:44 But I think that Computerease again wins out over Sage. So.

MATT

5:51 Yeah.

DAVID

5:52 They're role that's probably what they're gonna lean towards and they've been our accounting has been tasked with the same scenario to go out and look for accounting software that integrates with BuildOps, right? So, I think that's what they're looking at right now there, I think there was a lot of things.

--- *Purchase decision* ---

DAVID

6:14 I think the aloe, the guy build, I think he's got a big presence, or familiarity with a bunch of private equity guys... and, he was named dropping like nobody's business... and some other people recognize some... and some companies and some and acquaintances that he has and partnerships, that he has with those other private equity guys. And I think that kinda, I think that had a little bit to do with them leaning in that direction too. So... I can tell when we're having the discussion that it was... it seemed like it was leaning that way pretty hard. So.

--- *Accounting integrations* ---

MATT

6:08 Huh.

MATT

6:13 Gotcha.

--- *Purchase decision* ---

MATT

6:27 Huh.

MATT

6:35 And...

MATT

7:00 Well, you know, I was kinda a little out of the loop there, but I felt the same thing just kinda through you, the fact that Ken wouldn't you know, respond any of my calls or emails.



DAVID

7:08 That...

DAVID

7:12 Yeah, they were, he was definitely not on the fence about it.

--- *Purchase decision ends* ---

DAVID

7:17 He was both feet in and I think he was over there in, you know, having conversations, and influencing the powers to be over there and all from the corporate standpoint. So.

MATT

7:29 Probably my biggest regret is never getting the opportunity, to get Billy out there with you guys and being able to get in front of those decision makers because it kinda feels like Luke and billing them made it a little one sided.

DAVID

7:30 Yeah.

DAVID

7:45 They never, Luke, and none of them ever.

--- *Purchase decision* ---

DAVID

7:51 Interacted, with you or BuildOps. Luke never did. So. Yeah, yeah. So... which is why, you know, I think Ken, I was getting Bill and some of those guys in Ohio to interact with the BuildOps guys. So.

MATT

7:56 Interesting.

MATT

8:02 Okay.

MATT

8:13 Yeah... yeah.

DAVID

8:15 Because Luke was dragging his, I think Luke was dragging his feet and that would, that's what pulled Luke out of... the decision making, and out of the

conversation. So to, is maybe to his detriment but what are you gonna say? What are you gonna say? Yeah, yup, that's exactly what happened like is Luke wasn't behind it. Luke was dragging his feet. Luke was trying to slow role is saying because of the budget and because of cost and DP is more, you know, we're gonna do this. We have to do this. We don't have a choice and they weren't gonna wait around. So ultimately, they push forward, which drug us along unfortunately because we're one company now. So, yep.

MATT

8:32 So...

MATT

8:35 Yeah, no, yeah. What can you really do? But it sounds like Ken more support from his organization out there than you did in Kansas City. So they kinda pulled ahead.

MATT

9:06 Yeah.

MATT

9:15 Right. Yeah. Well, I remember you saying it was your decision. So I'm sorry if you got, if you kinda got relegated on that one?

DAVID

9:23 Well.

DAVID

9:25 It is. So it is it, I just didn't have the support from the other people around me, I feel.

--- Purchase decision ends ---

DAVID

9:30 And I think that's what, you know, when they're hearing that, the two programs are very similar, right? There's just some nuances about both of them that are a little different, but it's essentially offer very similar features and packages, right? And I think because of that fact, you know, there wasn't enough dark differences that we could point out that make you made us lean in one way or the other. So, I think ultimately because Luke wasn't involved and he wasn't pushing behind me that there was enough people on the CP side that were... champion BuildOps. And then that's ultimately why the CEO, he did call me and he said, hey, listen, I'm just telling you this is what's going on. I just need to get your feedback on it. And, you know, I couldn't argue with him. I couldn't... you know, swayed in from what he said to me.

--- Purchase decision ---

DAVID

10:27 So I'm like, yeah, I mean, you know, listen ultimately if you're called Gordy. So, but that's kinda the conversation. And then next thing I know, he sent an e-mail to everybody's saying to go ahead and move forward with BuildOps. So.

MATT

10:43 Yeah. So the plan to roll out TP and then temp con or are you guys doing it all at once?

DAVID

10:44 Yep.

DAVID

10:51 They were gonna do that... and I threw a fit about it. I said, you know, I'm the one who started this whole thing and you guys are going to.

DAVID

11:05 Leave me out of the implementation and the introduction of this. And, and I'm the one that has the bigger problem.

--- Purchase decision ends ---

DAVID

11:12 You see, I'm saying like I'm the one that pointed out the problem that I was having, right? And the only reason TP is going because perfect where I got acquired and they have to make a change, right? So you can't roll yours out and implement this system in the, into our company when you guys weren't even the ones that have the biggest problems. You got to roll it out with me so that I can address and make sure that all the things that I need are getting covered.

MATT

11:13 Yeah.

MATT

11:17 Yeah.

MATT

11:23 Ron.

MATT

11:33 Right.

DAVID

11:41 Why, Jesus christ, man... like fighting a fucking uphill battle, man. Ridiculous. I mean, that's common sense and I don't know, man, a common sense things or

common anymore.

MATT

11:43 My goodness. Yeah, that's a techie.

MATT

11:56 It sure isn't it sure isn't so, the new version of computer, is they're saying they can integrate with that or is there still no connection?

DAVID

12:00 Okay.

DAVID

12:08 They, they can. Yeah. Well, that's what they're saying. Listen, anybody could say anything, right? Matt, anybody could say anything, but that's why I'm a big advocate. I wanna see it before we do it. And unfortunately, I didn't get to see any of it before we did it. So that's not on me now, so.

MATT

12:10 Okay.

MATT

12:14 All right.

MATT

12:28 And I hate that for you, David, but I'll say, you know, I'm a good loser and I genuinely hope that it works out for you guys. I do think they have some successful customers up and running. I hope you guys aren't one of, the casualties of it.

DAVID

12:40 Yeah.

DAVID

12:48 Yeah, yeah.

MATT

12:50 But, you know, keep a close eye on the answers, you're getting the speed of implementation, all that. So we're still going to be here in the event that it does, you know, crash and burn. We hope it does, but...

DAVID

12:57 Huh.

DAVID

13:01 Yeah.

DAVID

13:03 Right, right.

MATT

13:04 We also have, we hope you didn't put too much money down upfront. And if you guys do run into trouble over there, we have some tips and some strategies to recover some of your money in contract.

DAVID

13:09 Yeah, yeah.

DAVID

13:22 Yeah, I appreciate that.

MATT

13:24 Yeah. Well, again, not great news but, I do wish you guys hope it works out. Sorry you weren't involved in that, but it could be brighter days ahead for you.

DAVID

13:28 Right, right.

DAVID

13:33 Yeah.

DAVID

13:37 Yeah, yeah. I'll keep my fingers crossed.

MATT

13:40 That's right? Well, let me know in the future if you guys ever need anything, and I won't be a stranger. I'll still make a point to stop buying my travels to Kansas City, but would love to stay in you guys.

DAVID

13:50 Sounds good.

DAVID

13:53 Absolutely. Thanks, Matt.

MATT

13:55 All right. Thank you, David. Have a great weekend.

DAVID

13:58 You too. Bye.

MATT

13:59 Bye.

*The End*