ServiceTrade Demo with Stonewolf Contracting Inc.

Brett Griffith with Stonewolf Contracting Inc.
Recorded on 11/16/23 via Zoom, 58 min.

Participants

SERVICETRADE

Brett Griffith
Territory Manager

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SDR

OTHER

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Topics

Transcript

BRETT

0:00 There we go. Can you hear me now?

YEVGENIYSHTEYNVARTS

0:02 I can hear you.

BRETT

0:03 Now, awesome. How are you doing?

YEVGENIYSHTEYNVARTS

0:06 Doing well. Thank you. How are you?

BRETT

0:09 Doing well, hanging in there for, I don't even know what day it is Thursday. Can't complain of having been traveling all across the country the past couple of weeks? So I'm finally home, which is.

BRETT

0:19 Nice. You're not.

BRETT

0:22 Name is Eugene, right? Or you go by Eugene?

YEVGENIYSHTEYNVARTS

0:25 I go by Ugene.

BRETT

0:27 Okay, cool.

BRETT

0:28 Makes it easier on me. I appreciate that. So, welcome. My name's Brett Griffith. We actually met a year ago before you signed on with BuildOps. I'm not sure if you remember me, but you will get to know me today. If you don't so cool. Basically, Eugene? Yeah, we're here to do a demo service trade. I know you've kind of been through the ringer as far as looking at software. I know you talked to my colleague

Mike before this. He told me what was important to you. While I can totally give you a demo of service trade today. I don't think that's what you want. I think you wanna focus on, the couple of things you talk to Mike about. Is that right?

YEVGENIYSHTEYNVARTS

1:04 Correct...

BRETT

1:05 Cool. So, the things he gave me are the customer portal, reporting on what equipment is breaking down metrics on tech performance, and then custom forms. It sounds like those change every couple of months. Is there anything else we would add to that list?

--- Purchase decision ---

YEVGENIYSHTEYNVARTS

1:21 No, that's really it, everything else I'm sure you guys have, I mean, I remember looking at the software. I know you guys have it.

BRETT

1:28 Yeah. So let's make the best use of both of our times right now and go through, you know, what you can't find with software right now. I do wanna touch on it or actually, what went wrong with BuildOps when you got that?

--- Accounting integrations ---

YEVGENIYSHTEYNVARTS

1:41 Any promises not enough deliver?

BRETT

1:44 Yeah, that's unfortunately, we've heard a lot from that side. So you're fully out of a contract with them now? Are you walked away from it?

YEVGENIYSHTEYNVARTS

1:54 Walk away from it?

BRETT

1:55 Gotcha. Okay. So, what are you using today? ServiceFusion were?

YEVGENIYSHTEYNVARTS

2:01 Using ServiceFusion temporarily, but we're looking into building out Microsoft dynamics for us. Gotcha. It seems like no software platform can actually deliver what we need done, you know?

BRETT

2:14 Yeah, no, that's kinda the purpose of today's, meeting. I'll let you know we work with 1,300 customers. So, they go across the mechanical refrigeration and fire protection space. We definitely have experience in this market as far as working with specifically skilled contractors. So let's find out if we can do specifically. What you're looking to do with the dynamics 365, is that your ERP?

YEVGENIYSHTEYNVARTS

2:40 That would be our ERP and service and dispatch solution?

BRETT

2:44 Gotcha. Okay. Cool. Do you currently have dynamics in place or are you using something else?

YEVGENIYSHTEYNVARTS

2:53 Dynamics in place?

BRETT

2:55 Got it. Cool.

BRETT

2:59 I guess last question on that, are you looking to use their provided service module or you said you're physically going to build it out, you're going to get it guys and servers and all that good stuff. Well, we're...

YEVGENIYSHTEYNVARTS

3:10 Gonna be using their module and building it out because their module is, if you code it to what you need, it's actually, very useful.

BRETT

3:22 Gotcha. What is, what does it cost to build something out like that?

YEVGENIYSHTEYNVARTS

3:27 Somewhere in the area of about 15 to 18 K, but then it's ours for the lifetime.

BRETT

3:35 Got it. Okay. And so, it's my understanding that pretty much Mike called, you were about to go that direction as far as dynamics, but Mike told you some things

have changed a service trade and you wanted to take a look on the same page, cool.

BRETT

3:49 All right. Got it. So.

BRETT

3:54 What is your, what is your actual business goal with building out dynamics or finding something out of the box? What's the end goal?

YEVGENIYSHTEYNVARTS

4:05 The end goal is to finally have a software solution where we don't have to be disappointed. We work differently than most companies. We run differently than most companies.

--- Paper process ---

YEVGENIYSHTEYNVARTS

4:15 We are significantly more efficient than most companies even though we're in a disorganized state right now and yeah, that's pretty much it. You know, I don't know how else to describe it there's. There's a lot of things that we're looking from the software. We've been able to deliberate where we're always basically settling for second best. Okay? And kinda sick and tired of spending money and not getting really what I want out of it.

--- Paper process ends ---

BRETT

4:50 Yeah, that's fair. And unfortunately, there, there are a lot of players in this market that do over promise and under deliver. You've tried one of them. So let's not make that mistake again.

BRETT

5:03 Do...

BRETT

5:03 You have any growth goals for your business?

YEVGENIYSHTEYNVARTS

5:07 We used to be 27 people in the field. We're down the town. I want to get back to at least 27 and keep going.

--- Forms ---

BRETT

5:12 Okay. Just the labor shortage there.

YEVGENIYSHTEYNVARTS

5:16 No, we got screwed on a couple of federal contracts and things of that nature.

BRETT

5:21 Okay. Gotcha. Let's see what else?

BRETT

5:30 For let's talk about those custom forms that you require. We talked about that last year as well. What specifically are these forms for? Are they like PM checklist?

--- *Type of work* ---

YEVGENIYSHTEYNVARTS

5:41 PM checklist? And then we have certain customers that are, we have customers in the medical field. We have customers in hospitality. We have customers just in general commercial. We're a full service mechanical company. We get hired out by a lot of trade specific companies. So, a lot of companies that, you know, let's say plumbing companies, they're plumbers, right? But they're not mechanics. So we actually have a decent amount of business coming in, from other companies to do their work, you know?

BRETT

6:14 Gotcha. Okay.

BRETT

6:16 Like a lot of stuff or tracking?

YEVGENIYSHTEYNVARTS

6:20 Yeah. I mean, we have to keep track of a lot of information warrant these equipment, inventories, job logs. We need to see when equipment starts failing, you know, things like that.

--- *Forms* ---

BRETT

6:32 Gotcha. Okay. I can definitely touch on those.

BRETT

6:39 Okay.

BRETT

6:39 Why do your forms change every few months?

YEVGENIYSHTEYNVARTS

6:45 Let's see. So we are... medical facilities that we service are regulated by the fda. We have a, we keep... track of things that are required for the fda for the medical facilities, the companies that hire us to do their work, they all have different requirements, what information, they want to keep things of that nature.

--- Forms ends ---

YEVGENIYSHTEYNVARTS

7:20 New York City is always constantly coming out with new things, new laws, tracking requirements, things of that nature. You know, just our process changes dynamically based on, the staff we are working, right? So, if you're to take three people out in the field that are performing the same task, one person will do it one way.

--- Forms ---

YEVGENIYSHTEYNVARTS

7:44 One, I'll do it another way, one more efficiently, one less efficiently. So, it's by modifying our protocols, standard operating procedures to really account for the workforce that we have. If you set one sop, for a dynamic for a dynamic job, you're you know, doing to fail and you're doomed to inefficiency.

--- Purchase decision ---

BRETT

8:03 That's fair. Okay. Gotcha.

BRETT

8:09 Okay. If service trade does fit all of your needs, are you looking to make a decision this year?

YEVGENIYSHTEYNVARTS

8:18 I mean, we're coming kinda real close to the end of the year... probably the beginning of next year.

BRETT

8:25 Okay. Cool.

YEVGENIYSHTEYNVARTS

8:27 I'm actually gonna take my time this time as opposed to jumping into anything. I really don't like contracts.

--- Pricing ---

BRETT

8:37 Really?

YEVGENIYSHTEYNVARTS

8:38 Like contracts because so far all contracts that we've had have now ended in legal battles and charging back of a funds paid like BuildOps. We charged back for 50 percent of the year... you know, just BuildOps reached out to us. They offered us one year free to help them build out their platform.

--- Pricing ends ---

BRETT

9:01 Be...

YEVGENIYSHTEYNVARTS

9:02 More commercial friendly and things of that nature. So, I guess that we operate in a certain way that people are interested in, but, we're not the red cross. I'm not gonna sit there and help a company develop their product even if their platform is free because, I have issues running my company.

BRETT

9:24 Yeah. You're you're not the test dummy. You're a fully operating company and you need to be treated that.

BRETT

9:28 Yeah.

BRETT

9:30 Okay. So let's get into it.

BRETT

9:35 Just wanna make sure I have everything.

BRETT

9:38 Do you need to track refrigerant?

YEVGENIYSHTEYNVARTS

9:41 Yes, every hi company is to track it, but that honestly, is standard by federal guidelines for every hi company. So the people that aren't doing it, are kind of setting themselves up.

--- Accounting integrations ---

BRETT

9:55 For, yeah.

BRETT

9:56 That's kind of what I've heard across the board. How?

BRETT

9:59 Do that today?

YEVGENIYSHTEYNVARTS

10:03 Inside of Quickbooks?

BRETT

10:06 You have Quickbooks too? Okay. Yeah. What?

YEVGENIYSHTEYNVARTS

10:11 We use it for all the financials of the company as well as payroll.

BRETT

10:15 Gotcha. If you fully make the switch to dynamics, are you getting rid of Quickbooks?

YEVGENIYSHTEYNVARTS

10:21 Nope. Okay. Payroll licensing from any provider that I've looked at any major provider, the amount of money it'll cost for payroll. It basically covers the cost of Quickbooks enterprise that we have locally hosted on our servers. So, what's the point of restricting myself to quote unquote? In for your product?

--- Pricing ---

YEVGENIYSHTEYNVARTS

10:43 When I have a full, you know, enterprise grade solution? Well, not enterprise grade, but as close to it as you can get off the shelf. And the licensing cost we pay every month includes payroll.

BRETT

10:56 Makes sense. I would keep it too... because they know they got a lock on you for payroll side of things.

--- Tech time tracking ---

BRETT

11:03 What I'll tell you right off the bat on that service trade is gonna track the time. We're going to give you everything that you need in order to run payroll. Essentially,

we can move the clock events or the labor items over from ServiceTrade to Quickbooks. Just feed it with the information that you need to run it.

YEVGENIYSHTEYNVARTS

11:18 Not really worried about that so much because we run slightly differently on operational model. We pay our tex at 40 hours salary plus over time if they work it. So really our pay every week, is standardized because the guys are on salary as long as they, you know, if they work 40 hours or less, we really only need to keep track of the overtime events.

--- Tech time tracking ends ---

BRETT

11:42 Yeah.

BRETT

11:48 Okay, cool. Let's go ahead and jump in here.

BRETT

11:55 Get my screen shared.

BRETT

11:59 I am gonna start with some slides just to focus on. Hey, you said your goal you're at 10 text. Now, service rate has a proven track record of helping companies grow. You wanna be at 27 text here's, the playbook on how to do it.

--- Customer engagement ---

BRETT

12:10 So I won't go through these. But right here, this is really what service trait focuses on. So we want to help you guys control your cost and we want to help you grow your quality, revenue, controlling costs, focuses on your technicians, quality revenue focused on your customer, arguably your two biggest assets as a business owner. But we do that by, yes, we want to help you guys improve your service and your project operations to help you focus more on plan work, to understand what's going on with your business every single day. We want to set your technicians up for success. They are your most valuable and your most expensive resources in the field.

--- Type of work ---

BRETT

12:41 So give them everything they need to get in, get out and do high quality work and do it quicker. Service trade. Also helps you guys sell more service agreements and win more projects while managing those agreements and projects, keeping track of, you know, time, job costing, et cetera, whatever it might be.

BRETT

12:57 But also the ServiceTrade is all about growing profitable customer loyalty. We've been around for 11 years. We've always been about it. It's all about telling a story to your customer. I think you understand, the first thing on your website is what I say. It's like a customer first approach.

--- Customer engagement ends ---

YEVGENIYSHTEYNVARTS

13:13 Yeah, we're kind of a concierge service company. We charge, you know, a little more for it, but, we deliver a little more than a standard mechanical contracting company.

BRETT

13:22 Yeah. And that's why I'm happy to be sitting here talking to Ugene because ServiceTrade is all about, hey, we're gonna set you guys up for success. We're going to enable you guys to raise your prices because you're delivering the best possible service than any other mechanical contractor around. And just so you know, if you do go with service trade, you will see success. We do have a track record of success in this market. We have been around for 11 years. We've got over 1,300 active customers using every single day. Probably some of which you'll talk to if this is the direction you move prior to moving forward, those contractors, they serviced over 10 percent of the us commercial and industrial buildings last year, that accounted for 13,000,000 customer assets and over seven point 5,000,000,000 dollars invoiced through service trade last year. Any questions for me? Cool. Okay. Let's get into it. So first things first, let's go over the portal and I kinda got it lined up here to talk about. So you're going to run your jobs through service trade. You know, the work order is going to go after the technician in the field.

--- Customer engagement ---

BRETT

14:23 They're gonna do their job. But the customer always wondering, what did you guys do on site for me? What is this 3,000 dollar Bill for? Well, here's our portal. It would go right on your website where it says customer portal. I know it's not working right now, but we can get that set up for you.

--- Customer engagement ends ---

BRETT

14:37 And so basically what I have highlighted here, this is a job I set up for specifically today. Your end customer can come in here and they can see a service overview. So today's jobs, upcoming jobs, recently completed jobs. And as you can see, everything here is hyperlink. So if I need to maybe click on this job right here... I haven't completed the job yet.

--- Tech On-site ---

BRETT

14:59 But what your customer would see is this service link which is essentially a fully encompassing post service report that goes out to the customer once the work is complete because it's not complete. The customer right now can see, hey, we're coming out on this date and time to do these services here's.

--- Assets ---

BRETT

15:13 What the technician is physically doing. And then the PM checklist you guys fill out on site would be here. Any deficiencies you guys find would be here. And I just put one in there as an example. Where we're at so far. Is this something that your customers are looking for?

--- Paper process ---

YEVGENIYSHTEYNVARTS

15:32 It's tough for me to tell you what my customers are looking for because no matter how much you give them, they're still semi retarget with it. Even though these are, you know, people that are fairly high up, in their organization, you think they have a bigger brain, but they don't so so far it looks, you know, easy enough, maybe a little more information than what we normally want to give them. But yeah, it works okay.

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

BRETT

15:55 And on the topic of maybe more information than we wanna give them, you guys are going to be able to pick and choose what goes out to the customer. So maybe you don't want to include parts, turn that off. They won't even see it or whatever it is, right?

--- Customer engagement ---

BRETT

16:08 So, of course, you know, your guys logo, this goes out after every job is complete really just again letting them know what we did. So when they get the Bill, they know what they're paying for. Also on the portal here, we can focus on like locations and aspects.

--- Assets ---

BRETT

16:21 So maybe you have a property manager as your customer. They manage 18 building. Here are their 18 buildings right here. Your property manager can go in, click into these buildings. So let's look at our thrash. I know there's some data in

here. So specifically at stadium here are all the deficiencies per piece of equipment found.

--- Quoting ---

BRETT

16:40 If you guys are quoting through service trade, your customer, your end customer can go click on these quotes, approve them right here. And this is one that was already approved. So I can go through that. I can approve all my quotes. That information is gonna come back to you guys in the office.

--- Assets ---

BRETT

16:56 All you would need to do is physically schedule this job and go do the work. And then here's all the assets broken down as well without assets. But going a step further here's, every single piece of service history per piece of equipment that you guys have done for this customer.

--- Invoicing ---

BRETT

17:10 And if you guys invoice via service trade, the customer can even pay it right here or you guys can always invoice through dynamics or Quickbooks.

BRETT

17:23 Last thing on this is deficiencies and quotes. As your text are going out there. They're finding a lot of deficiencies, they're logging them.

--- Quoting ---

BRETT

17:29 You guys are sending quotes out here. Are all the open quotes. You did see that on the screen? This is just another way to look at it.

BRETT

17:37 It.

BRETT

17:37 Looks like there's no open deficiencies at this specific location... but this is really what our portal does. It, it's just a way for your customer to see more if they ever need to request service.

--- Quoting ends ---

BRETT

17:47 They can come in here, fill out this online form. You guys are going to get an e-mail it's gonna say, hey, Brett at cosco, say, do you guys need to come out and do X service? Is this to your liking as far as the customer portal?

YEVGENIYSHTEYNVARTS

18:05 So far, not bad. I mean may need some modifications, but.

BRETT

18:09 What would you change?

YEVGENIYSHTEYNVARTS

18:13 Actually, the first one is a question for you. So being property management companies and we work with a lot of them, we manage a lot of things for them. Various people in the organization need various access of service. So, for example, the chief engineer for one building is building the area chief, his boss needs to see 10 to 12 buildings.

--- Assets ---

YEVGENIYSHTEYNVARTS

18:33 Their vice president needs to see all the buildings on a national level, et cetera. Et cetera. So it's almost, we would almost need a log in structure. Like I don't know, look at it as windows active directory, right? So we can stipulate which access they have with one log in, for which building they need to see, what else that... we would also need a single document repository for these people. We could upload invoices where they could actually see them.

YEVGENIYSHTEYNVARTS

19:17 What else are we building out pictures? Not sure if we touched on that, they need to be able to see pictures from the site before after photos of any jobs completed, things like that... work order signatures.

--- Tech On-site ---

YEVGENIYSHTEYNVARTS

19:31 I don't know if you have that as a feature now, but they need to be able to go in and see the work order, see who signed on it, things of that nature.

BRETT

19:40 Yeah. So let's touch on all that. The first one you mentioned was the like permission based access to certain buildings.

--- Tech On-site ends ---

BRETT

19:47 So as you can see here each one of your customers, whether it's chief engineer and the property manager, someone else, everyone's going to get an individual log in. You guys are going to be able to set restrictions on who sees what. And that's going to be contact based out of service trade.

--- *Assets* ---

BRETT

20:00 So you're gonna set contacts up. This is my onsite contact and you can put their individual titles in their chief engineer.

BRETT

20:07 And...

BRETT

20:07 Depending on how those contacts are set up, it depends what they can see within the portal.

BRETT

20:15 Got you.

BRETT

20:18 Document repository, as far as, you know, PM checklist, what you guys did on site, pictures, videos, etcetera, all that information will be found in, the service link. The first thing that I showed you.

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

BRETT

20:29 The...

BRETT

20:29 Problem with today's, job is I haven't completed anything. So, let me go grab one that has been completed.

BRETT

20:39 This is a good one. So, this job has been completed. What was the appointment I did? I was working on the electric panel. What services did I provide as far as attachments?

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

BRETT

Whether it's pictures and videos or it's PM checklists or customer sign offs. Everything is going to be here under attachments. And then any deficiencies, of course that you guys find.

YEVGENIYSHTEYNVARTS

20:57 Great. Now, can you export all of this to a PDF?

BRETT

21:01 Absolutely. Go print... actually, I'm not sure you would do it from this page. Yes, you would here you go.

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

BRETT

21:14 And this is just lacking the PM checklist and the signature right now because we didn't do it. Okay. That's what you meant though. Yeah.

BRETT

21:32 Okay. That is the portal. Do you know Eugene what your website is hosted on?

YEVGENIYSHTEYNVARTS

21:40 We're on go daddy.

BRETT

21:42 Go, daddy, gotcha. And do you have a logo?

--- Customer engagement ---

YEVGENIYSHTEYNVARTS

21:47 Our website is mostly BS. That page. Yeah, for a single page of BS, it's pretty decent. You know, you saw the broken link to the customer portal that all used to be hosted locally in our office. Now, obviously, it's not, but yeah, it's basically, I mean, we're not one of those companies that fills up our website, but God knows what, you know, nobody, we have commercial customers. Nobody's looking for reading material, you know, while they're on the toilet, they already, know they know what we do. They don't need to see blogs or anything like that. Yeah, they know what's up. So, the website, is mostly honestly BS, but that customer portal click that's where, you know, the resources really start opening up for our customers.

BRETT

22:41 Exactly, right. And that's majority of our customers as well. We only work with commercial contractors. I know most times nine out of 10 times, I know from someone's website, if they're going to be a fit for ServiceTrade or not. So, you were, you definitely fell into.

BRETT

22:56 Okay.

BRETT

22:56 So with our portal, yes, what you're seeing right here, of course, it would have your logo, your branding on it.

--- Customer engagement ends ---

BRETT

23:02 That's what's gonna go on your guys website. So for the portal... it works on a Wordpress website because you guys have go daddy, we can make it work. But when they click that customer portal button, on your web page, it's gonna open up another page taking them to a Wordpress plugin on your website. Okay? However that's what majority of our customers do anyway. So that's fine. So that's the customer port. Go ahead.

YEVGENIYSHTEYNVARTS

23:33 There is Wordpress integration on go daddy.

BRETT

23:38 Okay. Let me look into that. It might be a little less work for us if that's the case. I will check with my onboarding team after this.

BRETT

23:51 Any other questions, Eugene, about the customer portal side of things?

YEVGENIYSHTEYNVARTS

24:00 No, so far? So good. Okay?

--- Deficiencies ---

BRETT

24:03 Rex out of that, the next thing I have on my list is reporting on what equipment is breaking down. So service trade has a really good method of, you know, documenting deficiencies in the field and having you guys quoted out working on your pull-through efficiency... every time a deficiency comes back to the office. This is the screen that you're gonna see. So I put in this broken compressor that I found earlier when it comes back though, you're going to be able to see these related deficiencies right here. As you can see, I've found a boatload of broken compressors, whatever it is, leaky pipes all over the past three years on this specific piece of equipment.

--- Deficiencies ends ---

BRETT

24:35 So you are going to have visibility into that. And the cool thing here is something that service trade just kinda teased introduce something that's coming out in Q. One of next year is the introduction of AI into service trade. You sound like a smart guy. I'm sure you're up to date on AI. Is that right?

YEVGENIYSHTEYNVARTS

24:51 I'm up to date on it. I don't like it, but I'm up to date on it.

BRETT

24:55 You don't like it, why not?

YEVGENIYSHTEYNVARTS

24:59 There's just certain things that people should be doing on the thing. If people are getting dumb to a point where we need to have computers do it. We have a problem with people.

BRETT

25:09 I understand that. I think we would be friends. I very much so.

YEVGENIYSHTEYNVARTS

25:15 We have a problem of people like there's only so many things that you need to automate to a point where you have to kinda go back to our education system. No, you need to start smacking the crap out of these people again.

BRETT

25:26 I agree with that.

YEVGENIYSHTEYNVARTS

25:31 You know, I'm in the first half of my thirties and it's just, it's miserable. What's going on? Like any time people get dumber, you know, somebody automates something, stop automating things. Let them figure it the hell out. Take the warning labels off a shit. Let nature take its course.

--- Assets ---

BRETT

25:49 Cool. Won't even talk about a, will turn it off on your account.

YEVGENIYSHTEYNVARTS

25:52 There you go.

BRETT

25:54 There we go. Okay. Let's see.

BRETT

25:58 Here. So, yes, you'll see all your related deficiency. You guys can also run a report on this on a, on an asset as basis. Excuse me asset, meaning customer equipment. Is this what you're looking for or does it go further?

--- Deficiencies ---

YEVGENIYSHTEYNVARTS

26:12 Well, can you show me a report?

BRETT

26:16 Let's do an asset.

BRETT

26:18 That report... and I'm gonna break it down.

BRETT

26:25 Okay, center... and let's do rooftop?

--- Recurring maintenance ---

BRETT

26:37 That out? Why is that not pulling up counter in?

BRETT

26:48 Let's just grab which looks like a good one.

BRETT

26:53 Got this one.

BRETT

27:00 So, a couple of things you can do here. You can click in the individual asset and you can see all the services you provide, that example, those services, all the jobs that you've done every single deficiency found.

--- Recurring maintenance ends ---

BRETT

27:11 This is probably going to be the easiest way to see it or a piece of equipment. You can also export this to a spreadsheet, which would you prefer? And I'll go a better example.

<div align="center">BRETT</div>

27:29 You with me?

<div align="center">YEVGENIYSHTEYNVARTS</div>

27:31 Hold on. Give me, give me one second. I'm sorry, one second.

<div align="center">BRETT</div>

27:34 Yeah. Now you go, this is good because I need a second as well.

<div align="center">*--- Assets ---*</div>

<div align="center">YEVGENIYSHTEYNVARTS</div>

27:55 Sorry, back with you.

<div align="center">BRETT</div>

27:56 Cool. Just in time. So, this is a good example of a very much used piece of equipment at this customer, rooftop unit one. We need to know the services we provide the rooftop unit one, they're all here, the jobs that we've done every work orders here, but for your question, you need to see related deficiencies per piece of equipment. If you run this or you just open up this accordion, you can see every single deficiency we have found on this unit, rooftop unit one over its entire lifetime, right here? It's gonna give you the date it's gonna give you that information. So, if there's an example of like these four, they all happened in two days. Why am I finding that many deficiencies within two days?

<div align="center">*--- Accounting ---*</div>

<div align="center">YEVGENIYSHTEYNVARTS</div>

28:38 Right. Okay. Can you export this as a PDF? Yes.

<div align="center">BRETT</div>

28:42 So as far as exporting it for a PDF, you might need to narrow down a little bit more when I export it right now, it's gonna pull all the assets.

<div align="center">BRETT</div>

28:49 If I go.

<div align="center">YEVGENIYSHTEYNVARTS</div>

28:51 Not other screen that you were just showing me.

<div align="center">BRETT</div>

28:55 From here, can I export this? I can't export from this screen that would require me going into the asset report and I'll put in this asset.

BRETT

29:11 So, from here, I can export with just, the asset details or all the deficiencies, which sounds like that's what you want.

YEVGENIYSHTEYNVARTS

29:20 We'll see now that export it as a CSV. Can I do a PDF report?

--- Deficiencies ---

BRETT

29:26 I can't do a PDF report out of service rate for this type of stuff. I could convert it, go ahead.

YEVGENIYSHTEYNVARTS

29:36 All these efficiencies. Do you ever report where not only does it show all the deficiencies, but the cost to repair these deficiencies?

BRETT

29:45 That would probably be a quote report.

--- Quoting ---

BRETT

29:46 Well, so the workflow in service trade is find it efficiency, someone quotes it out for the customer and you guys go do the work. I could come in, run a quote report... show me all the quotes that have been approved... on search. Hang on. Let me take this out... here's.

--- Assets ---

BRETT

30:09 All my approved quotes. Let me see if I can find that information you want, the revenue that these quotes are going to bring in.

YEVGENIYSHTEYNVARTS

30:17 No, I want to be able to send my customer PDF, you know, simplified PDF and say, listen over the last year you've done 20 K into this piece of equipment. A new piece of equipment is gonna cost 18. Why are we still repairing it? Let's just replace it.

BRETT

30:33 Gotcha. Let me think about that. I would say... honestly, I would use the customer portal for that. If, if you want the most customer facing way of doing that instead of a PDF, I would point them to this building, this piece of equipment. Maybe

you have a meeting with that customer, and you say exactly what you just said, you spent 15 grand repairing rooftop unit one, why are we not repairing it?

--- Assets ends ---

YEVGENIYSHTEYNVARTS

30:57 Right. So, see the issue with that is if I show up to a meeting, I need to be prepared for that meeting with paperwork in hand to hand. Because the people that are now having conversations about that meeting, all have executive assistance, right? They're not the ones sitting there looking at all this. You have to kind of give them everything on... hold on back on stupid. The hands just got to speed up. Again, you kinda have to give it to them, on a silver platter.

BRETT

31:24 I gotcha. Seeing if I can export from here. Let me.

YEVGENIYSHTEYNVARTS

31:31 We'll see that's the customer portal but not the customer has to go in and export it himself.

BRETT

31:36 I was thinking about if you could go in and export it prior to going to the customer to visit them to have this, but I don't think you can export from here.

BRETT

31:47 We do.

BRETT

31:50 I think the best way to do that Eugene would be a deficiency report. Then you can go show me everything at.

BRETT

32:00 Contact center.

BRETT

32:06 Let's just narrow it down a little bit.

BRETT

32:12 A bad example.

BRETT

32:18 Here's, all the deficiencies.

BRETT

32:20 I can't get it into a PDF though... that's the problem.

YEVGENIYSHTEYNVARTS

32:24 Right. And we can't get and we can't get the cost of each deficiency, right? So, let's say, we... start using service trade as our quoting platform, right?

--- Quoting ---

YEVGENIYSHTEYNVARTS

32:36 Because quoting platform is what it is, right? The accounting is different than the quotes. Cool. So now we've had so many deficiencies, we had so many quotes and how do we get that information together and send it to our customer?

BRETT

32:53 The quotes are going to have the cost on it. That's why I was thinking quotes initially. So proof quotes for comcast.

--- Quoting ends ---

BRETT

33:05 Let me see what this report looks like.

YEVGENIYSHTEYNVARTS

33:12 I told you we operate differently, you know, so, you may not have this in your software not because you didn't you know, think about it, but because people just aren't asking you for it.

BRETT

33:27 Exactly. Yeah, I, I'm gonna be honest. I haven't heard this question a lot.

BRETT

33:32 But I...

BRETT

33:32 Think it's a really good use case. As far as selling more work to your customer. This report does give you the total cost as long as you turn the deficiency into a quote, you have that here?

YEVGENIYSHTEYNVARTS

33:45 Right? And so scroll down... all the way down to the bottom of the report.

--- Pricing ---

YEVGENIYSHTEYNVARTS

33:55 Yeah. See there's no totals. You just have, you just have a quote. And now, what's this? 22 45 versus 1,491 17.

BRETT

34:04 Back, I think.

BRETT

34:05 It's estimated, but... total cost.

YEVGENIYSHTEYNVARTS

34:08 Total cost, right? So now you're exporting on a report, the cost of us doing it.

--- Pricing ends ---

YEVGENIYSHTEYNVARTS

34:17 So someone would still have to sit there and manually process this to then export it as a PDF report, doing an analysis, how much was paid versus how much it would cost?

BRETT

34:27 So, what would stop you guys from throwing this into excel and just totaling it up at the bottom?

YEVGENIYSHTEYNVARTS

34:32 No, nothing. It's just it's you know, what we're doing, what we're doing now with all the information that we have. So aside from the customer portal being more friendly, as far as the reporting aspect of it, we'd still have to do it manually.

BRETT

34:45 Yeah, to get the, to get the PDF to present, yes.

YEVGENIYSHTEYNVARTS

34:49 Right, right. Because everything is in PDF. Everything is a report with our letterhead and nothing is excel. Okay? That is what it is. What else do we have the forms that, that's a really big point of contention that I have?

BRETT

35:06 Yup. Then that was something that came up in our meeting last year. I went and watched and, we...

BRETT

35:11 Report everything.

BRETT

35:13 So, what you looked at last year with service trade was another pro.

BRETT

35:18 It...

BRETT

35:19 Was called service forms at the time. That product has since changed and we have kinda geared that product for the fire industry for mechanical contractors.

BRETT

35:27 We got.

BRETT

35:28 A couple of use cases. So you got the use case.

BRETT

35:31 Let me close some of these.

BRETT

35:33 Pull up the field app. One of those use cases can be let's click in to the job. Hang on. This has been sitting here for a second. Let me lag.

--- *Forms* ---

BRETT

35:54 What I'm gonna get into here Eugene is this is the technician mobile application. They have the ability to come in, hit view more details and fill out a physical PDF checklist. That sounds like that's what you're doing today. I wanna confirm that.

YEVGENIYSHTEYNVARTS

36:09 Yeah. Well, I mean, ServiceFusion, lets me create my own HTML forms, right on their portal.

BRETT

36:16 Okay. So it would be a similar process with us for this method, you would create your forms, put them into service trade, technicians, open them up you via Adobe acrobat right here. And then they're just fill able documents. These are things that you guys can change as you go as things change from your customers. The really the, where the work goes in for changing it is, you gotta make the regular PDF a fill able PDF. We use an Adobe or, yeah, we use Adobe DC pro, a PDF editor to do that. My team can do it for you cost 149 per form? You can do it for free. But this is one method saying, hey, you go.

--- *Forms ends* ---

YEVGENIYSHTEYNVARTS

36:56 We have VC pro.

BRETT

36:58 Okay. Is it sounds like you're comfortable with that too? Yep? Okay. So this is one method right here, basically, whatever information is good.

YEVGENIYSHTEYNVARTS

37:10 So, I have some older mechanics working for me. Technology is not their strong suit. He'll fix anything you have on this planet, but technology is not their strong suit. So can we go through the flow again? You're in the service trade app? It doesn't open up in the app itself. It just goes to the PDF, right?

BRETT

37:26 Correct. So, okay.

YEVGENIYSHTEYNVARTS

37:28 I'm sorry, the hamster tripped again. Can you please show me that flow one more time?

BRETT

37:34 Yeah, absolutely. And don't worry about, we were kinda talking back and forth while I was doing it. So I'm here on the work order, come down to the bottom. I'd be more detail. I do wanna point out every single one of your technicians is going to get trained how to do this.

--- *Forms* ---

BRETT

37:45 They're going to get trained the same way that I got trained. So it brings them to this page right here. Technician comes in hit actions that's not what I wanted. It's download blank paperwork. You guys get a set list of forms here for this customer. Basically, we will set up mapping rules if it's an hvac job, they get their H vac, form, refrigeration job, refrigeration form. So in this case, I'm just gonna fill out one form. When we hit generate. What we do is we open this up through Adobe a rap which pops up on their screen free app, you know, that. And then it takes all your information from service trade and smart fills the actual form with what you're physically doing on site. So you're working today on rooftop unit to this carrier unit here's. All the information from service trade. Your technician doesn't have to type it in. It's a waste of his time that it's just a matter of like this is a lead form for refrigerant, whether your form looks like filling out the box or checking off the boxes like this. Great, or if it's taking readings in the field, filling out physical information, it's as simple as this... being that form. Yeah, what are our thoughts?

YEVGENIYSHTEYNVARTS

38:59 I would love to see how you now transfers back into service trade? Read the form and keep track of it.

BRETT

39:10 Yeah. So three dots at the top technicians done with the form, he hit send a copy.

--- Tech On-site ---

BRETT

39:16 Where are we sending a copy to? We're, sending it to service trade. So when I add the service trade, I didn't clock in on the job. So let me do that.

BRETT

39:29 If you're clocked in on the job service trade knows where to put this form. For example, comcast center.

--- Access to information ---

BRETT

39:35 If I clock in or I upload, now, that form is back in service trade for me... that form is also in the mobile or in the office application. Excuse me, it's coming back in real time because we are cloud based. That form I just filled out is right here. Let's take you into the office. Quick refresh, same job.

--- Tech On-site ---

BRETT

40:06 Here's, that form in the office, you can review it. This is something that can be PDF. All the changes that your technician made are here and then keeping track of it. So every piece of paperwork, it goes back to the job. This is the work order, and this information is also gonna flow over onto the service link which goes to the customer via the portal.

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

BRETT

40:30 So this is where you guys get to pick and choose what you want to show to that customer via the service point. Everything has a toggle switch. So send you a copy of this, but this will be on, the physical customer portal.

YEVGENIYSHTEYNVARTS

40:47 Cool. So now you spoke about keeping track of refrigerant.

--- Parts management (inventory) ---

YEVGENIYSHTEYNVARTS

40:52 So now this is just not a PDF form. How do you guys actually keep track of how much refrigerant was recovered, recycled, used, et cetera?

BRETT

41:02 Yep. So we use line items for that. We tested a lot of different ways to do this and our customers have found line items. It's the easiest way to do it and get the most accurate information. So these are going to be your parts, your prices in service trade. If I do... we have refrigerant added, refrigerant moved. We have quantity of a unit. You guys need to figure out what does the unit mean to you? It typically means a pound for most of our customers, but you would say, hey, I added three, I remove three, go ahead.

YEVGENIYSHTEYNVARTS

41:34 Right, right. Okay. Cool. So now refrigerant removed some of it, some of it, we reuse some of it. We recycle, I do, you keep track of that?

BRETT

41:47 Are you tracking inventory?

YEVGENIYSHTEYNVARTS

41:50 Yeah.

BRETT

41:52 Like you're tracking everything?

YEVGENIYSHTEYNVARTS

41:55 Yeah.

BRETT

41:57 Where is that tracked today?

YEVGENIYSHTEYNVARTS

42:00 Quickbooks?

BRETT

42:01 Quickbooks. Gotcha. Are you looking to keep it there? Are you looking to put it in whatever software you pick?

YEVGENIYSHTEYNVARTS

42:06 I'm looking for the easiest solution possible. Do you guys track inventory?

BRETT

42:11 We do, we have a full ledger system built for tracking inventory specifically for contractors.

--- Parts management (inventory) ends ---

BRETT

42:17 I am not prepared to show you that today. But what I can do Eugene is I can get you on the phone with, the creator of partsledger, the physical product and we can go through a deep dive of what it looks like.

YEVGENIYSHTEYNVARTS

42:28 Yeah, I'm just curious now because, okay, fine line items, simple workaround, right?

--- Parts management (inventory) ---

YEVGENIYSHTEYNVARTS

42:34 Simple way of doing it. Great. But now... so now we go into let's say the inventory report, right? The inventory report will say from this day to this day, we removed, let's say 10 pounds of our 22 hypothetically. But now, what do we do with that? Right? When the technician, when the technician goes... to the supply house, let's say, right? He turns it in. How do we keep track of that?

BRETT

43:08 We would inside our inventory system, we would have it as like refrigerant recovered is one item that you're tracking. And then new refrigerant would be another item you could track.

YEVGENIYSHTEYNVARTS

43:20 Right. But we also have to keep track. Well, I'll explain why because we also have to keep track of which refrigerant is one of our challenges. We have to keep track of what. And this is actually a pretty big surprise cause for us. If the technician removes one refrigerant into a recovery calendar and then returns the recovery calendar, we're charged a 40 dollar cleaning fee.

--- Pricing ---

YEVGENIYSHTEYNVARTS

43:41 If the refrigerant is less than 99 point eight percent pure, we get charged a recycling fee per pound. If the technician mixes refrigerant, we are charged certain recycling fee per pound. If the refrigerant is in good condition, it's only 40 dollars for the pot. So now, the question is how do we keep track of recovery calendars?

--- Parts management (inventory) ---

YEVGENIYSHTEYNVARTS

44:05 How do we keep track of what was recycled? What was reused? What we got hit on, what refrigerant are mixed, where into, when, because that's actually a pretty decent surprise cost, you know, if you're returning 150 pounds a refrigerant in torpedo, and we don't know until they send the refriger. Now, we may get hit with this charge two months later.

BRETT

44:29 Got it. Okay. I think these are all very good use cases for our partsledger to our inventory management solution. I have seen this done by customers in the past. Like I said, I'm just not set up to show you partsledger. I think we very well need to schedule another meeting to go over this though.

--- Parts management (inventory) ends ---

YEVGENIYSHTEYNVARTS

44:45 That's fun. Listen, I'm not gonna rush. I wanna get it right this time, I am.

BRETT

44:51 I want you to get it right too.

YEVGENIYSHTEYNVARTS

44:52 The one...

BRETT

44:54 I am not in the business of selling companies software for one year. Service trade has a 97 percent retention rate. Companies that joined with service trade, stay with service trade.

--- Purchase decision ---

BRETT

45:02 So I am okay with you taking your time on this. Let's figure it out. Let's see if it is a fit, right? Then we can talk the rest that's how I do business, that's how ServiceTrade does business. So I am totally fine with that. Okay? So we'll pause on the refrigerant tracking conversation for right now, but we will talk about it again. What else is important to you?

--- Parts management (inventory) ---

YEVGENIYSHTEYNVARTS

45:25 A lot of the other things that are important to me are on the inventory tracking side, you know, for example, if, we're buying a piece of equipment from a piece of equipment, let's call it parts. Excuse me. Let's call it parts, right? Let's say we buy a contractor from united refrigeration, we're buying their brand and we have a large failure rate on that contractor. Does your system keep track of that? And, you know, as far as call backs, which parts we warranty this way, we know, let's say we have to

switch a vendor for a particular product because their product is causing us too many issues.

BRETT

46:06 Okay. Keep talking. I'm gonna take all notes of that. I'll bring it to our partner expert and this is what we'll demo for you.

--- Parts management (inventory) ends ---

YEVGENIYSHTEYNVARTS

46:14 Cool. Yeah. So that's you know, the things like that, we wanna know what the failure rate is on a certain product. The product is giving us a very high failure rate. We want to be able to catch it kinda see, you know, let's say the three face 30 contact or from united refrigeration, is causing us to go back, let's switch maybe to Siemens or eaten or, and other brand things of that nature. It's always, you know, call backs costs a lot of money and they also damage the brand. So they cost more by the, at the end of the day. So if your system can help us track, that would be great. Yeah, it's really good. I mean it's just, the other concern is obviously the customer portal, is pretty, is actually very good and not just pretty good. It's very good. The one thing that sort of concerns me a little bit, but I'm pretty sure it can be handled with more training is the amount of steps between the software and the PDF form... right? And that's mostly because we're relying on a third party PDF software.

--- Forms ---

YEVGENIYSHTEYNVARTS

47:26 The API isn't really built into your software, right? So them exiting service trade and going into Adobe reader is straightforward filling out the form, but then sending it back to service trade. I just foresee a decent amount of issues in there, you know, and then they fill out the form and then they gotta go back into service trade and, they select the line items. So the question that I'm on the question that I'm gonna get back is well, why are we filling out the form and then going in to do the line items? Can't you just see all the information once we submit the job with the line items. So the question is if the post of them filling out a form on their computer, can that form be created on the back end via service trade? So, for example, are 22 recover 10 pounds? Are, are 22 added 12 pounds? Can that refrigerant form be populated on the back end?

BRETT

48:28 You mean technician just puts in the labor items, keep it easy on him. Let him turn and burn jobs. And then you guys physically fill out the paperwork to send to the customer?

--- Forms ends ---

YEVGENIYSHTEYNVARTS

48:38 Right? Because, you know, we're not exactly dealing with crime, the crop. You know, we are dealing with mostly one two star citizens I call them.

BRETT

48:51 Right. Yep. Okay. Let me try something. So typically, we advise against this, but I understand your use case and we typically advise against this because your technicians are sitting on a gold mine of information in the field.

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

BRETT

49:04 They're getting the most accurate up to date information. They should fill it out when they're there. But if this is a concern, let me see. Yeah, I can edit this right here.

BRETT

49:19 This would be how you do it... and then save it back to the job.

YEVGENIYSHTEYNVARTS

49:31 Right. So then amount added, he would put in a number, amount recovered. He'd put in a number, and then when he goes back to the software, he has to do the line items or else somebody in the office has to do it for him.

BRETT

49:43 Yeah, I see your concern there. It's it's a little bit of double work.

BRETT

49:49 Think about that.

--- Parts management (purchase orders) ends ---

BRETT

49:54 I wanna show you a video. I want you to tell me if it is attractive to you. Basically, we're in the process of building out tasking for technicians. I'm not sure if this is right for you, but I have this four minute video right here. Are you okay with sitting here and watching it with me and telling me if it's better than the process you just saw with me?

YEVGENIYSHTEYNVARTS

50:13 Yeah, yeah, absolutely. I'm calling with that just, you know, three o'clock I'm a hard stop. We, we can schedule some more time, but at three o'clock I'm a hard stop. I got another call on.

BRETT

50:25 I got that. We're gonna let's look at this for four minutes. We will schedule another call for that. Awesome. Okay, there's no sound. Just watch that's. Fine.

--- Forms ---

BRETT

51:07 You're gonna set up these tasking templates instead of doing the blank paperwork on. Hey, do, this and this for this piece of equipment.

--- Forms ends ---

BRETT

51:23 One of those tasks could be track or refrigerant.

--- Forms ---

YEVGENIYSHTEYNVARTS

51:46 No, this is awesome because then this fills out a form. This fills out a form while they're doing the work without them having to open up a PDF. And all that, this is more full proof than the PDF thing. Now, you know, if we could also create these task forms in our portal, that solves a lot of the issues.

--- Parts management (inventory) ---

YEVGENIYSHTEYNVARTS

52:02 The question is the information that they put in, can that information be tracked? So for refrigerant recovery for refrigerant recycling, can we go as far as tracking the bar code on the refrigerant, cylendar? And then later on an inventory, you know, when it gets submitted, track that and what's going on with that, and export all of it as a PDF, right?

--- Parts management (inventory) ends ---

YEVGENIYSHTEYNVARTS

52:28 Because reporting is everything. If somebody in the office has then transfer over everything manually from, you know, excuse me inside of the software to a PDF form. It's just, you know, waste resources. But this tasking, is like, I would love to have this, give it to my guys where if they don't you know, it basically tells them what I want in a step order. You're you're giving them an sop, in live manner while they're doing the job without them actually reading the manual.

BRETT

53:01 Exactly. So this is kind of.

YEVGENIYSHTEYNVARTS

53:03 We modify as we want any time and they don't have to reread an sop or go through training. They literally just have to look at the screen and go. They want us to do this now? Okay?

BRETT

Exactly. This is kinda the gap that we found specifically for mechanical contractors.

--- Implementation and ongoing support ---

BRETT

53:20 Something we're working on building out as you saw to kinda in the early adopter status, we expect this to be live by the end of Q1. If you're not making a decision till the beginning of Q1, this will be live by the time you're live. I talked to my manager before this.

--- Purchase decision ---

BRETT

53:33 If it's interesting to you, let's set up another. We might have to do a couple of meetings and that's fine because you wanna take your time. But another one of those meetings can be let's talk to the product team. Let's have them show you this in real time so you can ask the questions.

--- Pricing ---

YEVGENIYSHTEYNVARTS

53:45 Here's here's. A better question for you. What do you guys charge a year for your software?

BRETT

53:50 Anywhere between one 39 attach and two 39 attach. It depends what you guys require... are.

YEVGENIYSHTEYNVARTS

53:58 Year or monthly?

BRETT

54:01 Monthly, excuse me... per tech per month billed annually.

YEVGENIYSHTEYNVARTS

54:08 Not monthly, right? Billed annually with a contract, correct? What about billed monthly with a contract?

BRETT

54:15 Can't do billed monthly? Basically just in full transparency how this process works. We, our standard rate is billed annually. We run every company's credit if it's a matter of you guys needing help, and if you have good credit, we will help you, but I can't get down to monthly.

YEVGENIYSHTEYNVARTS

54:32 Okay. We'll figure it out. Yeah, let's do a couple of meetings. Let's see administrate by the way you said protect admin in the office, unlimited licensing.

BRETT

54:42 Absolutely free of charge. We charge it as far as, hey, your tech are in the field, making you money. That's how we're going to charge you guys.

--- Pricing ends ---

YEVGENIYSHTEYNVARTS

54:50 Cool. All right. So, let's do this. We're coming up on our three o'clock hard start and I would like to go, suck down a cancer stick. Let's set up a couple more meetings. Let's look at all of this, with a microscope... because so far we're heading in a very good direction just like we were last time. The thing that caught us up last time is the implementation costs and the form generation costs.

BRETT

55:18 Yeah. The good thing there last time it was the form generation cost via the other product you were looking at. Now we have tasking for you. None of those costs are gonna come into play.

YEVGENIYSHTEYNVARTS

55:27 Phenomenal. What are the onboarding costs?

BRETT

55:31 You can expect 20 to 30 percent of whatever the subscription is. We're gonna have to figure that out based on what you need.

YEVGENIYSHTEYNVARTS

55:38 That's that's not bad at all.

BRETT

55:41 Yeah, it's we typically hear that it's a one time cost you pay. You're. Done. You're onboarded you're live, and that includes the training as well. So here's my thing. I, you're in Brooklyn, right?

YEVGENIYSHTEYNVARTS

55:54 Yeah, yeah. Actually I'm in jersey now, our main offices are in jersey now, but here's the thing. So I am leaving on vacation. This Tuesday. I won't be back until the following Tuesday. So the 20, well, no 20 ninth is going to be a crazy day in the field. So let's say the thirtieth of November onward, we can get real flexible with that.

BRETT

56:14 Honestly, that's perfect because I'm gonna be away also through Tuesday. I'm actually planning to come up to long island to do some travel for customers. If you want me to stop by your office in jersey. I'm happy to do that. I'm going to north jersey for thanksgiving, but as far as that partsledger meeting the inventory side of it, let's schedule it. Are you free the first at one 30 PM?

YEVGENIYSHTEYNVARTS

56:37 Yeah, let's see why not. Can we do, can we do like two o'clock one 30 is a little weird. We're usually having lunch around that time.

BRETT

56:45 Two o'clock yes, I can absolutely do that. Awesome. All right. I got you out of here with five minutes to spare. I will send you an invite for 12 one, two PM. We'll go over parks. We'll go over inventory. I'm gonna write down everything we need to go throughout this process. I'm going to send you this right here. This is something that I'm gonna put all of my notes into shared workspace. I'm gonna lay out next steps just so you know, what's coming in this process. You'll get a link to this in an e-mail after our call.

YEVGENIYSHTEYNVARTS

57:15 Sounds good.

BRETT

57:16 Jan, appreciate your time.

YEVGENIYSHTEYNVARTS

57:19 Question for you in this shared workspace. If I think of anything else or as I process the information that we just spoke about, is there a way of me adding the comments? Workspace? Gotcha. Done.

BRETT

57:29 Yeah, hit me comment there. I'll get notified, I'll hit you back right away.

YEVGENIYSHTEYNVARTS

57:33 Awesome. You got it. Thank you.

BRETT

57:35 Thanks, Eugene. Happy thanksgiving.

YEVGENIYSHTEYNVARTS

57:37 You as well, sir. Thank you. Bye bye.

BRETT

57:39 Thanks. Bye bye.

The End