



Call with Adriano .

Alec Ashby with Mantario Door Control Ltd.
Recorded on 3/21/23 via SalesLoft, 11 min.

Participants

SERVICETRADE

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MANTARIO DOOR CONTROL LTD.

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Topics

<i>Call Setup</i>	0:00
<i>Pricing</i>	1:31
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Transcript

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

--- Call Setup ---

ADRIANO

0:00 Hello?

ALEC

0:01 Hey, Adriano. This is Alec. How are you?

ADRIANO

0:04 Bad yourself?

ALEC

0:05 Doing good, doing good. How was your weekend?

ADRIANO

0:09 It was uneventful... busy with family stuff, but nothing too crazy yourself.

ALEC

0:16 The same kinda kept it low key. Just try to reveal if you know what I mean?

ADRIANO

0:23 Yeah, yeah.

ALEC

0:25 But cool. Well, I know we had this call scheduled and I think you said you had to speak with Bill and I'm sure you had some internal review as well. So, I just wanted to give you a call to see where you guys are at and see how I could help.

ADRIANO

0:39 Yeah, I guess I don't think Bill got COVID, so he's been out for a bit and hasn't even a chance to watch that video that you sent, but is there any way to get the demo? I guess not, I think I asked you that to play with it ourselves.

ALEC

0:50 Okay.

--- Call Setup ends ---

ALEC

0:58 Yeah, we don't do like a trial or sandbox account or anything like that, no.

ADRIANO

1:04 Okay. It always makes it challenging, right? Because.

ADRIANO

1:12 Yeah, because when you're playing with it yourself and you can get a feel for it, right? How it works, how quick it is, all of that stuff versus like committing to a video, right? Honestly, it looks like it does everything we need, but it's just one of those things, right?

ALEC

1:16 Right.

--- Pricing ---

ADRIANO

1:31 And I guess the other thing was like, yeah, the pricing, right? Refresh my memory. What was the pricing coming in?

ALEC

1:40 Yeah. You're good. Give me one sec. I'll pull it up here. So, what I recommended for you guys is select plans for your first year with onboarding. You were looking at 12,000, 412 bucks. And then annually after that, it'll be 9,612 bucks us.

ADRIANO

1:59 Yeah. So it's like almost 15 grand Canadians exchange rates, killing us right now, right? So we have to add 40 percent to your dollar to pay for your Canadian. So that's the other challenge, right?

ADRIANO

2:15 That's pre paying for the year, right? Because you didn't monthly versus yearly, there was no discount.

ALEC

2:22 Correct. Yeah. We, Bill annual.

ADRIANO

2:25 Okay. You can offer the option monthly, okay?

ALEC

2:28 Correct. Yep.

ADRIANO

2:35 Yeah, like, yeah, I want to string you along. Like I told Bill to take a look at. It. Looks like it, the trial thing is a bit of a thing for, I think both of us, we both like to play with stuff. We're not computer tech, but we're not computer illiterate either, right? So, stuff like that, it's a big commitment when you're spending 15 grand.

ALEC

2:53 Yeah.

ADRIANO

3:00 A small business here. And, yeah, it's a challenge when you don't get to play with it, but.

ALEC

3:07 Okay. I mean, is that the only thing holding your back not being able to play with it or is there?

ADRIANO

3:13 No... it's a, it's priced a little higher than we'd like to in a budget, right? Right, right? So, right now, we spend one third of that on software, you know, like your software does more, right? So, is it worth more than three or four times what we spend now, possibly, right? But you don't know until you're in the thick of things, right?

ALEC

3:36 Yeah, I get that well, you know, with the end of the quarter, I mean, I am flexible on price now. I wanna dive too deep into that until it's you know, something that you're comfortable moving forward with. I mean, one option we have as well as I could set up a demo where you have my log in and we could go through some workflows together and you could go through the mobile app, the office, whatever you wanna do, and I could set that up and you get a feel for it, if that's something you're open to doing.

ADRIANO

4:14 Yeah, it's definitely a possibility, right? Like.

ADRIANO

4:20 I think I told you we're kind of evaluating whatever we think would be a fit for it. And like, you know, we took a look at a software called Jobber, and they gave us like a, you know, like a three week trial and then I set it up with my tech and stuff like that. And like we found out the app was freezing in the field, right? So that was a bit of a challenge or a bit of a question mark and, you know, they said they had a solution for it, but yeah, it's one of those things where it's nice to get a feel for things and even let tried in the field, but.

ADRIANO

4:58 I would say as it stands right now, let's... I'll get my partner to try to take a look at that video probably later this week.

ADRIANO

5:07 You know, as far as the pricing goes, I would see close to signing on the dotted line. So just, you know, let's hold off on that for now. And then, yeah, shoot me an email next week and we'll see what bills two cents on it is. And.

--- Pricing ends ---

ADRIANO

5:24 Do you have any Canadian customers?

ALEC

5:27 Yeah, we do.

ADRIANO

5:29 Now, I can't remember there was a problem with a tax code though, right? Or no, we were okay because we only charge one tax.

ALEC

5:36 Exactly. Yep.

ALEC

5:40 Yeah, and.

ADRIANO

5:40 Is there a customer? You could send me like refer me to that if you use as a referral? I could reach out to them and just pick their brain on it?

ALEC

5:52 Yeah. I mean, I could definitely, you know, set that up, but that's one of the things we kind of do if that's like the last thing that you need to do to make a decision.

ADRIANO

6:00 Closer... gotcha.

ADRIANO

6:06 Let's let's leave it that at this shoot me an email, say Monday of next week and then...

ALEC

6:06 You go ahead sorry.

ADRIANO

6:15 Yeah, I'll see if Bill has a chance to take a look at it. And then I'll say, hey, let's proceed to the next step or, you know what? Maybe we'll bow out, but let me get bills to two cents on this as well because I need an extra set of eyes. I don't want to be making this decision for the company all by myself.

ALEC

6:34 Right. No, and I agree with that. I think it's typically a good idea to have, you know, two people look at something rather than one as far as you. I mean, obviously, you guys have taken a look at a variety of vendors. I mean, which one are you kind of leaning towards right now?

ADRIANO

6:50 Well, originally, we were thinking about Jobber, but I think Jobber is not going to be the right solution. I think it'll be a bandage. So I think we've cancelled that one out... the BuildOps. They were more expensive than you guys, but they played a lot of games on the phone. So, I think, you know, it sounds like they could cut their price in half if you signed up on the dotted line. I just didn't like the, but I don't think we're on them. So like you're on our radar and another one that...

ADRIANO

7:23 Looking at called field pulse, I'm not sure if you're familiar with that one.

ALEC

7:27 Yeah, I've heard that name. It's not as common as some of the other names you just dropped there. But yeah, I mean, what you said about BuildOps is pretty accurate. I've heard some folks come back to us because their implementation took too long. It seems like they're doing a lot of over promising and under delivering, but they're also, you know, they're a good platform. They're just typically built more for projects than service, so to speak.

ADRIANO

7:33 Yeah.

ADRIANO

7:53 Yeah... they're pretty big there, right? So they had.

ALEC

7:53 Because.

ADRIANO

7:59 I think they even have more options than you guys on some of their module and stuff like that, but we don't need everything under the sun, right? We just need a few different things just kinda get dialed in. So, but.

ALEC

8:11 Yeah. And the thing about Adriano is like I don't want the only reason you're not moving forward with service trade just being that, you know, we don't you know, offer free trials. Now there, there's always exceptions. But the only thing is like I wouldn't want you to, you know, not move forward with us just off that alone. But if I were to, you know, ask someone internally, hey, can this guy get same box account for like a week? That would kinda kill a little bit of my leverage for, you know, a customer reference stuff like that... as well as, you know, it's I don't know how your experience went with that with Jobber, but it's kind of like giving you a house without furniture, so to speak. So it's you know, you're not gonna have, you know, a technical support, but I also don't really want the only reason you not to move forward with us is just because of that either.

ADRIANO

9:15 Well, yeah, no, I hear what you're saying. So like for myself, like I've tested Jobber fairly well and it's fairly intuitive for the most part, right? Where we didn't have many questions. So that like that's a big, you know, litmus test, so to speak, where is it an intuitive software that we can figure out? Or is it more complex and we need more training on, right? So... you know, it's...

ADRIANO

9:47 The trial is just, yeah, it just helps you feel a little more comfortable. Okay, this is you easy for everyone to use because I got burying ages in my office. I guess people there sixties already, right? So it's gotta be somewhat easier to use. So it's just one of those things. But yeah, let's just, yeah, shoot me an email on Monday. We'll go from there.

--- Pricing ---

ADRIANO

10:09 You know, the price is a bit of a challenge for us, right?

ADRIANO

10:14 Being a smaller company and stuff.

ADRIANO

10:17 But, you know, it's one of those things where if we think it's gonna save us money then, you know, it's not out of our realm, so to speak.

ALEC

10:30 Right. And, you know, I think you saw, you know, some of the way that service trade could save you time or make your money more efficient as well as, you know, scale it up.

ALEC

10:39 If that's something you wanna do. I know that was something that you were a little on the fence about. But as far as, you know, that's concerned, I mean, what would a trial account mean more to you or customer reference? I mean, what would mean more to you?

ADRIANO

10:59 It's hard to say.

ALEC

11:01 Okay.

ADRIANO

11:03 It's hard to say right now. So, let's just, yeah, let's reach out to me on Monday and then we'll go from there.

ALEC

11:08 Okay. Yeah, that'll work man. Well, anyways, if you have anything between now and then don't be afraid to ask and I'll shoot you an email on Monday, okay?

ADRIANO

11:12 Yeah. Okay. Thanks for reaching out Alec.

ALEC

11:18 Yeah, no problem. Bye.

The End