



# Call with M3 Mechanical - Tony Molnar

Ben Bilhorn with M3 Mechanical  
Recorded on 3/3/23 via SalesLoft, 7 min.

## Participants

### **SERVICETRADE**

Ben Bilhorn  
*SDR*

### **M3 MECHANICAL**

Tony Molnar  
*Chief Executive Officer*

# Transcript

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TONY

0:00 Tony? Speaking.

BEN

0:01 Hey, Tony. This is Benjamin with service trade. Did I catch you at a decent time?

TONY

0:04 Hey, Ben. Yeah, yeah. Now, it's good. How are you doing?

BEN

0:08 Cool. I'm good. So I wanted to reach out. I don't know how familiar you are with service trade, but we're a field service management software built specific for.

TONY

0:20 Yeah, no, you guys came in and did presentation.

BEN

0:24 When, when was that?

TONY

0:28 Great. Are you? You're not the hockey player?

BEN

0:31 No, I'm not, you might be thinking of, no, that was Quinn that's what it was. Wow. Okay, cool. Yeah. Well, I was reaching out because I had talked with someone from your office and I'm blanking on her name right now, but she told me that you guys had originally gone with trying to use BuildOps. Things didn't go great. You moved over to FieldBoss and things are going, not great with FieldBoss either. Right now. Is that, am I accurate? Is that, does that make its way over to you? I guess I don't know. Yeah. Okay. Gotcha.

TONY

0:35 Yes. Yeah. He came in here. Yes. Yeah.

TONY

TONY

1:11 That's part of the story. Yeah, no, we're actually now, fine with BuildOps and they've made some radical changes and improve some things and they're you know, they're developing their platform. So they've come a long way.

BEN

1:29 Okay. Gotcha. Is it something where you guys are comfortable where you're at? I guess, would you be interested in looking at something that's maybe a little bit more tried and true?

TONY

1:40 Well, I mean, your product is good. It's tried intrude for... what you guys do, but it's not robust enough for what we need.

BEN

1:51 Gotcha. Where do we fall short? Just out of curiosity?

TONY

1:56 Analytics... whip. In particular... you guys don't really do much tracking and analytics and data in terms of where projects are in a process?

BEN

1:58 Okay.

BEN

2:09 Right.

TONY

2:10 Project billing management, all that area. So, hey by here.

BEN

2:15 Yeah. So I will say.

BEN

2:20 That your dog.

TONY

2:21 It's one of my employees dogs. Yeah.

BEN

2:24 Gotcha. Gotcha. Well. So, what I will say is we actually... we've also released project management since we last spoke and I've had pretty good feedback on it honestly because that's something that...

BEN

2:40 Wasn't available quite yet when I think we would, I think we last met with you guys like early 2022... and we released that later in the year.

TONY

2:42 Can?

TONY

2:53 No, I think Clint was in here?

TONY

2:58 No, it was let's see.

BEN

3:05 That...

TONY

3:05 Yeah, it was late 2022.

BEN

3:07 Really? Okay. Because I have something from, I only have documented from March anyway.

TONY

3:15 When you came and did a presentation?

BEN

3:17 Yeah.

TONY

3:18 Okay.

TONY

3:21 Okay.

TONY

3:23 Anyway.

TONY

3:26 I love a lot of your front end stuff with the customer facing stuff that was good, but it wasn't customizable. That was a problem. So, it was very limited on what we could change and do in that. And, you know, although your format is fine for probably a lot of people wasn't what we wanted and to be able to fix that was, you know, programming and what have you, instead of being able to customize on the fly?

BEN

3:52 I see.

TONY

3:52 FieldBoss, does that really well BuildOps? Doesn't do it as good as FieldBoss. But it's still, we got some options and then on your whip side, where are things in the process and how do you track and what department are things in? And how do you do simultaneous statuses? And then how do you report on that? Those are all areas that you guys didn't have anything to much to offer there. So.

BEN

4:01 Push...

BEN

4:15 Gotcha.

BEN

4:20 Yeah.

BEN

4:22 As far as I know that is that we do have that now.

TONY

4:26 Yeah.

BEN

4:28 I guess in terms of... so those, it sounds like we've improved on the things that we weren't able to do as well.

BEN

4:38 Back in the day, what did you like that? You're not getting right now?

TONY

4:45 What did we like from you?

BEN

4:47 Yes.

TONY

4:49 What did we like from you? So it was a lot of the automated customer stuff, you know, the, but we don't do, we don't have our customers sign anything. We don't take money from our customers on site. So we don't have a point of sale type stuff, but I like the...

BEN

4:54 Okay.

BEN

5:02 Right.

BEN

5:06 Well, that's not really us either.

TONY

5:10 Okay. I like how I think you have some automated processes surrounding the.

TONY

5:16 Reporting and invoicing, and that was good from what I remember. So, yeah, but in any case, we're kinda locked in. We're you know, we're actually paying for two programs right now. So I'm not interested in bringing a third one on at this point. So, yeah.

BEN

5:23 Yeah, a lot of.

BEN

5:35 Understandable. Definitely, well, let's do this then. I guess when would be a better time to get back in touch. Maybe at least give you the chance to look at where things have come with whip reporting and that kind of stuff?

TONY

5:50 Well, we're not, we wouldn't do anything, I mean, at least till we got through summer. Yeah. And so maybe in the fall, if you reach back out and see how things are going, maybe I'm just completely set up with both because as history will show you, I'm not afraid to make changes. All I'm looking for is the most efficient program that makes us more efficient business so.

BEN

5:55 Okay.

BEN

6:11 Right.

BEN

6:14 No, and I respect that. Yeah... I'll keep in touch. We'll plan on touching back or getting back in touch in the fall, but in the meantime, you know, hope everything goes smoothly.

TONY

6:19 Okay.

TONY

6:26 All right. Thank you very much.

BEN

6:28 Thank you. Have a great rest of your day, man. Bye.

TONY

6:29 All right, you too.

*The End*