



# Call with Lemberg Electric Company Inc - Matt Schmidt

Charlie Riddle with Lemberg Electric Company Inc  
Recorded on 11/23/22 via SalesLoft, 13 min.

## Participants

### **SERVICETRADE**

Charlie Riddle  
*SDR*

### **LEMBERG ELECTRIC COMPANY INC**

Matt Schmidt  
*Service Manager*

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# Transcript

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

MATT

0:00 Good morning. This is John.

CHARLIE

0:01 But David please.

MATT

0:03 David top.

CHARLIE

0:05 You know, I don't know. His last name is the division manager over there.

MATT

0:10 Sure. Hold on one sec.

CHARLIE

0:11 Thanks.

MATT

0:40 Most Dave.

CHARLIE

0:41 Hey, Dave. My name is Charlie little with a company called service trade you guys.

MATT

0:45 Hey, Charlie. How are you doing?

CHARLIE

0:47 Hey, man. I'm good. Just getting ready for Turkey day.

MATT

0:50 Say, mirror man, it's I mean, what's going on? How can I help you with?

CHARLIE

0:52 Yeah, thank you again.

--- *Type of work* ---

CHARLIE

0:54 I'm with service trade. We are a software company that work with commercial service providers doing service management software. Our platform helps out with everything from jobs and projects on the field, to scheduling and dispatch, the quoting and workflow management. What do you guys currently using the managers processes?

MATT

1:00 Okay.

--- *Accounting integrations* ---

MATT

1:13 Right now, we've got, we're mostly just send excel based company. And to be honest with you, it's all homemade spreadsheets, everything that we're using. It is something that we are interested in. We have been looking down the path to get on a platform. We've looked at BuildOps. You've looked at a couple of other ones and everything to help us out. I'd be curious to see some information that you have. You could email me over some info.

--- *Accounting integrations ends* ---

CHARLIE

1:37 Yeah. So what I can do, I'll shoot you an email with my contact information and the link to our website. It's gonna have some overviews of what service trade is all about. What I'd like to do if you have an hour one day next week is get you on a demo and that.

MATT

1:43 Okay.

MATT

1:54 Okay. We can set something up. I'd be more than happy to sit down and look at it.

--- *Purchase decision* ---

CHARLIE

1:57 Yeah, perfect. That's going to be a one-on-one Zoom meeting. You're gonna sit down with one of our territory managers here, and they're going to be able to share

their screen, go through some jobs together, act out some workflows. All that good stuff.

MATT

2:10 Okay. I'd actually, that would be something that actually really does some be very interested in seeing that.

CHARLIE

2:16 Okay. Perfect. Well, what I'm gonna do, Dave, I'm gonna start. I'm just gonna ask you some basic 10 cent questions. I wanna make sure I'm on the same page. I want to understand your business and your workflows. And then I want to give you an opportunity to ask me some questions and maybe I can share a little about service trade and set some expectations.

--- *Type of work* ---

CHARLIE

2:34 Alright? Basic question here. What is your bread and butter, what, you know, at the core of your department? Like what do you guys do? What are you working on?

--- *Purchase decision* ---

MATT

2:26 Okay.

--- *Type of work* ---

MATT

2:33 Okay.

MATT

2:44 Commercial commercial industrial, like commercial industrial?

CHARLIE

2:48 Okay. Are you guys, are your jobs, you know, larger projects or are they more maintenance service repairs? You know, what are they looking like?

--- *Assets* ---

MATT

2:57 More maintenance service and repairs with our department over.

CHARLIE

2:59 Okay.

CHARLIE

3:04 And again, it sounds like a dumb question, but I gotta ask you like what specifically are you guys working on specific, which is the pieces of equipment or you guys just kinda, you know, do everything?

MATT

3:18 No, we do have a little bit of, we do everything will work and we'll work on specific pieces of equipment and we'll also where whole warehouses and everything for equipment.

CHARLIE

3:20 Okay.

*--- Type of work ---*

CHARLIE

3:27 Perfect. Alright. How many guys you got in the field?

MATT

3:31 Right now, we are running 20.

CHARLIE

3:34 Okay.

CHARLIE

3:37 And what are you guys using for an accounting platform right now?

MATT

3:41 Spectrum?

CHARLIE

3:43 Gotcha.

CHARLIE

3:46 Great. Well, we give you kind of a quick spiel about service trade. You know, everything you've told me so far indicates that you guys in our wheelhouse, so service trade, we're a commercial service platform, the slice of the pie that we focus on, that we're best in class in is commercial service. Okay?

*--- Assets ---*

MATT

4:05 Okay.

CHARLIE

4:07 So, our platform is going to help you manage the entire spectrum of your service operations, right? Starting with the database, right? Keeping track of that customer history, keeping track of work order history. And if there's pieces of equipment that you guys work on, keeping track of that asset history as we call it, you're going to schedule and dispatch out of service trade, you guys in the field?

--- Access to information ---

CHARLIE

4:26 We're going to have a mobile app so they can access that on the phone, tablet, whatever. But they're going to execute their job on their document, it, take pictures, all that great stuff. And then it's gonna follow up with anything after that job, right? So, quoting managing items and prices, invoicing. Okay. Now, we are not accounting platform. So that's where spectrum is gonna pick up. You guys are still gonna.

MATT

4:47 Do you guys, do you guys integrate with spectrum?

--- Accounting integrations ---

CHARLIE

4:50 We do, we do.

MATT

4:51 Okay.

CHARLIE

4:52 You know, I'm going to be real. I don't know if that's going to be an out of the box plug and play integration or if it's going to need to be scope and kinda built for you, but we do.

MATT

5:03 I know that's one of the biggest things. One of the biggest drawback. So, we've had with software systems that we've looked at in the past is integrating with our accounting software.

CHARLIE

5:12 Yup. Yup. And it's weird because... every marriage of two softwares like this is different, right? So it's hard to, I'd rather be vague and not promise you the world than send some for expectations here. But I know.

MATT

5:20 Yes.

MATT

5:27 No, I appreciate it.

*--- Purchase decision ---*

MATT

5:28 That's how I'm the same way.

CHARLIE

5:31 Perfect. Alright. Tell me, you know, now that I feel like I understand which I'll do and which other about, tell me what you're looking for. You know, you said you're actively looking, you know, what are you looking to accomplish here? You know, is there?

MATT

5:44 We're looking for everything that you just said, we're looking for a platform that we can go through.

*--- Purchase decision ends ---*

MATT

5:49 We can manage our customers with. We can manage our accounts with. We know when the last time that we had guys there, we know what piece of equipment they've worked on. We know we've done there in the past, we want to be able to generate lists and everything of our current customers. And when we need to follow up with them, when we need to place the phone call saying, hey, we haven't been there for a little bit of, do we need to come out in service?

*--- Tech time tracking ---*

MATT

6:12 Any of your equipment? It's stuff like that. We're looking to do. Actually, one question that I would ask you is, are you available? Are you able too record time like time cards and everything for us? Field employees?

CHARLIE

6:25 Yep. Yep, one of the things that your guys are gonna do with that mobile app is clock in and out of jobs and service trade is gonna track that.

MATT

6:32 Okay.

MATT

6:34 This doesn't have Geo tracking with like geofencing and everything too on it.



CHARLIE

6:38 Not quite. Okay. We do have customers using things like I'm gonna say Fleetmatics is a common one. I could be making that up, but service trade whenever you're guys clock in or clock out, initiate o'clock event as we call. It, restricts gonna take a GPS snapshot. So you're going to know where the, or when they clock in and clock out, but it's not going to be like, hey, let's you know, watch them driving down the road.

MATT

6:40 Okay.

MATT

7:07 Yeah.

CHARLIE

7:10 But yeah, service rate is going to track their time. Now. We're not a payroll platform. Okay. That's still going to live in spectrum, but we will give you visibility of all. There are times where they spend it for any given week, help you guys wrap your arms around it, run some cool reports and then most of our customers use kind of that report that service straight generates to start their payroll. Does that make sense?

MATT

7:16 Okay.

MATT

7:30 Okay.

--- Purchase decision ---

MATT

7:31 Yes, it does.

CHARLIE

7:33 What else is on your mind?

MATT

7:35 Yeah, those are the biggest things that I have right now. Actually, I'm looking forward to. I'll give you my email address. I'm looking forward to kinda looking through. You can send me some information looking over it. And then I'd like to set up a time to go through a demo that I'm actually with your company.

--- Purchase decision ends ---

CHARLIE

7:48 Yeah, perfect. What's a good email for you?

MATT

7:51 D, top TOPP.

MATT

7:55 At Lemberg, LEMBERG electric dotcom.

CHARLIE

8:02 Okay. And what's the best number to get yet?

MATT

8:05 Two, six, two, three, six, four, zero zero, four one.

CHARLIE

8:10 Okay. And stupid question. What's your role over there? Are you the service manager, the division manager, maybe?

--- Pricing ---

MATT

8:17 Yeah, I'm the division manager.

CHARLIE

8:18 Okay.

CHARLIE

8:21 What are you guys looking to make a change?

MATT

8:25 Well, we were looking to make it this year, but we're probably looking probably 2023 and the 2023 22 beginning the 2024...

CHARLIE

8:33 Okay. What happened? Like they did just get kind of put on the back burner.

--- Purchase decision ---

MATT

8:37 It did. We had some changes in the C suites here and things of kinds of things. I've been put on the back burner until we get a couple of things figured out here.

CHARLIE

8:47 Okay. Is it like a matter of budgets? Like, you know, I feel like, you know, a demo get you this year and then go into budget talks, you know, Jane, where you're...

MATT

8:55 Yep. Well, we're in budget talks right now and everything too. So it's something that we're looking to get in there. We have a discussion beginning of December regards to budget. So this is something that we've will be playing around with. We'll be kicking this idea around too.

CHARLIE

9:11 Yeah. Let's see what they have. I'm gonna pull up my calendar if you can do the same, and we'll see if we can find some time next week.

--- Purchase decision ends ---

CHARLIE

9:21 We're going to carve out an hour. Okay? Now, it may take less, it may take more if there's a bunch of questions, but I think an hour is a good place to start.

MATT

9:29 Okay.

CHARLIE

9:32 And you guys are out of...

MATT

9:35 Milwaukee Wisconsin?

CHARLIE

9:36 Wisconsin and forgive me, I have to ask it because if I don't I shoot myself in the foot. Are you Mountain Time? Central? Okay?

MATT

9:41 That's all right?

MATT

9:43 We're Central Time.

CHARLIE

9:48 Looking at next week, what day work well or does not work for you?

MATT

9:54 I could do the afternoon of December first.

CHARLIE

9:57 Okay. Let's see.

CHARLIE

10:15 Yeah. I've got like a one PM or two PM.

MATT

10:20 Central Time?

CHARLIE

10:21 Correct, one PM or two PM Central Time, Thursday. The first, I can also do Wednesday, the thirtieth at Judy.

MATT

10:28 My wife and my Wednesday is pretty book. Why don't we do the two PM on the first?

CHARLIE

10:33 Okay.

CHARLIE

10:36 Two PM, Thursday. Alright, Dave. I'm gonna shoot you a calendar invite here in just a few minutes. When you see that, do me a favor, hit that except button that's gonna one, let me know that you got it. But to lock in that time.

MATT

10:52 And stuff.

CHARLIE

10:53 I'm also going to give you a shout, probably that Tuesday or Wednesday next week just to make sure you're good to go. And don't have any questions? Yeah, a lot can happen. You know, thanksgiving weekend. Let's be real. Anyone else on your team that you want me to add to that invite? Anyone else that might get value out of that?

MATT

10:59 That's the, I'd appreciate that very much.

MATT

11:13 Holly kale?

MATT

11:17 H a Y.

CHARLIE

11:21 H a Y.

MATT

11:23 Yeah. Hold on. Let me double check this. No, that's okay. Hold on. Let me double check that real quick. I'm horrible spelling. It's going to be HC a while at Lemberg electric dot com.

CHARLIE

11:25 Well, maybe I just missed or do you completely?

CHARLIE

11:45 Remember electric dotcom and what is hollies role?

*--- Purchase decision ---*

MATT

11:49 Probably is one of our assistant project managers?

CHARLIE

11:52 Yeah.

CHARLIE

11:56 Simple, good deal. I think I've got everything I need. They've anything else you want to, you want me to pass onto that territory manager? You're gonna meet with anything else you wanna make sure we are.

MATT

12:06 Just, you know, if you could just paps, passed me over any information that you can in regards to the software system that you guys are representing, we'll look it over and see what we can, and then we'll look forward to the demo next week Thursday.

*--- Purchase decision ends ---*

CHARLIE

12:18 Temple, I'll shoot you a separate email here. It'll have a link to our website. There's a bunch of great info on there.

MATT

12:24 Wonderful, I appreciate very much. And you, I do apologize. What was your name again? Sir, Charlie? I'm sorry about that, Charlie.

CHARLIE

12:27 Charlie.

CHARLIE

12:30 No worries. No worries. I'll talk to you next week. You have a great rest, your day.

--- *Dispatch* ---

MATT

12:34 Hi, buddy. You to, Charlie. Thanks, man. Talk to you soon.

*The End*