



Call with Symons Fire Protection, Inc. - Brad Sparks

Harrison Miller with Symons Fire Protection, Inc.
Recorded on 6/23/23 via SalesLoft, 11 min.

Participants

SERVICETRADE

Harrison Miller
Territory Manager

SYMONS FIRE PROTECTION, INC.

Brad Sparks
Service Manager

Topics

<i>Forms</i>	1:06
<i>Pricing</i>	4:22
<i>Deficiencies</i>	5:13
<i>Forms</i>	7:08
<i>Access to information</i>	7:37
<i>Purchase decision</i>	8:11
<i>Purchase decision</i>	8:52
<i>Forms</i>	9:08

Transcript

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

HARRISON

0:00 Yeah. Hey, good afternoon, Brad. Hey, Brad, can you hear me? Okay? Cool.

BRAD

0:00 This is Brad.

BRAD

0:03 Hello? Yeah.

BRAD

0:07 A little bit. Hang on. Yeah, go ahead.

HARRISON

0:09 Okay. Cool. Hey, this is Harrison Miller. I was calling with service trade. Did I catch you at a second?

BRAD

0:23 There, can you hear me now? Because I can't hear you at all?

HARRISON

0:26 Yes, sir. I can hear you. Can you hear me okay?

BRAD

0:29 Now, I can hear you but service trade. I, yeah, I know the software.

HARRISON

0:36 Okay.

BRAD

0:38 I would love to run it. All of it, but a fordation being able to afford it when I'm not doing so hot is a problem. So, I wanna be in the market, but I don't think I can adequately responsibly say we are, I want to be though. So I'm gonna know where you guys are.

HARRISON

0:45 Okay.

HARRISON

0:54 Okay. Yeah.

HARRISON

0:59 Yeah, I definitely understand that. One question I had for you. And like, I understand your price conscious about stuff.

--- Forms ---

HARRISON

1:06 I was reading through some of the old notes... you know, and it looked like you guys had a bunch of add on products like with the service forms and things like that. I don't know how much you remember that, you know, remember about, you know, the service forms, things like that, but, you know, that is an add on product. We do have cheaper packages and, you know, we'd love to walk you through that. If, you know... I completely up to you?

BRAD

1:19 Yeah.

BRAD

1:29 Was just... yeah, I mean, the forms, by themselves, right?

HARRISON

1:34 Yeah. So what, we have a couple of different options. So, the ones that you looked at were, the service forms through device magic, they're kind of more interactive forms. So like, you know, whenever they go in create or go through like a sprinkler inspection, like depending on how they answer a question. It's gonna prompt another question. Things like that is going to generate a report at the end. We also have on a lower level package just like fill able PDF. So you guys could take like your inspection reports that you currently have. We can upload those in the service trade. And then, you know, when your technicians out in the field, they can just fill out that fill able, PDF, check off those boxes, add notes, things like that and submit it back into service trade.

BRAD

1:56 Yeah.

--- Forms ends ---

BRAD

2:20 Yeah, that's I mean, I love it all. I think I'm always a big software guy. I love it. But... the only thing not the only thing but many things with regards to California, changing their forms. Do you guys know about that? Or do you know?

HARRISON

2:26 Sure.

HARRISON

2:39 So...

HARRISON

2:42 That would probably have to be a question. I could get somebody else on because, I am very familiar with how California is always changing, you know, the different stuff on the forms. And are you familiar with the software? Like Asurio? Bird dog?

BRAD

2:58 Yeah. I know that well, I mean, I haven't talked to those guys in eight years now, but I tried them out very early on and I broke them really fast back then. They, I mean, they flew out. I spent 10 grand on it and didn't get it off the ground all.

HARRISON

2:59 You are?

HARRISON

3:06 Okay.

HARRISON

3:08 Okay.

HARRISON

3:15 Yeah.

BRAD

3:17 It was, they tried really hard.

BRAD

3:21 Your mom's don't work there or nothing? Do they do? She?

HARRISON

3:23 No, but, she does not work there, but what we did acquire certain aspects of Asurio and the whole reason why for that was so we could become more up to date with like the code specifically for the California codes just because that is something that they focus more on and, you know, we're just kinda more on the service side of thing.

BRAD

3:40 Yeah.

BRAD

3:44 Do, they tried to be California specific and then, I got to it and would, you would answer a question like, yeah, the heads are corroded but it would take like there was no way to do. I could mark off one sprinkler head as corroded but I couldn't mark off 500 and in high rise. And so, yeah, you can do multiple, you can do a picture. You couldn't do multiple pictures. It was behalf. So that was, but that was about five five, eight years ago, no longer than that man. I bet that eight years ago, but my point is.

HARRISON

4:04 Couldn't do multiple ones.

HARRISON

4:12 Yeah, I...

--- Pricing ---

BRAD

4:22 I do have a problem with.

BRAD

4:25 How cumbersome California is the reason I'm asking about California because they are getting ready to release a new set of forms for California.

HARRISON

4:36 Okay.

BRAD

4:39 And it's off of an fda 20. I think I'm not quite sure or maybe pay 17 anyway. Sorry, 2017. Sorry, 25. And I can't remember if it's in a 25, two, 2020 or 17 or what it is. But... that's what's going on in California and that's what's difficult for softwares such as yourselves BuildOps.

HARRISON

4:45 Hum. Okay.

HARRISON

4:58 Huh.

HARRISON

5:02 Bye.

BRAD

5:10 You guys, what's it called building reports?

--- *Deficiencies* ---

BRAD

5:14 I mean, it's all kind of the same but yeah, I mean, there was, if there was a cool way to take a picture and a note location, of a 500 sprinkler had 200 sprinkler heads, 20 sprinkler heads, three.

HARRISON

5:13 Okay.

BRAD

5:32 That's what's interesting. And I think it's hard because software is just don't really eventually hit the mark really the to on it.

--- *Deficiencies ends* ---

BRAD

5:43 And I understand because it's hard to like make something regular fast, smooth and cheap. You can only pick three, two out of the three now. Like, so I mean, it's hard, I get it. But anyway, that's what's never been able to hit the target for me is you can be cheap but, and you'll be fast but you will be good. You'll be good and you'll be good at good. You'll be fast but you will be cheap. So that's kind of, and you could say cost effective, whatever you wanna say, but that's kinda the crack of it is, it just has never been the two that I need.

HARRISON

5:43 Right.

HARRISON

5:52 Yeah, exactly.

HARRISON

5:55 Yeah.

HARRISON

6:02 Okay.

HARRISON

6:07 Right.

HARRISON

6:13 Huh.

HARRISON

6:25 Right.

BRAD

6:28 And at some point, I need all three and it just, it kinda breaks.

HARRISON

6:30 Yeah.

HARRISON

6:33 Yeah. So, you know, typically, whenever I go through like the meetings and stuff because I cover a lot of the western part of the country. So I speak with a lot of people in California and that seems to be our reoccurring theme is, you know, the forms are just different, you know, they're always changing things like that. So.

HARRISON

6:52 Yeah, because again, you know, if you are price conscious like that, you know, again, we have our base level package. You can do all this stuff like, you know, tracking your recurring work, mobile app, technicians out in the field, you have like quoting invoicing scheduling, dispatching, kind of the whole nine yards with that.

--- *Forms* ---

HARRISON

7:08 Just the only thing it's not gonna have that looks like you guys went through last time was the like there's more interactive inspection reports. It would just be like taking a.

HARRISON

7:18 Fill able PDF of it and, you know.

BRAD

7:20 Billable PDF which I'm not directly entirely opposed to. Is that, is that something that they can put on their phones or like whether it's apple or iOS or Google?

HARRISON

7:26 Yeah.

--- *Access to information* ---

HARRISON

7:37 Yeah. So that's exactly how it would work. We're compatible with any app or any android products? But yeah, you would just take those reports where you could give them.

BRAD

7:40 Yeah.

BRAD

7:48 Do they have to be... and do they have to be connected to the internet when they do it?

HARRISON

7:53 No, sir. So, we actually have offline capabilities for the mobile app, you know, just because a lot of our customers, you know, they're in basement or they're out in the woods somewhere, you know, out in the middle of nowhere. Yeah. So, yeah, and, we definitely have offline capabilities as well.

BRAD

7:59 Okay.

BRAD

8:03 Back Rogers. Yeah, yeah.

--- Purchase decision ---

BRAD

8:11 I think I would like to take another look at it, but it'll probably be on, my reach out to you guys just because I feel bad for you guys having to follow up right now for a year.

HARRISON

8:19 All right.

HARRISON

8:24 Yeah.

BRAD

8:26 But we have been talking about it, so it's not like it's not far from my mind. It's definitely.

--- Purchase decision ends ---

BRAD

8:32 I definitely wanna do it. I just don't know to what level, which it's also not my call. It's not my money. If it was, I'd probably have it already, but...

HARRISON

8:37 Sure.

HARRISON

8:43 I got you.

BRAD

8:43 Anyway, I'll reach out though. I appreciate the call and reminder.

HARRISON

8:48 Yeah, absolutely. Absolutely. And I appreciate you taking a few minutes to chat with me today.

--- *Purchase decision* ---

HARRISON

8:52 Yeah, that sounds good. Just keep in mind, you know, what? We do have smaller packages than what you looked at last time. And whenever you feel like you guys are ready in a position to take a look, you know, where to reach us at.

BRAD

9:01 Okay.

BRAD

9:05 Yep. I appreciate it and your name again.

--- *Forms* ---

HARRISON

9:08 I'm Harrison, yes.

BRAD

9:11 Harrison. Okay. Harrison, if you got, if you got my email, see if you can throw together. Like if you got, if you got fire sprinkler, billable PDF forms for fire sprinklers in, California, title 19 is usually how they say it, if you got a California title 19 fillable forms... and you can get a price to me in my email then.

--- *Forms ends* ---

BRAD

9:40 Yeah, you can shoot that over if you want.

--- *Forms* ---

HARRISON

9:25 Okay.

HARRISON

9:30 Good.

--- *Forms ends* ---

HARRISON

9:42 Good. Yeah, absolutely. Is it still spark Simon F dot, cool. I will. Yeah, I'll do some digging on my end and I'll shoot that over whenever I find it to you or whenever I find it?

BRAD

9:47 Yeah, you know?

BRAD

9:56 Okay. And I'll look at it. I'll look at it. I've definitely done the whole, you know, presentation thing. It's like I say, I mean, a lot of my competitors in town have service rate. So... I know all my friends have it. So, it's not entirely, you know, unknown. I just have had a hard time pulling the trigger but, yeah, send over to me to California title nine teen fire sprinkler reports or fill able PDF for now and let me see what I can do and if I like it.

HARRISON

9:57 Cool.

HARRISON

10:04 I know.

HARRISON

10:10 Hum.

HARRISON

10:19 Yeah.

HARRISON

10:23 True.

HARRISON

10:30 Sounds like a plan. Yep, I'll shoot that over to you. You have a good weekend, right?

BRAD

10:35 Okay, cool. You too. Harrison. Thanks, man.

HARRISON

10:38 All right, yes, sir. Bye.

The End