HH2/ServiceTrade

Tanya Eney with hh2.com
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Participants

SERVICETRADE

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Topics

Transcript

TANYA

0:00 Hey.

KENTREL

0:02 Hello, Tanya. Hello?

TANYA

0:04 Time no talk.

KENTREL

0:07 Yes, ma'am, Jason here, I've gone through that document. Good. Thank you. Yes.

TANYA

0:11 At page two, three or four is really what I was like the part that pertain to what I want to send them to see if I forwarded it correctly, if things didn't even moved around or if I do anything and current and suddenly thing incorrectly?

--- Accounting ---

KENTREL

1:08 Hi, I'm seeing if there's something in here in a sense that option and when it does sync over and we'll sink over as the contacts... she there it is right there ship to contact her.

TANYA

1:23 Thinking about this in writing there. So it's like I've gotten, you know, I'm so down in the trees when somebody like a fresh, do you to say, okay, this makes sense or? No? This does not make sense.

KENTREL

1:37 Or when you were talking about was valid seem very makes sense. Just depends on where the customer who's the source. If you're gonna go with service, trade, the service trade, point of view, treat it like the clock, the locations like contacts. If you go with Sage, intacct, is going to be a parent child relationship.

TANYA

1:53 That actually the parent child, you could choose to go.

KENTREL

1:56 Ray.

TANYA

1:58 Yeah, it's like if you look at that screen where it says customer, like with option one, when you pick customer, only, you can't sync from intact. But if you pick option two is a customer location, it allows you to change that neither no updates or do you want it to come from Intacct?

--- Accounting ends ---

TANYA

2:22 I've learned a lot about this over the last component.

KENTREL

2:27 RB sample of Sage, fixed the parent child relationship.

TANYA

2:30 Completely completely.

TANYA

2:37 But I feel like we can't... fix that or we can do is get them their options in tech people. They could tell them that, but I think that's where I was getting. I was getting sideways because I was trying to do that for them, you know, help to the tax side and I need to not do that. So, let me go grab a drink perfect.

KENTREL

2:56 Yes.

TANYA

2:59 So...

KENTREL

3:00 Yes. When you've been in their world?

TANYA

3:03 Yes, once a consultant always a consultant.

TANYA

3:12 I guess it's been hot and do you guys have that he?

KENTREL

3:16 It cooled off now? Last night? I mean, we are, yeah, it was their last night because I mean, it was, we have some parts of your thunder. Sorry, that came through. Nobody really got to sleep last night, keys all or they were grabbing this morning. So, daddy.

TANYA

3:31 Like lightning and thunder and wind.

KENTREL

3:35 And shaking the whole...

TANYA

3:36 Wow. Well, I know it's been like in triple digit degrees and Texas and we're it's warm today, but it's going to be in the mid to high nineties, like tomorrow Friday, Saturday Sunday.

KENTREL

3:47 I think this is only Mesa.

TANYA

3:51 I know, well, you know, just like you guys, you know, you have these crazy days and it's settled back down. And who knows if we could turn around and be like in the sixties for memorial day weekend? You know, I mean, it's just so up and down. I have much of the weather much past this weekend. I just saw it's getting very warm out.

KENTREL

4:11 Okay.

TANYA

4:11 It's really nice this morning.

KENTREL

4:15 Rule, we get lucky. Yeah.

TANYA

4:19 96 on Friday, 96 on Saturday, then we must get the standard storms that come through on Sunday because then Monday at 78.

KENTREL

4:28 Yeah, because this stormed here is going to be by 50. I think he's going to be 57 on Saturday as well.

TANYA

4:35 So then we'll get that. If you, yeah, we'll get that front then after, yeah, and then it's going to be in the low eighties next week, which is more seasonable. So this is just a pop-up...

KENTREL

4:46 I think it can be all seventies and eighties next week. So, I'm aware mister junkie.

TANYA

4:53 Hi, there. I think it must be honest. I just accepted. It says except for that, maybe just runway.

KENTREL

5:00 Because I want to get his opinion of what Rob received well, her from Robin yesterday about it Intacct. And we'll see what he was saying about it as well.

TANYA

5:08 That I was talking with.

--- Accounting ---

TANYA

5:13 Somebody, I forget who it was that see fma, they're like it's all about intact. It's all about Intacct. So... I'm here, I'm going to be 10 minutes late. I'm running over.

KENTREL

5:30 Okay.

TANYA

5:30 That's fine. I don't think it's a super long conversation. Well, then we can work on these directions.

KENTREL

5:34 Yeah.

TANYA

5:35 So I'll share my screen and then you can see if because I'd want to get this but I want to get this checked off my list. So I feel like I am delinquent on it. So, Matt configuring your, the stage Intacct integration, I guess I could take that off and just make it mapping headline really this mapping your service, right? Customers and I'm gonna say and, or... locations to Sage and tax customers, service trying maps customers to Sage intacct in two different ways. One customer only customers creating say service trade or sync over to intact as customer service training will create customer locations as contacts in tact. This option will be a one way sync

because it should be a one way sync from Sage intacct. So service trade to Intacct service trade locations will always sync the ship to contacts when the invoices sent over.

KENTREL

6:32 Perfect. Okay.

TANYA

6:34 And there's a picture of it and option to customer location, customers created and service trade are sinked over to intact as customers and the locations are sinked over his child cuss. Immersed. In fact, like the example of what this option will allow the user to sync from either service trade to Intacct or Intacct to service trade, new service, trying to locations will sync as locations where they invoices sent over. I think I use say this option will be... this... option is only really... a one way sync from service trade to attack like that's. Because you can see you can't even pick it. And then there's the example so that's your ERP, then you're an existing service trade user. You'll want to link your existing customers to Sage intacct. Customers, service trade connects the service trade company to the entire customer through an external ID. The external ID details, service rate, which customer to map the information to an Intacct service trade, professional services team can assist with adding the stage Intacct ID to your existing service trade customer. I'm missing punches apply.

TANYA

8:02 In order to assure customers are mapped correctly, you will want to X at your current customer list from service trade. This list is then use to populate the intact customer import template. Depending on which option you were selecting for mapping. Customers will determine which list you should export, see direction. But expert companies, you're mapping customers only to Intacct, go to companies, export this export companies and locations. You're mapping customers and locations to Intacct. Go to locations, export to the next copy and paste the export into the customer import template from Sage intacct and import the list. And just agent check once the customer list, once the customers, right? Once the list of customers. So it's fresh. So the list of customers... hi is important, not export and import it into Sage intacct, right? This is not making sense. What sources of customers is important to Sage intacct... the customer ID, right? I mean, I think I was trying to do two different things here. Once those... you will... want to export, I'm sorry?

KENTREL

9:31 No, keep going. I was just reading the next.

TANYA

9:32 Yeah, you will want to export... it attacked customer list which will now include... the customer ID... service, tray, professional services imports. The last with Intacct ID'S added... to... Sage intacct, external ID field.

--- ST app contracts and pricing ---

TANYA

How's that?

KENTREL

10:17 That's actually the part additional fees may apply additional fees, my part. Yeah, that's straightforward charges may apply. Those main thing is want to capture that service trade is not going to when it comes back in going our ex apart are going to update all those external ID user is going to be some additional charges that needs to happen with that. So.

--- ST app contracts and pricing ends ---

TANYA

10:39 Yeah, because they will bring the spend for free fed somebody's gotta do that. That's a paid service.

KENTREL

10:48 But the two options up here are straightforward and explain exactly what two options of where everybody can do and they allow them to pick and choose and like, well, I can't complain. Well, okay, Tanya, with all of this, no, that's going to hold up how we do payments? Yeah.

TANYA

11:04 That's not my fault. I don't know what it's going to be fixed and I can't control that, you know?

KENTREL

11:09 Payments is going to be on the back burner until impact fixes. It's a parent child relationship we can do. I don't think we should be doing payments. I'm trying to bring payments back and having payments be a messed up. So, right. Okay.

TANYA

11:33 Alright, I'm gonna send this over to strengthen that it.

--- Accounting ---

TANYA

13:02 Yeah, I have a really good call with the court and Amazon.

TODD

13:05 Taking them through like they have their...

TANYA

13:07 Or sales meeting and I was originally was talking to them about this and, you know, this instead data export. And Bob is like you need to make that, say API sync because not an export and says sync. And so I change that wording, good point

because it's not an export. It's a thing. And then he was, he like this and then he made the comment because we have, we had had the word journal entry but he was like, you know, because this is more conceptual is for like sales to use to just take them through conceptually.

--- Parts management (inventory) ---

TANYA

13:39 And so he's like you want people to know this is going to hit the GL eight. It's gonna hit job cost because it is. And so that's why he was Sage just say he asked me to change it to say that because it made more sense for him as they were explaining it because I'm trying to tell them like, you know, you either have option which is you're gonna use and tax inventory and you're just gonna Passover things just sales orders and it's gonna deplete it because you've got my simple inventory needs or you really want to see like balances on tracks, the news purchasing.

--- Accounting ---

TANYA

14:11 So you're gonna, I forgot wasn't sharing my screen. I'm pointing to this stuff making out with sorry, my screen. So it was here that he said change that. And this is where I was talking about. They said data export and he said this should he wanted this to say API sync... but I think what we really need to do is create some type of workflow like this that's real high level simple that explains if you have construction inventory, how construction inventory is gonna work using parse ledger.

--- Parts management (inventory) ---

KENTREL

14:46 Right. And now, the candidate confirming that a lot of these contractors are not gonna wanna use, whip up that whole discussion. So only thing we're really going is from the inventory to Cox so very hard workflow at all. Adam said yesterday clarifier wants to do it. Been some wasn't a lot of it comes to job right now, but been seems don't want to do that as well, Tanya. So it's something that we might be your right to look for?

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

TANYA

15:13 Yes, yeah, I think they have construction inventory as well. Hey, Todd. Hey.

TODD

15:19 Hi, sorry us to our contract review and I was like I am going to put this thing the bed before I get off this call.

TANYA

15:25 I don't blame you. I know I have a contract that I'm dreading reviewing with NetSuite that took them three months to get to me and I have, I opened it and then I closed. It. Sounds like I'm gonna come back to this later because it's like I feel like it's 500 pages long.

TODD

15:41 I have a contract that literally we've been back and forth for two and a half years on... that's not the one I just got off the line with. I am at the finish line on that one. I think I read it last night on the plane and I was like, it must be the cause as on my phone, I couldn't do it on my computer because I couldn't download it because the...

TANYA

16:04 Hi, fine.

TODD

16:05 Yeah. And so I was like a Chrome, so, yeah, but it's like, I like, this is the fourth person, I start out with one of the founders and CEO'S and then he handed me off to someone else. I went back to him. I went to someone else. I went back to him and I thought we were going to get it done like a year ago. And then he left the business and I was like...

TANYA

16:29 Back to square one.

TODD

16:30 And the cool thing about having the cto and founders is like, you have leverage because if it goes to someone else and they don't follow up, which that was the problem. Most of the time. Like you go back to the boss and he's gonna wouldn't in shape. But when the boss lease and all of a sudden like you're dealing with, you know, beyond that, like slows things down a monthly as to where the bird.

TANYA

16:53 Totally. But now they want to.

TODD

16:56 Computer, you, so I'm like, well, I'm not LinkedIn connection, computers until you signed my contract.

TANYA

17:02 So, how do you connect to computer? It's I know they keep talking about API isn't but they don't do that.

TODD

17:12 Called H issue, magic button. No, no, we have a lot of different elements go into that and we added some additional support for these guys. We have no joke if, and I

talked to them this week. We have probably no less than 10 partners that I could sign computers abandoned for tomorrow. Is they enable those on it?

KENTREL

17:38 Okay.

TODD

17:39 And, and, you know, I mean, computers, successes technology because like literally you're talking about... there's limited or do you see connectivity... direct database rights?

KENTREL

17:54 And...

TODD

17:55 You know, they have a hosted environment that most of these customers are now on as all on-prem they don't have, I mean, they have API read services for like I think it's jobs and vendors and that's basically it. And so like it's just, it's a crappy technology. And yet they've said for five years, they're building KPI'S they're not partner friendly. So have you interacted with Michael or no?

TANYA

18:23 We have our own... we have like a series of import export. Well, and honestly, we have 35 customers doing that.

TODD

18:33 This, this partner had like 30 customers doing it. They went down the right path trying to get computers sign onto being a little more friendly with integration and it was such a painful experience. They came back to me and they said, screw it. Todd, let's figure this out. I want you guys to do this well. And part of it's like here's the background, this can't draw their founder and cto, like probably one of the smartest tech guys have ever encountered like literally, he, another guy, they got enablement around our integration on a Friday night. By Tuesday, their entire integration is done the phone.

TANYA

19:13 God.

KENTREL

19:13 Wow. And.

TODD

19:15 And like his comment was, is that we love your guys a solution because as soon as that connectors wired up 80 percent of our implementation on our solution for accounting related stuff is done.

KENTREL

19:30 And...

TODD

19:30 We can start sending you stuff like the next minute. And so like his comment was, can we do anything to lessen the fact that it's gonna take us 24 hours to get a new account provisioned on your guys?

--- Accounting integrations ---

TODD

19:45 The system like that, it was big, Rob, right? Like how do we do that? And then they went out and they started trying to do other like Foundation computers. Integrations are like, this is painful. It didn't make sense. Yeah. Yeah. But yeah. So that's like 40 customers in there.

--- Accounting integrations ends ---

TODD

20:00 So we're done like you guys make this experience so much more enjoyable. How do we make this happen? So, yeah, no, I was, I don't know probably lost.

KENTREL

20:09 Always.

TODD

20:10 Start some of the conversations and we're like general to or general three of our integration now to enable all that stuff happens. So, yeah... it's fun.

TANYA

20:28 So, how was, when you want to see for that? How was that?

TODD

20:32 It was good. We'll see if I come down with COVID now.

TANYA

20:37 Okay. There, huh?

TODD

20:39 I talked to Sage this morning. I just came back late last night and I talked to Sage this morning and I'm over 50 percent of the people that were in their Booth that tug came down with COVID.

TANYA

20:51 Yeah, we are, we were talking to Robert Burger and now he's got COVID.

                    TANYA

21:00 It's words, I know.

                    TODD

21:03 Yeah. I, my wife don't tests don't test. She just had covered a few weeks ago, but... yeah, like... I don't know half of these people that were in the Sage Booth, but they were just going down the list like darn peers. You probably remember Garin peers, Darren peers tested positive. I think Sunday or Monday... fill wearing was on the call with me and they were saying, yeah, there's like five or six people that were at Todd last week, the test positive and feels like, yeah, I tested positive yesterday, and the two other people from Sage or like wait, you tested positive. So like he wasn't me that in the known pool of positives?

                    TANYA

21:45 My God.

                    TODD

21:46 Dentists fiscal tested positive today, he was.

                    KENTREL

21:49 Wow.

                    TODD

21:49 Yesterday, he was in our Booth for 40 minutes yesterday.

                    TANYA

21:53 So, you are going to be getting sick that's crazy?

                    TODD

21:57 Yeah. And I don't know. I've talked to like four people since then and the comments were, yeah, I know this person had it. And like all.

                    TANYA

22:05 Wow.

                    TODD

22:06 No, the crappiest thing was... a Gal that they can, I sold stage 100 to context, but I think it was probably 2014. I think there's a year. And like this lady has so much love for Vicky and I still, to this day, how many deals do you sell like this Cantrell? How many deals do the customer come up and give you a holiday every time you see them? Because they are so thankful everyday, you introduce them to stage 100 contracting that's this lady?

TANYA

22:40 I have a lot of those guys all the time. I seriously, I could tell you every customer told me it shows.

TODD

22:46 Yeah. So, I think this the only lady that have that experience with it.

TANYA

22:52 Because we saw you saw the 100 or 300.

TODD

22:54 Well, that is true. That is true although I do have a couple of those too. Bye. Yeah, but no, this lady like every time she gives me hope.

TANYA

23:04 She gave you got it.

TODD

23:06 And then like 30 minutes later, I are talking to someone saying like, I gotta go back to my room, take my Musa next.

TANYA

23:13 No.

TODD

23:17 Yeah, yeah. And I was just like, I gotta get through these two shows if I get covered, so be it, but don't let me get covered while I'm on the road. Yeah. So, yeah.

TANYA

23:29 You heard that Todd was a thin.

TODD

23:35 Then has a whole new definition. Yeah.

TANYA

23:39 Was a timber scan packed up early and left or something like that? I have.

TODD

23:44 I don't know that timber scam.

TANYA

23:46 Somebody did, maybe I had the wrong company?

TODD

23:49 Mean, timber Scott gigantic move?

TANYA

23:51 Maybe it makes sense if you, maybe they send people home early by just by.

TODD

23:55 That could be... yeah, I know a couple of different people that left early one for personal reasons.

TANYA

24:05 Good.

TODD

24:08 Some guys wife was diagnosed with cancer, which...

TANYA

24:11 That's not good.

TODD

24:12 Good.

TODD

24:17 Yes. So let's see. I didn't see. I'm just trying to think, no, there were a couple of people like there was one wall, I talked to crew tracks, and he said they were on like a far outside wall and like the lights above them, we're out the entire conference. So, it was like that. I always dark the entire.

TANYA

24:38 My God, I would have been right. Yes.

TODD

24:41 South you, which, you know, it's probably just because red team was there that it was dark, right? Just because.

TANYA

24:47 Yeah, they had screwed the light bulbs that our, for our schools.

TODD

24:51 Dark environments and everyone else is just go through by being on the same hours, but, yeah, red team very Bright brings back a scary memories of alliance days like, yeah, Todd, you mean 10 new sales from every territory every month. Okay, red team is doing 10 new sales a month. So, alliance is going to be three times what rating coaching.

                              TANYA

25:13 Sense, business sense.

                              TODD

25:16 Yeah. Where do I sign up for that?

                              TANYA

25:20 Fine is like...

                              TODD

25:21 That sounds like a lot of solutions.

                              TANYA

25:24 Boy.

                              TODD

25:24 Yeah. So, I'm not too bad memories center. But...

                              TANYA

25:28 So...

                              TODD

25:29 That whole I always slow yourself and projects that this was the last day of the show in the morning, but I talked to them and they said they had gotten a total of two leads out of issue.

                              TANYA

25:40 That's awesome.

                              KENTREL

25:41 I mean...

                              TANYA

25:42 That's that's tags fault. They should have been, you know, making sure things are flowing. I mean, because those vendors are gonna wanna come back.

                              TODD

25:52 Yeah, but I mean... it is such fall in that they didn't have a huge turn out, but I mean, at the same point in time, you also have like neither, those two companies have strong integrations and both of them are in spaces where there's a lot of competition.

KENTREL

26:14 Yeah.

TODD

26:15 And he says specifically is kind of a niche product, right? I mean.

TANYA

26:19 Yeah.

TODD

26:20 Contract or only, that's not the greatest space for Sage. And so, yeah. So I mean, part of it's just the market and, you know, demographics of how there's probably 50 customers that could have been targets for you. So, and I mean, the other aspect like ease of specifically, like half the time they weren't at their Booth, and when I walked by, they were like sitting back like working on their computers, not approachable. And they weren't going out and getting people. So.

TANYA

26:46 Now, there you go to, yeah.

TODD

26:48 Max about time is on the same model and I know the first day they got 30 leads. So, I mean.

TANYA

26:54 So, so some of it's your, yeah. Okay. Well, that changes things then, definitely.

TODD

26:58 Yeah, but yeah, I mean, like we bred, we took 500 teachers and we sent probably 100 back on printed and we gave away probably 50 of them to like the, you know, hotel wait staff basically that were, you know, clearing tables and stuff like that.

--- *Pricing* ---

TANYA

27:19 Reduce your?

TODD

27:20 Yeah. Where do I sign up?

TANYA

27:22 You're like, no, no, you can just have the sure.

TODD

27:25 Yeah. Yeah. Yeah. We just didn't want to take them back. So, so, yeah, I mean, it was definitely very slow tag. I mean, for us like doing like that's a 50,000 dollar Booth and it's there's no way we're going to get an ROI out of what kind of spend we had for that?

--- Pricing ends ---

KENTREL

27:44 Yeah.

TODD

27:46 Is in Washington DC? So, you're talking union labor. I mean, just to like ship and receive packages like that package gets touched by three different companies to get to your Booth and you're paying each one of them like two dollars per pound for a Booth. And we said 500 t-shirt probably way three quarters of pounded t-shirt half a pound, a t-shirt yeah, I mean, just the sure.

--- Pricing ---

TODD

28:11 So one we're probably 250, 300 pounds. Of weight. Yeah. So, yeah, not pretty, but is what it is. You know, yeah, and you never know, you never know what's going to be.

TANYA

28:24 So, one big deal and, you know, makes it a lot less painful.

TODD

28:29 Yeah, we, it would take, yeah, our big deals might be a 20,000 dollar subscription. So like it would take a handful of big deals to get there. But, yeah. So, have you guys been, I know you guys if I recall correctly, since we last like really portal, you guys got another round of private equity?

TANYA

28:52 You did in December, we have 85,000,000.

--- Pricing ends ---

TANYA

28:54 Would you have to get a big round then, you know, continuing to grow. I mean adding people and customers. We've had, you know, we continue to surpass every quarter. You know, what our revenue goals are, customer count goals are. So, yeah, it's been going really well. We're still so now control and I've been here a year and we've gone through lots of a cycles with Sage. You know, what we were going to do? You know, we start what we currently have an integration through picks us which I think you may know. And this is a relationship that they have started them like years ago, takes us as a Sage developer. They work with another product that does something with restoration. Forget the name of it. But it hasn't gration with 103 100. And so, I don't know if that's how they, I don't know how they got gone out with Texas, but they will actually North Carolina. So that may have been how anyway. So he weren't integration for a customer which is how it always starts a customer and their way of doing things.

--- Pricing ---

TANYA

29:56 And then they added a sec. Yeah, the second customer that slightly change things. And then it's ground. And so we have, I don't know, do we have control like 10 or 12, 300 customer? We have more than that and 300 but 10 or 12 that are using an integration through this company.

--- Pricing ends ---

TANYA

30:13 And we're at this point where we're like, you know, as we all know, Sage, it becomes a lot of customization. And we're at this point of, is it our current partner making it very customized? Or is that just the way it is? And is it going to have to be a one off customization every time?

--- Parts management (inventory) ---

TANYA

30:33 Now, last year, we were sort of struggling with things because we were, we didn't really have a good purchasing inventory option. We were transition need our purchasing inventory product and upgrading it. That's all done. So now we can do purchasing inventory in service trade which makes less need for leaning on Sage. Where before we were going to have to lean on Sage to help with purchasing or help manage inventory. And, but now that's buttoned up so that it's really just touching Ar, it's touching like some master records like customers, vendors touching ap and then general ledger for the journal entry from inventory.

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

TANYA

31:15 And so we're like and then obviously time. And so now we're like what, where do we do for this future? Do we look to go back and revisit HH to, and say we want? To come up with this, like do we have enough fair enough saved? 300 customers we can target and sell this to or is this just really better off to be this like unfortunately this God?

TODD

31:35 For...

TANYA

31:36 One off like one office integration every time because these Sage customers just aren't bendable to adapt to new workflows because of their stage in your environment. So, we're back revisiting because we're we would like to have a better solution for the integration cost wise, time to implemented main, you know, support wise, and because would you talked to a lot of Sage, 300 customers, but obviously integrations, so key and getting over the hump of, you know, have SSL and it kinda like automatically integrates and I'm not paying for it, but now it's only going to have to pay for it or it's going to be built in or whatever situation.

TANYA

32:20 And so we've just been trying to gauge, is this the time to make a switch? And as we're rolling out this, purchasing an inventory system and kind of just revamp and come out with a whole new one that could maybe be more streamlined or is it just say 300 just freaking hard when it comes to service contractors and it's just gonna always be that way.

KENTREL

32:42 Yeah.

TODD

32:43 I don't know if there's a question or statement, what do you think can't draw that? You know, there wasn't a.

TANYA

32:49 Question there, but it was like...

TODD

32:51 You know, a statement with the question mark at the end of it.

KENTREL

32:55 Yes, it is a kind of a statement. We've kinda gone through two different workflows.

KENTREL

_{33:01} One thing that we believe now we can't like say what we had nine months ago weren't able too, nowhere, go into the market of 300 because Sage S. M has their purchasing an inventory type component. Where we can now is, yes, we don't need the assume keys we can move past has some where service right now has the purchasing an inventory component.

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

KENTREL

_{33:24} And then we have service time card as well as so we're able to kind of meet that same functionality that SSO provides without actually hitting the service management database.

TODD

_{33:34} Yeah. Well... question for the two of you. Can you, so when you look at service contractors... almost all of them do install and service?

--- Parts management (inventory) ---

TANYA

_{33:50} Very here.

TODD

_{33:51} Some.

KENTREL

_{33:53} Yeah.

TODD

_{33:53} You know, where I'm going with this?

KENTREL

_{33:55} Yup.

TODD

_{33:57} We, for you is you got person inventory, can you do for jobs? And can you do it for service guys? Hey, here's, the thing here's the reason why I asked that... from our system, we don't care what the sources it's going to be the same transaction. And the reason why I say that is you're going to push it a purchase order that's what's going to create the cost transaction inside the system, warehousing an inventory. You're just billing that from a ars thing.

KENTREL

_{34:31} Okay.

TANYA

34:32 Are, are purchasing an inventory system will create a po, and then you can receive it and a lot of a lot of it. They are Kirk accounting solutions. We push that transaction to it like an ap invoice. So you receive it in our purchasing module and push it there. And we're the inventory, we, you like service trades. Inventory is like the sub ledgers to all the ups and Downs, transaction accounts are in service trade, and we're just pushing a journal entry over to GL and job cost potentially.

TODD

35:09 Yeah. What, but what I'm getting out here is this and that is from a standpoint of like what you're trying to do, like if it's an inventory, you're gonna... know if you put it in inventory in a warehouse and we do that via po, you would cost it kind of a GL only level.

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

TODD

35:32 You wouldn't new, the job costs level. Okay. So here's the reason I, I'm kinda getting at that though... like I'm not thinking about the technical side of it. I'm thinking about the go to market side of it. And so if you look at the go to market side of it, like... you can have a fish women Upstream, right? Like let's face it. SSO is a really well established solution. I mean, like I'm saying that very candidly, we have a field service mobile application. We, we've not done anything with it for like seven years because it's like well, that's pushing, you know, money in a place that you're already gonna fight in the Sage world to gain.

--- Accounting integrations ---

TODD

36:24 But with what I'm hearing in terms of what you guys have a solution, what is the number one complaint of Sage service management users?

TANYA

36:36 Service management?

TODD

36:41 You just service management?

TANYA

36:42 Awesome.

TODD

36:43 Not unhappy. No. The number one complaint is after say service management.

TANYA

36:50 Service?

TODD

36:50 Management purchasing, say service management. And then I got job costing purchasing job.

--- *Parts management (inventory)* ---

TANYA

36:56 Hi.

TODD

36:56 Corey, and so what I'm getting out here, is it, how are you going to attract that customer? Well, hey, are you fed up of trying to reconcile inventory and purchases between service and job costing?

KENTREL

37:12 And...

TODD

37:12 Chances are very high. The W, like, yeah, you guys solution for that? Yeah, let's take all of your purchasing for both service as well as construction, move it into service trade will manage all of that. And then we'll send all of the entries into Sage.

TANYA

37:30 Yeah, because that's really what we're doing with intact is we're say, will, you know, put it all because, you know, within tack, you can't do a lot of this mobile stuff for inventory and purchasing. So do it all in service trade and we'll send it over to the GL, a job cost.

TODD

37:44 Yeah. So Cantrell your smile and your smile and like this is, yeah, you got an angle.

KENTREL

37:50 Because this is something that we've talked about like Tanya saying has been those install and how we're going to run those install jobs within the actual service trade, random thing, parts ledger. So we start talking ways will pull in it.

TODD

38:02 And to a large extent, like you're not running the install job through service trade, you're running the purchasing an inventory for that job through service trade?

KENTREL

Yeah.

TANYA

38:14 If I leave all of...

TODD

38:15 The billing stuff to Sage, but... the cost to the job, but didn't get that way.

KENTREL

38:23 Hi, is...

--- Accounting integrations ---

TODD

38:24 This, we do that, then it's like, hey, we just eliminate your biggest from Sage. So you probably love payroll. You probably love ap, you probably love GL. And you really don't want to have to change ribbon, replace of your accounting system until you feel like the cloud solutions are ready for you. Well, guess what we got you covered, right? And I don't care of using SSO?

TANYA

38:50 There's always.

TODD

38:51 Problems?

TANYA

38:53 Yeah, we have so many SSO users looking at us because as we've talked about it, just an extension of service management doesn't really have a lot of the newer field service functionality that people are wine, you know, better quoting better service portals, all this other stuff that they're not getting.

--- Accounting integrations ends ---

TODD

39:14 So, so my question to you is so given that, why is it that I first got an exclusive again on into?

TANYA

39:24 They, because I think inside wants the money but all of us are in the channel. I mean, if you look in the marketplace under control, you know, for hello.

TODD

39:35 But Sage is still white labeling in oem, in Sage service operations. I'm like, well.

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

39:43 No, because it's funny. We talked to Justin Stevens awhile ago like maybe a month ago. Mostly, it was over a Sage intacct customer that's looking to go to spectrum and we're like you gotta get involved, invest and stop this, like from them leaving and tactic going to spectrum. And he was like, you know, we're open to everybody. We're open, but I guess they just can't pass with that revenue, you know?

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

40:08 Yeah, but well, I guess, yeah, they're trying to migrate that revenue over probably is the big thing and I don't know what the revenue stream is probably 10,000,000 dollars, pretty significant.

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

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

40:18 It is pretty significant him.

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

40:20 But, yeah, I mean, that, I don't know, I'm just blown away especially when you say like I got people that are on legacy Sage looking at us replace SSO like that. So like it's just makes the folks in intact and you, yeah, I'm a piece of crap solution.

<div align="center">*--- Access to information ---*</div>

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

40:40 We don't laugh both you juggle this one. So you guys probably haven't seen our... mobile ap, you know, fully web enabled cloud. I mean, all we do is everything's in the cloud but effectively like Sage paperless but web like web UI, full app support for everything paperless on-prem technology, right?

<div align="center">*--- Access to information ends ---*</div>

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

41:05 Well, they're creating a Sage paperless environments for Sage intact like white label solution. It's like. And I heard someone at the Todd conference said, yeah, they heard is not going to be available for at least two years because they have to totally re architect that entire time.

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

41:20 Yeah.

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

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

41:22 Otherwise, I now have a cloud solution for accounting.

KENTREL

_{41:26} I got to offer a solution to document management.

TANYA

_{41:30} Writing it's tough for both paperless and for SSO because they're having to spend all this money to connect within tack just to basically maintain customers. I mean, you know, I don't know how many new customers that people are acquiring with Intacct and adding SSO.

--- *Accounting integrations ends* ---

TANYA

_{41:48} I think it's migrating somebody from this to this. I mean, because we've moved, we've I mean, we've had a lot of deals lately with Intacct that are former 300 and SSO users moving to service trade an intact together. That'll be interesting. I think, I don't think that they're gonna dominate as my, as they move into the in tech space because, you know, we integrate BuildOps that are great service tightened integrates before. You had one choice pretty much as though now you got four choices. And what is a, you know, I haven't seen, I saw it last year. So I haven't seen him lately but it doesn't have the depth of functionality because they had a right? So much stuff that intact and have because they were brag on the back of 103 100, you know, there's no maintenance agreements and service in a in tack. There's no, you know, the strip, all that stuff. So I think they spend a crap ton of development.

TODD

_{42:51} Yup. Yup. I would agree. So.

TANYA

_{42:54} The other one?

TODD

_{42:55} Yeah. So, so I mean, I think that's your value proposition is you have to be able to check the job side of procurement and inventory.

TANYA

_{43:05} No, I agree for sure. And then it's just, you know, we struggle with. I mean, we have our thoughts and we have customers that do a different ways of the data... the data structure of, you know, you got jobs, excuse meet, you have customers.

--- *Recurring maintenance* ---

TANYA

_{43:22} And then underneath like a service trade, we have customers locations work quarters... and then, and shoot me an intact and 300 you've got customers than that. If you want that next tier, you know, they don't not all of them want to create jobs for that because it's a lot of unnecessary jobs.

--- Recurring maintenance ends ---

TANYA

43:43 That as we know, a lot of these guys have these slope systems that if we were to throw a 1,003 1,000 jobs, it would just completely put their system, you know, drop grind to a halt.

TODD

43:57 Exactly. Well, but what you could do is you could set it up this, you have one or a couple of service jobs based off of maybe like our.

TANYA

44:06 Yeah, they throw.

TODD

44:07 Everything under an extra.

TANYA

44:11 Well, I mean we've talked about that that's one of our scenarios.

TODD

44:16 I mean, the thing about it is otherwise you're talking like literally like miscellaneous customer invoices and receipts, right? Do you could do? But it's not gonna map back to like jobs. And I think that's gonna create some challenges, yeah.

TANYA

44:35 I mean, I think a lot of people, I sort of, I mean, my philosophy, how I sell it is that just like service management, when you want to do that detail, you go into service management and look at that level of detail. You do the same with service train. You go into service trade to do that level of detail.

--- Parts management (inventory) ---

TODD

44:52 Told me that would be the other aspect... in terms of what you could do because there's like I can go detailed transactions or I can go very summary level transactions. If I'm trying to keep the database clean, you know, you could just both like here's one line item for, you know, call it a costco to work orders literally, and then use an extra to keep it really simple as to what the job is.

--- Accounting ---

TODD

45:21 And then that work order. Nope, that's not gonna work. They're using Sage... payroll from a... from like a tax and everything else is going to be based off of the job

level. So you would actually need to be at the job level.

KENTREL

45:47 So with us, it'll be, needs to be the location for tax purposes.

--- Accounting ends ---

TODD

45:51 You, you know, I'm saying, right, Kendra... I just dealt with this with a huge alliance customer that implementing our autodesk integration and they have the funky, his job setup like they do like 50 jobs under one job and then like every like their developer and like everything that they do and a gigantic development inclusive of sometimes it's for the same owner in a different location, they want to be in the same job, but it's not the same job.

--- ST app contracts and pricing ---

TODD

46:27 It's totally different locations. And so we have to manage it at the job level, not the extra level. So we had a pretty indepth, product technical conversation and because of payroll, you would need to keep a job. But what I'm getting as, instead of having 10 distributions under this is for revenue and Ted because you're gonna have the invoice record and you just feed over the summary and we'll leave with the exception of labor.

--- Parts management (inventory) ---

TODD

46:57 Maybe you're also going to have the cost summary and that cost summary is going to be like you could have 20 different items that were purchased for that... or that were pulled up inventory for that work order... but I could put those down as line items in terms of a line item in everything.

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

TODD

47:20 But I could also have it be where it's very summary. I'm just thinking conceptually like the, I get the people's databases are slow. But like we're dealing with literally right now, I believe the largest Sage database known to man... Cantrell like 40 some odd gigs.

TANYA

47:45 My God.

TODD

47:46 Yeah, yeah. And they archived and got like 14 or so gives Todd, I think it's now like in the thirties, but they got like.

TANYA

47:55 Is this because it, how long have they been on Sage? Is because of their time they've been on stage or just their volume?

TODD

48:01 They were archiving every... well.

--- Type of work ---

TODD

48:04 They were keeping everything up to like five, six years back... but it is all volume. I mean, they do like 300 work orders a day or something more than that. But like their work orders are like small jobs and they have like it, they're part of a multi national, but they do like data and cable links systems.

--- Type of work ends ---

TODD

48:25 And yeah, I mean, it's like their business and their workflows are super complex. They just implement like a 6,000,000 dollar Oracle solution to be able to manage their operations sessions. They're not going to have to use service management. And service manager wasn't a good fit for their business because they really are like a small job orientation and so, but so they implement the system. So we're doing the integration layer on it. And the reason I kind of bring that to light is like, yeah, they have a little bit of reporting challenges, right? But yeah, I don't know if anyone's probably half that database says literally across the entire page ecosystem. And unfortunately annual almost all the problems each clients... day. And so I see that context wise of... our integration can make it pretty efficient. The other aspect is like where they're reporting challenges would be, would probably be less so around this aspect of things as long as they didn't have crappy payment like customers. So then you have like an aging that suddenly got totally out of whack or something like that. But I mean if they're using service management is no different than what we're doing today?

TANYA

49:52 Exactly exactly. I mean it'll freeze of a service management and investor. So they dropped both those things off and they're doing that those combined things in a newer better platform with more functionality.

KENTREL

50:05 And...

TODD

50:06 What I would tell you is like the way our integration layer works is for the most part, it's going to be very efficient relative to maintaining those clients.

--- *Accounting* ---

TODD

50:19 So what I mean by that, is that like... think of like a new territory for application servers or something like that is trying to duplicate all of the data and the database. Like we are a very like all caught a delta orientation, meaning like what's changed in the database? Sync that down, right?

TANYA

50:39 Okay.

TODD

50:40 Aging. We're not sucking down the entire dataset looping cycle or something like that. We're just hash coding changes is what we call it. And what that means is your hash coding the existing data set. And then if those hash goes don't change on the data, we don't update it because they change on the data that we pull in a new set of hash codes associated with the change data values.

--- *Accounting ends* ---

KENTREL

51:07 Hello? Hi, Todd.

TODD

51:09 That's why, like if you look like, I mean no joke, we have probably... 90 percent of the top 50 Sage customers are using some sort of an hh two subscribed product and offering. And most of those customers don't have major like performance degradation from a data entry standpoint.

--- *Accounting integrations* ---

TODD

51:30 Now reporting... you guys know as well as ID like reporting is totally different. Ballgame. Yes... this actually could solve for some of that too because all of the service reporting, my gut tells me is coming out service trade. So really all I think they're going to be reporting on it's service trade, really integration related would be the relevant accounting data.

--- *Accounting integrations ends* ---

TODD

51:54 And what really create a Bob there would be like agent reports. Yeah, because every one of these would be a job and we're aging them separately. But like, okay. So

what is what's any different than that coming from SMS and?

TANYA

52:12 Exactly.

TODD

52:13 Nothing. And in fact, not only that, but depending upon how we implemented.

--- ST app contracts and pricing ---

TODD

52:18 And I think you'd probably have multiple flavors where you have detailed transactions that are actually job costing more of a granular level and they have a summarized transaction option, there would be like one item for cost, one item for revenue. And so, when you push over a invoice, it's work order revenue. And that's the costco.

--- ST app contracts and pricing ends ---

KENTREL

52:41 Okay.

TODD

52:43 You fall, I'm getting out there. And if you do that like summarize level of detail, like man, you've just made this super easy from the customer standpoint.

KENTREL

52:55 So, Todd, with that thinking of like I'm just center visualizing the touch points hey our payroll, general ledger, ap, and job costs. What is the likelihood of being able to product ties and may scale this up to a level of being able to have that scalability where it's not as complex. Can we hit a lot of the use cases based on just having these conversations within a service management round?

TODD

53:24 I guess I'm not following that question like.

KENTREL

53:26 Is like based on those. Can, like, some of the troubles that we're having is scaling up. So we enable implementation time as far as pricing and things like that, especially implementation time. It's been able to kind of say, okay, this is the kind of window. We know, it's not going to be six months. This is what we knew kind of like their plug and play.

TODD

53:47 Well, I mean the thing that you here with age issue is huge lop off of your implementation. Like we're going to make your implementation exponentially simpler. I can't do anything for this stuff that's not an issue. So inventory procurement service management, you're on your own there, buddy. I don't have an easy button there but like from a standpoint of like literally depending upon the customer, right? Like that, gigantic customer took a 72 hours and sync all the data into our cloud team. But not very many customers have 30, 40 gigs of data like that. And so our typical customer, you know, anywhere from a couple of hours to sometimes maybe 24 hours until their entire dataset is in the cloud. And then what you're doing is guess what all of your vendors they're populating service show because you just pull them out of account, all of your customers, boom, they're in service J because useful to my account, all of your no ledger accounts.

--- Accounting ---

TODD

54:47 They're ready to go. Like all of that stuff. You can from an implementation standpoint, now, you're not manually taking spreadsheets and trying to configure this stuff like it's literally, hey, make sure your data set and say, just cleaned up. We need to archive stuff. Let's do that ahead of this integration.

--- Accounting ends ---

TODD

55:05 Because as soon as you plug in the integration, if your wiring up to consume what issues providing you, it's there and it's instantaneous. So like I'll give you some perspective of this. We had a partner who is doing some HR and payroll integration. They outsource times, go live with this because it's like, you know, rinse and repeat just exchange names here.

--- Accounting integrations ---

TODD

55:29 They outsource their integration to a third party and they were going to have a scaleable integration or the third party started getting customer requests, will do this, do that, do this? So they build a custom integration. Now, I have 50 customers that want the integration, Scott them all signed up.

--- Accounting ---

TODD

55:47 Well, every one of these is custom. So it takes us a long time to onboard not only that but they didn't consume any of our endpoints to have the starting data. So they were importing all the data in with 12 spreadsheets to populate the database. And then they, once they got everything in there, then they configured all the employees. And then they said on hh two. So it was like a all as manual stuff going to their system and then use hh two services to push stuff back in and make updates. Well, they finally get someone's really smart over there and he calls me. Is like man, this thing just killing us.

TODD

56:22 Like I got 100 customers that I've only been able to bring up three of them live because this integration so bad that I can't believe you guys integrations is bad. And I'm like, no, I agree. It's not that bad. You guys just don't understand how to build integrations and he's like, what do you mean?

TODD

56:40 I mean, literally, we are a representation of the accounting system. So that data is already in their accounting system would be valuable for you. We can provide that instantaneously. You can use that to populate all of your data and even do some perhaps to some degree auto setup configuration, right?

TODD

56:58 There can be some aspects of things that could be leverage to be able to make this even stronger. The other piece of this is if you're making changes inside of service trade, you're pushing them into each issue like our proficiency in terms of making updates and taking updates is near instantaneous. So if you push it into our system, it's going to be there and ready to go in the accounting system nearly instantaneously. And then on the reciprocal side of that, if they're making updates and accounting... for the most part, unless it's stuff that like we don't see us being time sensitive data is gonna flow right down and be available for you guys.

TODD

57:41 So examples of things, we identified sensitive job hierarchy. So, jobs costco categories, but I have a new job, costco to category or a combination. We say, hey, I feel told me is that right away? So it's going to be available right away if you get new employee. Hey, most of the time. So it was in the back office, hidden in all this employee information. And that's because someone the feels wanted to code to it right? Right soon as he gets into the system. Literally, it's in our data set within a matter of a couple of minutes and ready to go.

TODD

58:16 And so, you know, for you guys having a really high performing integration, you know, the typical problems I hear constantly are, yeah, were sinking data every four hours or we pull our data set overnight because we're not like we're not such a resource draw. We can do this efficiently in real time. Does that make sense?

TANYA

58:42 Yeah. Well, I've been working trial. So it was going with his comment from earlier as we start to push out like.

KENTREL

58:48 Hello?

TANYA

58:49 We're like you're like the jobs that we're going to utilize customers. Only, we don't want to do jobs or cost codes or anything because we're just talking about receivable invoices. So the customer's going to create their invoice and service trade for a company or customer. They want to sync it over. Some want just the customer, someone customer in a job. And it's like all these different hi structures. Some have multiple departments, some have one department. And so that's some of the configuration struggles we run into that maybe it's our current integration partner that, the way that their integrations written. But it becomes, it seems like it's a very long process to get the all that mapped. And so with hh two, is that just, it's easy. You just, I mean, you can say, okay, controls company wants to just use customers, they don't care about breaking, they're not doing anything with cost.

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

TANYA

59:46 We'll just use Ar, simple example. They're just gonna send every, you know, match customer to customer and send that over. But then Todd company comes along may say, well, we liked the idea of having another level and being able to see the revenue that only for the customer but broken down another level by location of, you know, like an it service.

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

TANYA

1:00:06 But we're going to use the job to do that. Can we kind of map easily in like a quick implementation cycle or is it like you want to do that well? We're going to have to reconfigure, and it definitely would, he was asking earlier.

TODD

1:00:21 And thought I would say to that, is that that's going to be up to you guys and we could have it be literally custom. I would totally recommend not doing.

TANYA

1:00:31 Yeah, yeah. We, we've lived through that whole last year.

KENTREL

1:00:34 Trying to.

TODD

1:00:35 I would do is do a little bit of due diligence identify, okay, what, what's possible? What makes the most sense? And was this data flow look like? My perspective would be, you basically have some upfront setting configurations the say we're doing a detailed integration or redo a summary integration.

--- ST app contracts and pricing ---

TODD

1:00:54 And if they're doing summary, they get one line item for cost to get one line item for revenue. If they're doing detailed, then, you know, you guys figure out what's the right level of detail, but you just say like this is how it works and, you know, ironically customers may push back, right?

--- ST app contracts and pricing ends ---

TODD

1:01:13 But the same point in time. Like... I mean, that's what we pro core, worse, right? Progress almost 2000 Sage customers using the integration and it's largely one size fits all.

TANYA

1:01:26 Yeah. But I think they've got it. You got it easier. They're not dealing with this because you were trying to mesh service workflow and construction workflow into the same workflow, you know, because I don't know.

TODD

1:01:40 Easier. And here's why, like they're dealing with developers, they have very different data strategy.

TANYA

1:01:45 That's...

TODD

1:01:46 True and commercial, they have residential contractors, and now they have sir, service and specialty subcontractors. And like all of those have very different data dynamics orientations. And the mindset is like, I'll give you an example of this, right? So like procurement and commitments in status issue 100. So their data flow is, hey, when we onboard you, we will bring in commitments that already exist in the accounting system. But from then forward, all commitments will be early needed inside of pro core or you won't have visibility to the improve core. And so, it is a hard line of this is how the integration works. This is the workflow this associated with the integration. And the key element of that is you can't screw up the design of what that workflow and hardline requirements are, meaning it has to be functional for the 95 percent and adaptable to the five percent that it's not workable for.

--- Invoicing ---

1:02:56 Right?

TANYA

1:02:57 Yeah.

TODD

1:02:57 And, and I think it sounds really complex but I think if you really dig into it, it's not nearly that complex especially because like we deal with this all the time in terms of like ap. So I'll give you an example of this, right? We have an ap credit card processing solution and, you know, our orientation today is we send all of that stuff through asset, ap invoice. And then when you get your MX though, we reverse it out with another ap invoice. And we have a customer who's like, hey, I use concur, some other expense management system and we have like 70,000 credit card transactions a month. I don't want all of those to be an individual invoice for credit card transactions going to cloud up my ap and it'll be a manageable.

--- Parts management (inventory) ---

TODD

1:03:53 And so right now, with whatever the expense management, they basically do all the reconciliation expense management. And then at the end of the monthly send all of those costs in the problem is it's not job cost it correctly. And, you know, it's a huge nightmare and I don't think it's by 70,000.

--- Pricing ---

TODD

1:04:14 I do think it's like 10, 15,000, some massive number of transactions per month. And so, what they're asking is, can you get that data in a different fashion? And can you do it such that instead of sending every individual receipt is a invoice that like I said, in one invoice per employee per month?

--- Invoicing ---

TODD

1:04:34 So I basically process all of their credit card receipts, expenses in a monthly cycle approval cycle once I've approved, and then they're sent. And then you reverse math and, you know, so it's just a matter of setting that's what we're going to change is we're going to come up with a balk setting versus an individual setting. And by...

--- Accounting ---

TANYA

1:04:52 Okay. On.

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

1:04:53 The front end, you just basically dictate as to how it's flowing in from an API? Like how am I hitting the API once that of having line items individually now? I'm having just a summarized, you know, single line item for, and so it really is orientation as crazy as that sounds are really is orientation as to and we know a lot of customers like one by one but this isn't the first time we've had someone asks. So the first time we've had someone ask was so much volume that like we'd be stupid reviews them because we're going to make money on it. But the simply is from a setting standpoint, if you can configure settings is do level of detail on what kind of transaction and pushing.

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

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

1:05:40 I think it actually should be really simple. It's just making sure that, you know, they aligned. And the other thing and this is kind of having one this integration had now for two and a half years when you're talking to accountants and, you know, sorry, Tanya, because, you know, I know you're guilty by association here, but we are talking to accountants. You know, they after like I have to have exponential be Joe my accounting system and they're very rigid as to what their expectations are. But if you're talking to the operations person, which is what the solutions are designed for, they're like I don't need all that detail on a county perfect living here in service trade.

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

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

1:06:23 And... from an accounting perspective, all I need to make sure that I do is check what's relevant to accounting, what's relevant to accounting at the end of the day from an operational solution like service trade is, who is the customer? Some jurisdiction data because a payroll and some of the compliance pieces there.

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

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

1:06:45 And then really just making sure I have my receivables and payables and all of that stuff is transparent so that I'm not missing anything that a compliance requirement. And so the obstacle is... your adversary is a CFO controller. Your best friend is operations person. But yes, but relative to the paradigm that we talked about and I kinda references here's your go to market up, you know, I should charge you a consulting fee. I'm telling you the blueprint for success here, right? But I mean, ultimately, the way you're gonna make this work and make money on it is I'd have to go after those customers with po iv SMSMPLSM iv and say, hey, we're gonna eliminate your headache.

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

1:07:37 Yeah, we get rid of it all.

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

1:07:39 Even J, like we all three probably worked reach out and how much control you worked with us in. But I mean, like even Jay would sell around the obstacle, Dodge the obstacle with everything under the sun to avoid that conversation or he would basically come up with this workflow to like circumnavigate that problem in a new customer deal because he knew if he had to go and actually execute full on purchasing for on inventory and the SM, sweet it was just gonna make that sale and transaction a whole lot more complicated to win the business.

TANYA

1:08:20 Completely up.

TODD

1:08:21 To, you have bastardize SM, which actually gives you another opportunity for success because, you know, they can't really truly allocated a job level when it's going into, so.

TANYA

1:08:35 Good point. Yeah.

TODD

1:08:36 Structure and purchasing new construction inventory. Okay. So, I mean, yeah, the CFO, accounting folks are not gonna like it, but the operations guys going to be like that's gonna work just fine. And you're not selling to the CFO, in my eyes, CFO, maybe associated by guilt and just, you know, they have to sign the check. But my gut tells me when you're in sales cycles, it's a service manager. It's a seo. It's an operations manager. It's you know, someone in those kinds of roles is the decision maker?

TANYA

1:09:22 No great. It was. He about actually always is there the roadblock for us? So then Steve, happy that they're getting the same level of once, I hear that they're getting, if we're keeping them quote unquote a whole, then there, okay? But until then they're our biggest roadblock for this type of stuff?

--- Parts management (inventory) ---

TODD

1:09:40 And here's how you get the CC FO on board for this kind of that consumer. Well, mr. CFO, since you have inventory that's probably not in inventory in construction inventory and the service inventory, how much shrinkage do you actually have an, how can you actually track that?

KENTREL

1:10:06 Okay.

TODD

1:10:07 No, they have no visibility and yet at the same point in time you pose that question to them, they know that they're losing some inventory due to, you know, employee pockets, miscellaneous loss, you know, job site loss, whatever it may be. And when you put it to him in those terms, they're going to be like... I don't know someone may know and they'll have a gut instinct. But what you could say is, hey, so our cost is basically almost identical cost you have today, but you will know how much you're losing and you'll be able to rain that in. And so your ROI is how much raining and can we do around your inventory shrinkage?

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

TANYA

1:10:55 Exactly. So if we were to come up with a more of a streamlined because we've got our thoughts on where me, our integration should be, you know, now with our changes that we've made, if we put that together, I guess we're curious to see because we're trying, we're realizing that we need to... get the cost of this integration and the implementation, the integration down, you know?

--- Accounting integrations ---

TANYA

1:11:21 So it doesn't take us long to implement simpler to support and implement. And there's a cost or manager ball. And so... I know we spoke a while ago. Are you guys, could we couldn't really touch SM, we've eliminated SM, you know, we don't want to go to ask them at all.

--- Accounting integrations ends ---

TANYA

1:11:39 We must say away from it. So, I guess we were to present those, the details of what we're looking for. I guess what kind of time line is it typically here to say? Yes, you know, we want to do this with you. What is the time line for getting this stuff done?

TODD

1:12:00 When you say John?

TANYA

1:12:02 Active like us in the hh two we'll...

KENTREL

1:12:06 Yes, I can start selling it.

TODD

1:12:10 And so you've had additional conversation with destined Stevens. Did you ask? I presume? Because I know Tanya, she's a little bit of a snake. You ask the viper

snake. You gotta watch out for those. They're really? Yeah. Did you ask him? Hey, can you guys just listen to the TV? Can we make this happen?

TANYA

1:12:33 No, I, well, let me talk to him. We mostly focused on in tack because that's what the issue was. You know, we've not come back and specifically asked, are you guys feeling like you're still constrained because of the SSO, blah blah blah.

TODD

1:12:49 No, I, what I would get eyes like your constrained by that VP. And what I mean by that is... so what the VP would get you is access this dashboard. What am I constraints? Is I can't spin up like a VM and give you access to both our.

TANYA

1:13:08 Okay. Well, okay. But that being said.

TODD

1:13:11 You could totally get on with some customer who you have a friend really relationship with the has access to the solution. I see.

TANYA

1:13:19 You're saying, so, yes, you could do this all for us. There's you have no issue, but we can't test it. We can't demo it because we have no environment to do that way. Gotcha. Okay directly so that the...

TODD

1:13:30 In my eyes is where I see probably the limitation that being said... I see just getting a little loser relative to this stuff.

TANYA

1:13:39 Hey, are we, we've talked about that? I feel like it, I mean... but I'm not specifically asked Dustin. I mean, my whole thing is I'm not really looking to take man.

--- Accounting integrations ---

TANYA

1:13:53 Yes, I'm looking to take down some SSO people, but I'm also a lot of it's preserving these customers from leading Sage in general. I mean, you know, we've run into a lot of people where we control. And I run a demo this week that they're leaving 300 for either Foundation or actually America... and they want service trade, but, you know, they are done with 300. So, I mean to me, you know, we obviously are a big Sage fan. So we're looking to keep them on Sage, but then just migrate them to a back better service platform, prepping them to move to intact is really what it is relative to.

--- Accounting integrations ends ---

TODD

1:14:33 Like in my equation wise, this is your biggest obstacle, right? And to be really Frank, we went through the same exact obstacle with like BuildOps... and, you know, to be more Frank, if you tried to do a Viewpoint integration, you're going to be in the same boat, right? Like, and in fact Viewpoint, I'm sure would like tell us we could enable it just because they like to create as many roadblocks as possible. If you go through the front door, they like point their machine guns that you if you can.

TANYA

1:15:07 The back.

TODD

1:15:08 Door and they don't know you're in there. They're like, yeah, yeah, why don't we care like.

TANYA

1:15:11 Yeah, we're the only people to get away.

TODD

1:15:14 It's like doing integrations and Viewpoint space, other people that are doing it in a way that on authorized and kind of violates a lot of contractual related obstacles, but a whole nother seventh. But so, so with this, you know, what you would really need to do is you would need to get a friendly customer, probably to be able to make this work.

--- Accounting ---

TODD

1:15:37 If you add a friendly customer, then you could get access to their environment. You could, we could wireless up in. So what you would do is you would VM into their environment? You we would connect the sink, our sync agent to sandbox database. And then once we've done that, you guys could build based off our API documentation.

--- Accounting ends ---

TODD

1:16:03 That should be very fast. I mean, like the, especially because you know, unlike some of your counterparts in the space that have gotten into this world wide integration that we've helped you guys actually know what the heck you're doing and you actually understand the entities that is say 300, I think.

KENTREL

1:16:22 Yeah.

TODD

1:16:22 Yeah, we can talk in terms of the blueprint of what entities and data. But you guys, so we're not educating you on what's the commitment and saved 300, what's an extra and see 300 like some of these things that people that, you know, that just have a base layer of understanding of construction, ERP only understand.

--- *Accounting* ---

TODD

1:16:43 So your guys, his depth time, my best guess would be and we'll talk in Arn, ABM voices. We're talking... read maybe right of our customers and that and ap vendors... rewrite of the job hired and then probably creation of commitments and maybe creation of like and Tanya may not know this but like there's a import direct costs inside of, yeah, job costs that actually is not just an import direct costs for jobs, the GL.

--- *Accounting integrations* ---

TODD

1:17:22 And so so so because so the cool thing about that is all of those touch points, none of those require a commercial API. And because of that, I can go to Sage and say, look even though they're not in the VP, I'm enabling them on this. What I can't do if you're not in the VP is I can't give you access to like an automated API function that like streamlined it.

--- *Accounting integrations ends* ---

TODD

1:17:52 And I see that in context of... and just so you know, there could be some other vendors that could tell you they can, but I can actually tell you with what beyond definitive doubt, there's no way under the sun they could do that or Sage could give them a season, the system, take him out of the DP program. So... that would be the hard line reality because you're not in the DP program. I am not, I'll call exclusive. What I mean by that is if you're in the VP, the only way you would make this connection is storage issue. The fact that you could go outside of it does quote unquote enable. And I say this because you guys are control and Tanya, but it does enable the universe that like an EDI dynamics or someone like that could do it what I would save as the reasons why not too is because those solutions have never seen any kind of scale like ages.

--- *Pricing* ---

TODD

1:18:50 She has. And like when you're talking scale and ease of use like, you know, our API services are used by 4,000 customers using Sage, 103 100 like, you know, nobody else is anywhere close to that. It's probably like 500 would be the next closest partner.

--- *Pricing ends* ---

TODD

1:19:07 And so, you know, given that if you guys are trying to build that, I think we're both cost wise, but also in terms of scale wise, it's gonna make a lot more sense. So in my eyes would be... if you don't have Sage, his blessing to be in the VP, getting a consumer friendly resource and you guys will probably know someone. So that may not be as big of a hurdle, but getting a consumer there's going to be friendly to make this work for you is going to be a big hurdle.

TANYA

1:19:40 Sure. Okay. Yeah. I forgotten all about that action.

TODD

1:19:47 And the other aspect of that is that... anyone that is in the DP program. So like say that you went to yeah dynamics as an example for this. They enable do on that would be grounds for termination and kicking them out of the VP because it's explicitly in your contract that you can't do that. And I say that context wise, like we had one partner that... not Sage but their corporate will not allow them in. And they asked us and they asked Sage if they could use one of our licenses, give us like temporary access to be able to do that while they work through some contractual issues with that partner. But that's the only time that they've ever done that I'll use as an example as to like that's pretty significant red tape. And... you know, but if you're the right partner, I mean, you could say, hey, if you have a customer on service trade that would like this kind of level of integration, you can say, hey, look, we'll give you 50 percent off of your licenses every year. This last we're maintaining access to the environment to be able to do demos and do development off of.

--- Accounting ---

TODD

1:21:09 And you wouldn't need to use a lot of their licensing... to build and test because you're actually integrating with hh two, not with trump page. And so like most of your build stuff would just be hitting hh two. It would be like the data validation and maybe running through like some test case scenarios of, okay. So if I input a new job and Sage, was that look like how does that flow and kind of doing the call it reverse of your pushes into Sage of reading that data out. Maybe the onboarding mentality of the build out, but majority of that from a time and effort standpoint is not going to be consumed Sage licenses, it would be leveraging the issues to API is to be able to do that.
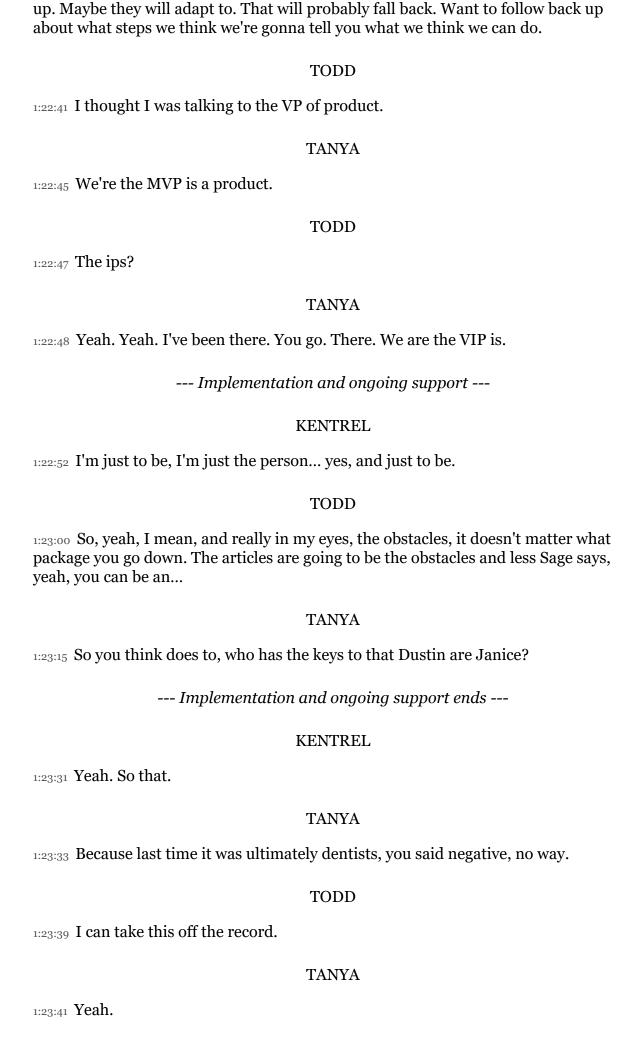
--- Accounting ends ---

KENTREL

1:22:01 Okay. Alright. Hey, give him a lot to think about.

TANYA

1:22:07 Who do I know? I had forgotten about some of those little catch up there. Okay. Well... I think we, they get mirror, we're talking with our new VP of product... next week. And so I will, well, so we'll talk with him and sort of see what you come

up. Maybe they will adapt to. That will probably fall back. Want to follow back up about what steps we think we're gonna tell you what we think we can do.

TODD

1:22:41 I thought I was talking to the VP of product.

TANYA

1:22:45 We're the MVP is a product.

TODD

1:22:47 The ips?

TANYA

1:22:48 Yeah. Yeah. I've been there. You go. There. We are the VIP is.

--- Implementation and ongoing support ---

KENTREL

1:22:52 I'm just to be, I'm just the person... yes, and just to be.

TODD

1:23:00 So, yeah, I mean, and really in my eyes, the obstacles, it doesn't matter what package you go down. The articles are going to be the obstacles and less Sage says, yeah, you can be an...

TANYA

1:23:15 So you think does to, who has the keys to that Dustin are Janice?

--- Implementation and ongoing support ends ---

KENTREL

1:23:31 Yeah. So that.

TANYA

1:23:33 Because last time it was ultimately dentists, you said negative, no way.

TODD

1:23:39 I can take this off the record.

TANYA

1:23:41 Yeah.

TODD

1:23:43 I would almost exclusively target does not Dennis.

TANYA

1:23:46 Okay. That's who, I mean, he's but he's the friendliest obviously.

TODD

1:23:52 Yeah. Dennis is just like a stick in the month and he's the guy that's like driving the, in tech stuff. Yeah, he's gonna wanna see the greatest success but like my, I don't you know, a lot has changed in three years since I've been gone.

TANYA

1:24:10 Yeah.

TODD

1:24:12 The call I was on today where I found out, everyone at Sage, I COVID... I was, I said something as do well, who's this person's going to be responsible for this and I'm like, no, that's this person and this person then they reports, is that both and I'm like... yeah, a different world today, but yeah, they, they've had 20, some people in their sales and marketing group turnover in the last 12 months.

TANYA

1:24:38 I know it's crazy. I mean, I feel like every day in LinkedIn on like they're gone, they're the move, they're gone, so.

TODD

1:24:47 I always say that in context of... I would go to debt dust. And if not, then I think your chances of success, you can keep that conversation that determines the level which he should have authority to make that call.

KENTREL

1:25:02 Okay.

TODD

1:25:03 If you keep it at his level, I think your chance chances of getting approval on it are far greater than if it goes to then.

TANYA

1:25:14 Yeah. Yeah.

KENTREL

1:25:16 Yes.

TODD

1:25:17 I, you know... you could even use this customers. The example like, hey, you know, dust and we've talked with Todd at HC super don't say that I told you go to him by.

TANYA

1:25:33 Sure.

TODD

1:25:35 Say to him like, we know that there's an easy path to an integration and it's a very different integration and it's a very different audience. Then what jays targeting like Jay is that what I would try and impress upon him is that Jason not targeting those customers were purchasing inventory that's exclusively like who we feel are going to be the best fit for our solution. And for you, those are your customers that are at the greatest risk right now.

TANYA

1:26:07 Yeah.

KENTREL

1:26:08 And dry.

TODD

1:26:09 And pose it as risk to his customers. And then just say, hey, we got a customer yesterday, this looking at migrating offices, 300, either the Foundation or the acu medica. And this is whether or not it is, and this is an underlying reason as the contacts.

TANYA

1:26:27 No.

TODD

1:26:27 We can do it. We need you guys to support us and being a part of the, and you guys will do that. You know... we love to kind of partner with you guys, help to keep those customers. And obviously, you know, we have incentive to move them to enter.

--- Accounting integrations ---

KENTREL

1:26:46 We do.

TANYA

1:26:48 Yeah. I mean, you know... that's our biggest thing is we get into this. You know, we really do try to push them to intact because we have an integration and we are

partners were in that, you know, developers network for intact so we can write the integration.

--- Accounting integrations ends ---

TODD

1:27:06 Yeah. So, I think that's the story that probably resonates best.

KENTREL

1:27:15 Okay.

TODD

1:27:16 Then it's just a matter of, you know, who, which of you to have the best sales skills?

TANYA

1:27:23 Yeah... no, I mean, we talked Billy Marshall. I talked to Justin is gonna be a couple of months ago about a intact customer that's non construction that is heavily looking at leaving to go into Viewpoint. And we're like this is crazy like, you know, you guys can't let this happen. You need to get somebody out another business partner in here to save this. And so we, I think we hopefully a proven we are good part with Sage. You know, yes, we want some of their SSO people but these are customers that are, you are right.

--- Accounting integrations ---

TANYA

1:28:01 They are at risk of leaving Sage because if they can't get it, they can't get their service needs fixed. They're gonna, because Sage won't let them work with other service products or make it hard. They're gonna end up leaving Sage altogether and going to Viewpoint to spectrum even though it could be just as bad solution, you know, but they feel like it's better because Sage isn't willing to let them, you know, have options. So.

--- Accounting integrations ends ---

KENTREL

1:28:27 And I do TalkDesk sure that we're kind of moving at a different market we want to solve for the BI V because there was...

TODD

1:28:37 If you, if you don't take that Lane and you create any sort of a picture that you're going after us. And so you're gonna get, you know, flagged and thrown to the filing cabinet, if you can take the attack that like look like this is the consumer that we're targeting is not same consumer like, yeah, do some of those people use SSO?

TODD

1:29:01 Yes, they do. But the problem is that they're still at risk because the problem is they're still on procurement inventory for job costing and they have to be because they're doing that for jobs not for service. And that's a solution a gap that we Bill because we can do it outside the system and issues platform is going to enable us to be able to have that be a really great customer experience, but yet be able to do that in a way that, you know, lessens the risk of them leaving Sage. And when they moved in tack, they'll be able to use the exact same customer experience on service trade as you already have. And just flipping the accounting system at that point in time, we're going to make it so much easier for you to pivot those customers than ever before.

TODD

1:29:49 So absolutely, no, just sell them on why not, why they should let you in but why it's good for them.

TANYA

1:29:58 No, totally. And that has been our pitch, you know, for all the business partners is just that, you know, these guys are leaving, don't let them leave Sage.

TANYA

1:30:07 And so, you know, let them stay on until in tax ready to migrate over to you and let this be the stepping stone now. But two things I just thought of one is this field connect still have the ability to connect to stage?

TODD

1:30:23 Probably using their old integrations.

KENTREL

1:30:25 Okay.

TODD

1:30:26 I don't well... let's be real in that... an integration that was built 10 years ago probably still works today.

TANYA

1:30:39 True. Yeah. Okay. And then I was also thinking like, you know... you guys are constrained, right? A lot of things because of your relationship. Do you think that we

would run into any constraints entering into a relationship like this was Sage that? Well, I mean, there's a lot of games to positives to it. Are there negatives to it? Because we're now signed paperwork and we can or can't do certain things?

TODD

1:31:10 No, no.

TANYA

1:31:11 Yeah.

TODD

1:31:12 I don't see. I don't see any negatives from your guises end. I think it really would just be... I mean, the negatives that are going to be there. Are you there? Right? Like pardon, is it are so dedicated to SSL that they're just not gonna give you time of day bye?

TANYA

1:31:33 Sure. Just.

TODD

1:31:34 Because you have or don't have an integration now that's gonna change, right?

TANYA

1:31:39 Yeah. Yeah. No, I, yeah, I see. I do agree. There are some partners like that then there's I think as they move more into intact. Yeah, we just became a tool in their Bill. You know, they look at, you know, what's the best thing is gonna work to help them close the intact deal. Is it SSO? Is it service trade? You know, what is it that's going to fit the Bill to get them to close it? So, okay. Alright. Well, have you given us a lot of food for thought? I appreciate you doing this consulting, get engagement for us here. So, alrighty, well, I think we've got a lot to think about and we'll touch will follow back up with you maybe after memorial day, just as we start to figure this out because we are, you know, where the retail side of our current partner can handle, this can change the way that the integration is. Or if not, then I think we need, you know, need to look for another resource. But now under now re, understanding what we have to do business with you guys and your constraints. So, yeah.

TODD

1:32:54 Well, yeah, I mean, and our constraints are universal in my eyes.

TANYA

1:32:59 Sure. You guys have more eyes on you than other ones that's your issue.

TODD

1:33:05 Well, I think there's a couple of partners in the space that have been getting away with some things that we have a contract that really has a lot of eyes dotted t's crossed and that contracts coming up for you, there will be a number of integrations to get shut down because they're in violation of contracts. And I say that in context of any partner in this space is doing any integrations that are outside their own point solutions, you have to have it and it has to be attached on an annual basis and exhibit to your VP contract. And we know we're certainly there's no way that they would have approve probably about 12 different integrations in the last two years. And so all of those are subject to cancellation.

TANYA

1:33:57 But you have to do is see how much they enforce that, like how much they're still carrying about some of this because if you start cutting some of those, are you maybe picking off customers of theirs, where our customers are stages that are like, fine. Yeah, yeah.

TODD

1:34:11 Yeah. I mean, the challenges is that they contractually are so like, the alternative is we can either see Sage because all of that money supposed to be going to agency... or the like people who have developed those could have backdoor contracts with us to basically, I'll say pass through basically have like some loyalty or something like that. And the reason why is because anytime we're allowing a partner like you guys, you and integration, we have to pay Sage a reality.

TANYA

1:34:47 Pardon others?

TODD

1:34:48 Outside of that isn't paying Sage royalty.

TANYA

1:34:53 So, who is that partner? We tagged with control a couple of weeks or could have been a couple of months ago.

KENTREL

1:34:59 That...

TANYA

1:34:59 They had the HH to developers kit.

KENTREL

1:35:02 Yes, I have not heard you talking about. I will find out here in a moment.

TANYA

1:35:05 This Todd Marino, I think it's the guy's name Joe, that name Todd.

TODD

1:35:10 He does not have that H issues developer.

KENTREL

1:35:16 Wow.

TANYA

1:35:18 I got a, I got a, I got it. Yes.

KENTREL

1:35:21 Yes, blowing.

TODD

1:35:22 Smoke. If you look at his website, if he's doing.

TANYA

1:35:25 I'll send the chat. We've we were like this, do just not know what he's just stepped himself into heap is way over his head.

TODD

1:35:32 Heard this from like four different people if you go out and you look, in fact, I have his website up on my.

TANYA

1:35:39 Because I just got this.

TODD

1:35:40 Nice weekend. Piss me off because.

KENTREL

1:35:42 Boy.

TODD

1:35:44 I just close it, but... he told someone, yeah, I have an integration to this. Any claims like that he's in beta on. I think it's actually America and think of how complex I do. I was what's open, think of how complex doing an integration is to an accounting system at any level of scale. And like, yeah, he says private beta with Viewpoint spectrum with Viewpoint job pack was out of Australia, which doesn't make any sense at all Viewpoint visitors in development. He says 100 contractor and 300 and development. I think we've had one conversation with them and as I understood it, they were totally denied... from the Sage developer program.

KENTREL

1:36:34 Okay.

TANYA

1:36:35 Yeah. Well, I, my interpretation of our phone call was this dude did not know what he was getting himself into and be that, it sounds like I felt like he had, he was actually going through hh two and I was thinking, so if we were to work with you, the means, are we paying you the UK and HH to like that? Makes no sense.

TODD

1:36:55 So there there, and I mean this... because of...

TANYA

1:37:02 Okay.

TODD

1:37:04 Your guys is competitive nature with saved and probably wouldn't be willing to do this with you guys. But we actually built out an Indian integration with our best especially here. And one of the reasons that we did that was because autodesk like wouldn't leave us alone.

--- *Pricing* ---

TODD

1:37:19 Largely. It was like, you know, Doug hadn't even food for months. And the reason was because they had a custom developer that was building integrations with Sage and they weren't charging the customer like 30 40 50 grand per pop. One of them was 200 grand. It was huge company.

--- *Accounting integrations* ---

TODD

1:37:40 And on the back end of that because of the way that Sage is agreement works with development partners, if they're building a new integration like that, they have to use H issues API layers. So the customer, we're still paying our API fees plus they're paying custom developer. And you know, on the one is since there was 200 some odd 1,000 dollars they have to pay.

--- *Accounting integrations ends* ---

TODD

1:38:02 And so autodesk, like we have to come up with some level of standardization for this integration. And if we're already paying you guys a call it royalty fee for consuming the API, why don't, we pay that? But you guys also deliver the integration layer on top of that. And so we have a contractual integration relationship with autodesk to do that. And it was largely driven based off of kind of that combined cost factor of having someone do it on a custom basis. Yeah. I mean we, you start layering that stuff. It doesn't make a lot of sense. And those... the call that I was just on for

that contract negotiation. The Gal is this running the business has tons of experience and construction tech, just cto of like two different firms that have been sold. One of them was recently saw from 500,000,000 dollars. And... she said last week she knows or at least three startups that are in that kind of same vein that all three close the doors because what's happened in the last two months is technology like investment and funding has vanished.

TANYA

1:39:16 Yeah, yeah.

TODD

1:39:17 And so like, I mean, like literally, if you guys need money to run your business, hopefully those PE firms are willing to give you a line of credit or you can get it with the bank because getting another round for continued operations is not possible right now. And so she said there were three different startups that were all, you know, quarter 1,000,000 dollars or less than they are, and they were still largely in the development phase and that they can continue to sell fund. And no one was willing to go with a, you know, series a series B type round. And so they had to shop. I think Gabby, in fact, when she said that, like I immediately thought of.

TANYA

1:39:59 Hi, guy.

TODD

1:40:02 I don't know if, you know this, where they're funded from is a couple of guys who left pro core, yeah, gosh out their ipo and made some investments. So they have maybe a couple of 100,000 dollars, received money in them from some pro core ex execs and leadership. And I think that they may also themselves have gone through that and had kind of have, you know, some favorable aspects of things. But, yeah.

TANYA

1:40:33 You know, I, we talked with them. It was very clear that they didn't really fully understand the depth of all this integrations with construction with these old legacy systems because we also talked with another company who was that when we talk back.

--- *Accounting integrations* ---

TANYA

1:40:49 But awhile ago that guy they're working with Quickbooks and a bunch of different ones. I can't recall the name of it.

KENTREL

1:40:55 Because since that was the name of it.

TANYA

1:40:58 Yeah. And they're like, I want to work with Sage, but they were looking at just the ap side were like, yeah, we need more than ap and that's sort of like the ERP model, like we can push all your ap and the ERP, it's real simple. What's this job costing thing? What's this cost codes? So.

--- Accounting integrations ends ---

TODD

1:41:16 I think just to give you guys perspective of volume and scale, I believe we're pushing like 50,000 commitments a day.

TANYA

1:41:24 Cheers.

TODD

1:41:26 Sage, accounting construction systems, yeah.

KENTREL

1:41:31 Okay.

TODD

1:41:34 Yeah, to give you perspective.

TANYA

1:41:37 That's crazy.

TODD

1:41:39 Yeah. So, so, and I mean, like a lot of these guys, you can do it so that there will be... say 300,000 little hiccup things and actually all the more reason it'll be ideal if they would let you into the VP, but... say, because of the... macros functions, different people's hardware, we'll have some little glitches and it will hang what's called the TS object or are you familiar with that control?

--- Accounting ---

KENTREL

1:42:11 Yeah.

TODD

1:42:12 And it's often around like the macros functions and it's we've never been able to isolate the exact reason but it's typically people with poor hardware. And then when you're trying to automate like an ap invoice or a commitment going into the system, you're using a macro so the customer doesn't see it just happens. But if for whatever reason the hardware times out, it'll give this TS object there. Once it does that everything continues time out, we do the data, but it has to get reset in order to

get it into the system and you have to clear the TS object in order to get it down. You're probably familiar with that, can't drugs that's not.

KENTREL

1:42:57 No, the, I don't know about the TS, RG but I didn't know about the detail and having to clear it that way. So that's very.

TODD

1:43:02 Yes, you have to go into, I think it's just... like task manager, I believe and then go into find the TS object. I don't know if it's on the server workstation, but I'm clear DS object. And once you've done that, then the queuing of that data start sinking Oliver.

--- Pricing ---

KENTREL

1:43:23 Okay. Okay.

TODD

1:43:26 And that's a big pain point is I think the most recent release Sage did made that frequency go up, but, you know, I mean, like we have like you say, 2000 customers with pro core. I think it's happened a couple of 100 times a month across a couple of 1,000 customers.

--- Pricing ends ---

TODD

1:43:44 So it happens, it's not a huge volume, but it does happen that's probably the biggest challenge point. But what I'm getting at is unless you're using an API service to be able to do all of that stuff is going to happen when you have volume.

KENTREL

1:44:01 Okay.

TANYA

1:44:09 Alrighty. Well, I appreciate your time Todd, this was very helpful and lightning I opening depressing all those things rolled into one.

TODD

1:44:22 Yeah. I mean, you just gotta get those guys to sign off is the ideal state.

TANYA

1:44:27 Yeah, no, absolutely. If not, we gotta get somebody... wants to partner with us more on this to do that because we want, you know, you said we will need that to be able to write our right to hh two if that's the route we intend to go down. So.

KENTREL

1:44:46 That'll work.

TANYA

1:44:49 Cool. Well, thank you, sir. And.

KENTREL

1:44:53 Yeah.

TANYA

1:44:53 We, we have a lot now. I think about and talk about. So we'll touch base after we figure out kind of what we've decided to do.

KENTREL

1:45:00 You know, that we've had parallels.

TANYA

1:45:02 Yes.

TODD

1:45:05 For guys. Good? Okay?

TANYA

1:45:07 Yeah, definitely. Take care.

KENTREL

1:45:10 Thank you so much, Tanya. Thank you so much.

TODD

1:45:12 Hello? Hi, bye.

KENTREL

1:45:14 Bye.

The End