



Call with All Temperature Services - Ben Long

Sean Jenkins with All Temperature Services
Recorded on 8/24/22 via SalesLoft, 11 min.

Participants

SERVICETRADE

Sean Jenkins
SDR

ALL TEMPERATURE SERVICES

Ben Long
Service Manager

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Transcript

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

BEN

0:00 Thank you for calling all temperature service for the service department, please press one for.

BEN

0:13 Our temperature service at this, Shannon. How may I help you?

SEAN

0:14 Hello?

SEAN

0:17 Hi, Shannon has been in.

BEN

0:20 Hi, he is on a conference call right now. Can I take a message?

SEAN

0:25 Yeah, sure. Just let him know Sean Jenkins was giving you a ring. I was speaking with James, but sounds like Ben is a better person to talk to you on the service side.

BEN

0:33 Okay. Sean Jenkins and what company are you with?

SEAN

0:37 Yeah, I'm calling with service trade.

BEN

0:39 Service trade. Okay, perfect. Hold on. Let me grab and what's your number Sean?

SEAN

0:46 Yeah, that would be a one eight, four, eight, five, two, one five three.

BEN

0:53 Okay, perfect. I have got your information, but I'm also going to transfer you to his extension. You can leave a message.

SEAN

1:02 Great. Thank you.

BEN

1:03 You're welcome.

BEN

1:13 Hello?

SEAN

1:15 Hey, Ben, Sean Jenkins, giving you a ring man. I catch you at a good time.

SEAN

1:24 Yeah. Well, I was actually just talking to James I'm with a company called service trade, and we're a service management platform.

BEN

1:30 Hello? Hi. I am familiar. I have Billy marshals books on my desk as we speak.

SEAN

1:33 I'm sorry?

SEAN

1:38 Gotcha. Gotcha. Yeah, I actually saw some notes in our system about that, and I was just talking to James because he went to smack. They got last year and it sounds like he's going again this year and you had mentioned that, you know, he wasn't a big fan of Sandro right now, but so that you loved it. But I was looking back at some notes and I saw that you weren't the biggest fan. So I just wanted to kind of reach out kind of see how things were going and who would make sense for you to at least take a peek at our platform so James can talk to some people at our Booth.

BEN

2:07 I've seen it. I've seen it in, at the MSC, a conference. I do like it. I should really do.

--- Accounting integrations ---

BEN

2:16 One of my counterparts at a different company called the other day, like, hey, we need new software. What do you have? What do you recommend that we have Sam pro, but it's okay. It does what we needed to do. It works. But that's not what I would

have chosen because we had to have an all in one and sample does accounting is where service trade does not. And so.

SEAN

2:17 Right.

SEAN

2:28 Yeah.

--- Accounting integrations ends ---

BEN

2:39 I told him that I, if I could go back and I can pick whatever I wanted, I would have picked service trade so, but that wasn't in the stipulation of picking something back then, so.

SEAN

2:52 Gotcha. So you're still that's still an important thing for you all there, making sure that it's an all in one that's what you need.

--- Accounting integrations ---

BEN

3:01 Right now, yes. But as we get bigger and we start manufacturing or duck work and all that stuff they will not be, then we'll have to have, you know, a three part software one one is accounting one of the manufacturing or whatever service. And then that way it kinda untied me a little bit, you know?

--- Accounting integrations ends ---

SEAN

3:20 Yeah, for sure. Yeah. So, is that something like on the near horizon or just still far ways out?

BEN

3:26 Yeah. I mean, that was on the like the two year plan two years ago. And then COVID happened in that kind of put the boss on that. And now, you know, office space kinda sucks and we're in silicon valley, people are leaving California way faster than they're coming in. So we're a little up in the air and the provider that we have now works really good. They're more than willing to make a deck work for us. And that's a really good relationship. And so I don't know, I don't know how that goes. That's above my pay scale though that would be James his decision, not mine. So I just run the service group.

--- Accounting integrations ---

SEAN

4:02 Gotcha. Gotcha. Yeah, because I know that I was just talking to James and he said that Davis where it was a total nightmare when you all are on it. And I'm assuming.

BEN

4:12 Davis were terrible. So it probably wouldn't work. We could have made it work. It's just that it's a long story. Don't get me going to Sam pro sample is way better than Davis where, and to be honest, we haven't dialed in pretty good and does what we would do is just an arcade platform. It doesn't have any app based stuff for clients and it doesn't it's just the little it's about eight years behind to where it needs to be right now.

--- Accounting integrations ends ---

BEN

4:38 But it does work. And the way we work in and it's doesn't hold us up, you can do whatever we need to do. They are making some improvements with cloud based stuff versus, you know, hardware and whatnot, but it does work.

--- Accounting integrations ends ---

SEAN

4:14 Yeah.

--- Accounting integrations ends ---

SEAN

4:52 Gotcha. Yeah, because, you know, I would definitely love for you to at least get reintroduced with service trade. It sounds like it's been a while. So it was back at Emma CA, we've definitely been adding.

BEN

5:02 Yeah. This probably was in 2018. I step in a conference to Billy Marshall, talked for about an hour and a half about as digital rap and that's how I got it's. Books and I'm like dude, this is genius. So I've really tried to implement some of the strategies into the way that we run our department. So I really like, I like his insight. I liked the platform. I like all the stuff.

--- Customer engagement ends ---

SEAN

5:30 Yeah. Well, we've definitely done a lot of stuff since 2018 and we definitely love to at least show you a little bit about how we've been able to, you know, help a lot of other companies increase your service repair, revenue, definitely understand the position yeller in and not trying to get you to like change anything overnight, but at

least kind of reintroduce you to kind of what we've been up to and we've definitely been yes 20 team.

--- Purchase decision ---

SEAN

5:53 We've been doing a lot. We got a big investment from a private event group, chat, Jama, 85,000,000 dollar investment. So we've been making a lot of big changes on our end. So definitely an exciting time here at service trade and would love to show you a little bit about kind of what we're up to. I don't know what your schedule is looking like for the rest of this week run out.

--- Customer engagement ---

BEN

5:49 Sure.

--- Purchase decision ---

BEN

6:00 Okay.

BEN

6:13 I'm gonna be honest with you is kind of a waste of everybody's time at this point, I can't switch and I'm not going to go anywhere. So at this point, so.

SEAN

6:25 Okay. So that's because the owners, they require you guys to have an all in one right now?

--- Accounting integrations ---

BEN

6:31 They wanted an all in one. So the original plan was we were going to get a Sage or whatever, you know, accounting software that most people use and that was Sage, right? That's one of the most everybody integrates with you guys. Do Sage to write that, how that works? Yeah. So we were gonna do a stage and then that kinda opened up, you know, there's you know, a 1,000, you know, service stuff. Most of them, some of them are H back and they're gone, you know, do electrical or somewhere electrical, none H back. And there was a few that were referred ones. And then they decide do H back. And so the problem that we did, we want to have with before we had Sam pro or Davis where we had American contractor and it did the same thing where there was no accounts in the Construction stuff... all that stuff, right? And so the requirement was we wanted all at once so that if something isn't talking, they don't point fingers at each other. And so that was kind of the American contractors thing. They were like, yeah, this isn't working because the year and, you know, your sequel server or something like that was always an excuse. And so we decided to get

rid of takeaways excuses. So we have software that worked and for the most part, it does work. But like we don't when we have issues, we call them pro and they remote in, they take care of it within an hour to their support. Has been great. But, yeah, the idea of the all in one was so that if something didn't import correctly or export correctly, then there was nobody to blame but the software. So one person?

SEAN

6:47 Yeah, correct.

SEAN

6:59 Yeah.

SEAN

7:21 Wow.

SEAN

7:50 Yeah.

SEAN

8:13 Gotcha. Yeah. Well, I don't know. Do you know, like it sounds like, you know, Sam pros? Like I've heard of them many times but I don't know if that is ever something that, you know, has the capability of integrating with other platforms, like if they have like an open API or something like that because we have a great team that works on the integrations here.

BEN

8:33 I don't know if they do or not. So we have X or Y to, you probably have heard of that. So that does integrate with Sandro, and they've they pulled it in and, you know, detections apps that pool, then it will seamlessly it's like it's the same program that works really well.

SEAN

8:45 Yeah.

SEAN

8:50 Gotcha. Yeah, because yeah, extra, why now is, you know, paired with, you know, some other program sometimes to kind of add in the functionality that you would honestly find in a platform like ours?

BEN

9:00 Yeah, yeah. Excellent. Fantastic. I, we couldn't do what we do without it, so.

SEAN

9:07 Gotcha. Okay. Well, you know, Ben, I'm kinda asking around right now to see if there's any, you know, references for anybody on Sam pro that have kind of looked into using us in terms of like some kind of integration because we do integrate with other platforms.

SEAN

9:26 That are all in ones.

--- Accounting integrations ends ---

SEAN

9:28 So I'll just see if anybody gets back to me if not, you know, I'll let you be on and you can just kinda reach out when the time is right? But, you know, if I do find out something interesting, I'll definitely reach out.

BEN

9:35 Yeah, no. So... there's two softwares that I would use.

--- Purchase decision ---

BEN

9:41 If I didn't have to do this, it would either be your guys, this stuff or BuildOps BuildOps has got a pretty good program too. So I'd have to look at it real deep it, but you guys both in would be my first call if I had, if we had the task of switching over again.

--- Purchase decision ends ---

BEN

9:56 So, and switching software sucks so bad. We've done it three times now and I don't want to do that ever again. So.

SEAN

10:03 Yeah, no, I hear you. I hear you. It's definitely a long process, but if you get the right one, you won't have to do it again for hopefully a very long time. We have a 96 percent retention rate, so.

BEN

10:13 Yeah. Well, we learned or whatnot do the hard way a bunch of times, so.

SEAN

10:20 Yeah, unfortunately, that's the most common way to figure out what not to do so.

SEAN

10:27 Alright, Ben. Well, I appreciate your time, man. I'll let you get back to it. I'll reach out if I find out anything interesting, but if not, we'll be here whenever you're ready.

BEN

10:30 Okay. Alright.

BEN

10:36 Awesome. I appreciate the call. Thank you.

SEAN

10:38 Yep. Thank you, Ben. Bye.

BEN

10:40 Bye.

The End