



Call with Consolidated Controls, Inc - Tom Cleary

Susan Warren with Consolidated Controls, Inc
Recorded on 6/20/23 via SalesLoft, 14 min.

Participants

SERVICETRADE

Susan Warren
Territory Manager

CONSOLIDATED CONTROLS, INC

Tom Cleary

Topics

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Transcript

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

SUSAN

0:00 Hey, Tom. How are you?

TOM

0:01 I'm good. How are you, Susan?

SUSAN

0:04 I'm, good. Did you have a good weekend?

TOM

0:06 Good. Yeah, it was nice.

SUSAN

0:10 Nice. Yeah, it's been nothing but rainy around here, but got to see some folks and had an extra.

SUSAN

0:20 So, it was nice, but yeah... we would love to know what your thoughts were on that video and over.

TOM

0:24 Good.

--- Assets ---

TOM

0:31 So...

SUSAN

0:32 Where we're at?

TOM

0:37 I think it'll work.

TOM

0:44 I don't know, you know, the, because the, there will be.

TOM

0:50 Jobs at the location.

TOM

0:56 We can access the info and...

TOM

1:01 Maybe we'll figure out something else to, in order to get access to specific equipment versus, you know, going through the PDF. I don't I'm not sure.

TOM

1:18 You know, versus, the breakup, of the overall report.

SUSAN

1:24 Yeah, I mean, because there's always the option, you know, in terms of, you know, things you can do manually, you know, there's you can certainly attach, you know, I mean, manually speaking, you can attach an image to the asset.

--- Assets ends ---

SUSAN

1:39 You can attach comments to the asset. So, you know, there's certainly additional options to, you know, pursue once you're in there, but just, you know, wanted to make sure that, you know, you're aware of that potential workflow.

TOM

1:54 Yeah. I mean, it's you know, it's a, it's just one of those little it's like one of the, it'd be like a quality of life feature. You know what I mean? It's it, you know, I do it now, you know, I have to search and it takes the extra, you know, 30 seconds, four minutes, whatever it takes. It's like, well, hey, if this could already be attached to the asset that be fantastic, but it's not, the only workaround would be essentially have it as, a digital record instead of like, the service form and that kind of defeats the report that I'm giving the customer at the end of the day, right?

SUSAN

2:00 Quality life.

SUSAN

2:04 Yeah.

SUSAN

2:32 Okay.

SUSAN

2:37 Yeah, yeah. I mean, it's definitely one of those things like, you know, I was mentioning it's definitely a quality, of life thing like in a perfect, you know, yeah, you would save a few seconds for it was right on the asset, but, you know, still feeling like overall, this is going to be a significant improvement over dealing with physical paper.

SUSAN

3:00 So, yeah, but yeah, any other questions or things that have popped up besides that?

TOM

3:09 No, no, I think I'm ready to whatever the next steps are to get signed up, find out if that July fifteenth is still available or not. You know, yesterday, I was like, I'm looking ahead and I'm like I literally have to schedule three weeks and print out every single piece of paper for the next, for every job, for all four technicians, for the next three weeks because I'm going to Hawaii for two... and like...

SUSAN

3:13 What July fifteenth is still?

SUSAN

3:38 You did, you can tell me you're going to Hawaii that's exciting.

TOM

3:41 This is insane. I'm like this is this, and this is exactly what happened like last year, I think, with BuildOps, I went on vacation and I was like, I got to the point and I'm like this, Brian. Thanks.

--- Paper process ---

SUSAN

3:58 Right. Okay.

TOM

3:58 Like, I spend my morning from when I get in the office, which is about nine, 10 o'clock till almost one o'clock in the afternoon, firing off emails, printing reports, changing, you know, doing service sheets that I've showed you where I'm modifying information, putting in technicians info, changing the dates, changing the times, putting a new contact in for every single job, for every tech, like and then printing them out and putting them together and stapling them and snapping a picture with my cell phone and texting... like there's a lot of steps.

SUSAN

4:32 Yeah.

SUSAN

4:37 My gosh. Yeah... yeah.

--- Paper process ends ---

SUSAN

4:42 Yeah. And it's just, I mean, just think of all the other things you could be doing with that time.

TOM

4:48 Correct.

SUSAN

4:49 Yeah. So, I am, I'm looking at the website where we keep, yep. We still have one. Let's see one spot left for 715?

TOM

5:01 Okay.

TOM

5:03 Time me.

SUSAN

5:04 And so, I get to ask the magic question. Are you ready? Yeah.

TOM

5:10 No, I'm not, but let's sign me up anyway.

TOM

5:17 Sign me up anyway.

SUSAN

5:18 Well, you are going to be in very good hands.

SUSAN

5:24 But let me double check here.

SUSAN

5:34 Let's see.

SUSAN

5:38 In terms of the way for per payment is.

--- Recurring maintenance ---

SUSAN

5:45 Is credit card okay? Or do we need to do it?

TOM

5:48 Yeah, I love those Miles.

SUSAN

5:51 You...

SUSAN

5:54 Well, yeah. Well, I'll go ahead and get the agreement over to you. So, so we don't over promise and under deliver on service windows. Do you have time today to review it and I can set it to expire tomorrow... sweet? But yeah, whenever you're ready, it's I don't think it's overly complex. I'm trying to think of like, you know, kinda the frequently asked questions with them, you know, the way that it's going to be broken out.

TOM

6:09 Yeah.

SUSAN

6:24 You know, they'll have they always separate, you know, the, you know, the annual recurring stuff from the services to set things up. So just be aware that those are going to be separate. Everything is going to add up.

--- Pricing ---

SUSAN

6:38 You know, to that, you know, the figure that we initially, it's been so long since we talked about pricing. I actually have to like go go back and look up the correct. Let's see just kinda go over all of that really quickly.

SUSAN

6:55 Right. So we would be looking at a year one total of that 21 790.

--- Pricing ends ---

SUSAN

7:03 And then, you know, the piece of, that is, you know, that annual recurring piece is going to be 11 to 80 of that. But I'm super excited. I've really enjoyed the journey to get here. Like honestly like I have really enjoyed like, you know, learning about your business and, you know, I really appreciate how I communicate. You been like I've never had to Chase you down and I really appreciate that. So I'm gonna go ahead and work with my deal, that person to go ahead and generate that agreement. It's going to be coming from.

TOM

7:29 Of course.

SUSAN

7:40 Adobe sign to kinda be on the lookout for that. And then a couple of things just to confirm, I wanna make sure that I have the correct address on here for billing address. Where does that live?

SUSAN

8:00 Okay. Blah, blah, blah. It's on the account.

TOM

8:04 So, how much do you put on the, when you take the card?

TOM

8:09 You, you put the full amount?

--- Invoicing ---

TOM

8:11 Okay? Then let me?

SUSAN

8:09 It's the full amount?

TOM

8:15 I was just looking, we... we've been paying off a couple of large bills. And so we map out the credit card. So we send a payment in the morning and then we max out the credit card in the afternoon and do that two days later.

SUSAN

8:31 I...

TOM

8:36 Let me talk to, let's see, do we have, when was your last payment?

TOM

8:52 So she sent a payment on the twelfth.

TOM

8:58 And...

TOM

9:00 On the fourteenth?

TOM

9:06 Is there a big ass balance?

TOM

9:09 All right.

TOM

9:15 It should go through. I'll have my, I'll have her and the payment, and then run the card.

SUSAN

9:22 Gotcha. Yeah, that.

SUSAN

9:25 No worries. Just just let me know if you need more time than end of the day tomorrow.

--- Invoicing ends ---

SUSAN

9:30 And then I was looking, I only have a city state. So, what is the full billing address that we should put on there?

TOM

9:38 Billing address is the number five at field Lane?

TOM

9:46 And that's suite to a.

TOM

9:54 OSHA New York one nine two four.

SUSAN

9:58 Got it.

TOM

10:07 They're a pending charge here?

TOM

10:22 That's why? Okay.

TOM

10:46 So, I'll give you the credit card info and I'll just call her up and tell her to make a payment.

SUSAN

10:52 No, no worries. You actually like just fill that in on, the contract. So you're good.

TOM

10:59 Okay.

SUSAN

11:01 Yeah. So I'll go ahead and get that on over while I work with my deal desk person to get that created.

--- Implementation and ongoing support ---

SUSAN

11:08 Call me if you have any questions. And then after, you sign that, you will be receiving an email from me with the onboarding team, CSD, basically saying, hey, welcome, click a link here to schedule your initial kickoff call. They'll give you a few dates.

TOM

11:10 Hum, hum.

SUSAN

11:27 They'll definitely be some available before I believe the last, there should be some, you know, kickoff call date before that, but you can kinda do that whenever and wait and tell me again when you're going to, when you're going to be out of pocket, I wanna tell the onboarding team that.

TOM

11:41 So...

--- Implementation and ongoing support ends ---

SUSAN

11:48 Perfect. All right. Sweet. I'll let them know, but that should be.

TOM

11:48 Yeah, for two and we come back, we come and I come back the eighth.

SUSAN

11:55 That'll be fantastic. Yeah, we, you can set up that kickoff call, you know, whenever, as long as it's at some point before the fifteenth and have a fantastic time and Hawaii, and yeah, give me a call if you have any questions.

TOM

12:07 Yeah, no problem. If, you know, we, we've touched on it a few times about BuildOps.

TOM

12:16 If you still are, you know, wanna go through it, you know, maybe we can find like a YouTube video or something online and, or if you have any, like direct questions on how they do things or what they do, I can do my best to, in stuff. So you have some ammunition.

SUSAN

12:34 Yeah... I appreciate that. Well, you know, you've given me so much and, you know, as things go along like it's funny, I was just like give me a lot but yeah, if, as you think of things, you know, let me know onboarding now, but that has been, super helpful... and actually as promised, I did, you know, I forgot to do notate this, but I do have that, no, the internal end, I am going to give you as promised a little 500 dollar discount for the, all the intel that you provided because... no, I mean, like I really like it's been incredibly helpful to get that level of insight so that discount, will be on there.

--- Pricing ---

SUSAN

13:22 So it will take you below, the 20 K of.

--- Pricing ends ---

TOM

12:40 Okay.

--- Pricing ---

TOM

13:19 Yeah.

TOM

13:22 May, thank you.

--- Pricing ends ---

SUSAN

13:27 You know, but, I do really appreciate all of that. But yeah, I'll go ahead and get that on over to you and.

SUSAN

13:37 Watching it come through digitally. And, yeah.

TOM

13:41 Sounds good.

SUSAN

13:43 All right. I thought and thank you.

TOM

13:45 All right, Susan. Take care.

The End