Call with Stonewolf Contracting Inc. - Yevgeniy Shteynvarts

Susan Warren with Stonewolf Contracting Inc.
Recorded on 11/11/22 via SalesLoft, 10 min.

Participants

ServiceTrade

Susan Warren
Territory Manager

Stonewolf Contracting Inc.

Yevgeniy Shteynvarts
President

Topics

Transcript

YEVGENIY

0:00 Hello?

SUSAN

0:00 Hello? Hi. Do you guys do service as well as Installation?

YEVGENIY

0:07 Yes.

SUSAN

0:08 Gotcha. I just had some questions about, I was hoping to speak to like an office manager, service manager. Would that be?

YEVGENIY

0:15 I am the service manager, your offices close. So, so it is... my day to be on call.

--- Type of work ---

SUSAN

0:22 Boy. Well, yeah, the reason I ask is because I'm calling from a company called service trade. I was just trying to figure out if overall you guys did mostly service or mostly Installation.

YEVGENIY

0:34 They're mostly a service and repair. I mean, we do a lot of, we do a lot of installations, but we're mostly service and repair.

SUSAN

0:36 Gotcha. Yeah, that was.

SUSAN

0:41 Most gotcha. That was exactly why I was reaching out because service trade is the field management tool specifically designed for folks that do mostly commercial session, industrial service. It helps with like quarters quote tracking scheduling. And I was just curious what y'all, were using the handle that?

YEVGENIY

1:01 We just got actually a proposal for BuildOps.

SUSAN

1:10 Gotcha. Well, you know, definitely, I'm trying to say anything today or, you know, change your life with that, but, you know, during you guys are specifically, you know, focused on commercial industrial service and that's exactly what we were designed for. I'd love the opportunity just to kind of show you around and, you know, kinda see how it compares, you know, over a really quick Zoom session, how many tests do you guys have?

--- Purchase decision ---

YEVGENIY

1:37 40...

SUSAN

1:38 14. Gotcha. Yeah, you know, before, you know, the incas dry, you know, definitely not upset the apple cart, but I'd love to find some time to be able to show you around, just kinda see how we compare. I got some times, you know, my calendar, you know, definitely for next week.

YEVGENIY

1:50 The...

--- Purchase decision ends ---

YEVGENIY

1:53 VM, pretty dry. We just haven't paid yet.

SUSAN

1:56 Gosh, I got to see you guys are locked in for like a one year.

YEVGENIY

2:01 I think so. Yeah, I don't know we haven't paid them yet. I gotta see what's going on with that.

YEVGENIY

2:09 What's what's the difference? If we don't pay, we're in the fall, we don't get their service big for you.

SUSAN

2:15 Exactly.

YEVGENIY

2:18 What's going to happen if they're not gonna, they're not gonna do business with us again? My God.

SUSAN

2:25 Exactly. I was like, yeah, we're going to like drive over to your place in New York mandates that, I mean.

YEVGENIY

2:31 Or we haven't paid them yet. So, what are they going to go? Where, right right now we're running our own cloud server. Anyway, all of our dispatcher workflow is running off our own servers or office. So, how about this? Let me give you the general customer contact email. Not that you're a customer, but it's seen by everyone in the office, it contact at Stonewolf. Stolen the rock will flick the animal and why dotcom? Since you're calling the New York office.

SUSAN

2:33 Yeah.

SUSAN

2:52 Hello?

YEVGENIY

3:02 Send it to us. We do have a floor office. So it would be, you know, it would be to silence the New York, Florida office the New York office handles in New York, New Jersey, Connecticut, and we're looking into pod.

SUSAN

3:21 Okay.

YEVGENIY

3:25 You know, we're not that big of a company, but where that company that gets the phone call when everybody else is like shit, this is really difficult that's us. Then we come in and we got it done.

SUSAN

3:36 Nice. I can imagine. I stay busy with that, but yeah, but you're...

YEVGENIY

3:41 Yeah, we have some interesting stuff. Can we look at?

SUSAN

3:43 But you're headquarters is in New York?

YEVGENIY

3:46 Yes, ma'am.

SUSAN

3:47 Gotcha. Yeah, I've got that, the email address and what was your name?

YEVGENIY

3:52 My name is Eugene. I'm actually not the service manager. I'm actually the owner of the company. I gave everybody offer veterans' day and I'm on call.

--- *Purchase decision* ---

SUSAN

3:59 Okay. Gotcha. Very good. Eugene.

YEVGENIY

4:01 So you lock that on the right? They call on us. You got the owner?

SUSAN

4:04 I know I went straight to the top. I love it. Well, I mean, I wouldn't say like if you are, just because this is our busiest time of year because everyone's trying to use it or lose it with budget before the end of the calendar year, you know, I'd love to go ahead if you have your calendar in front of you just to find some time to kind of show you around real fast.

YEVGENIY

4:09 There you go.

--- *Purchase decision ends* ---

YEVGENIY

4:29 I am currently driving might pick up truck. The best I could do is I can open up my own, put you on the speedometer and I can follow along sort of philosophy while I'm driving.

SUSAN

4:41 I don't want you to put your put yourself at risk if you feel comfortable doing that. Yeah, when...

YEVGENIY

4:47 That's probably a good idea.

YEVGENIY

4:50 Well, here's the thing I, my schedule next week honestly absolutely sucks because we're switching. Excuse me, we're switching cell phone carriers. I'm trying to get rid of the server infrastructure that I have in the office. So we're growing full cloud the end of the year. It's a big mess.

YEVGENIY

5:13 I really have to, if I am going with BuildOps or not, I have to start implementation a sap, which means I have to pay them next week, so.

SUSAN

5:19 Yeah.

YEVGENIY

5:24 I would need to hear solution sooner than later.

YEVGENIY

5:30 You know, to be able to tell him to fly out, fly a kite or take a very long walk off liberty short here.

SUSAN

5:39 No...

YEVGENIY

5:39 Are are, who knows, maybe your solution will work for me?

SUSAN

5:42 Exactly. Yeah. I mean, I will tell you and not so fun fact about BuildOps and someone actually, we were talking to somebody who is evaluating us and the nice thing, Tam, and they said the number of clicks it took to create a work order, they actually counted all the clicks and it was like above 40. It was insane like just the flows a little bit sluggish. And if I had to be, you know, in the office creating work orders every single day, I get real tired of that real fast.

YEVGENIY

6:17 Well, so, okay. So let's take a look at your solution. What's your solutions, name service trade?

--- *Type of work* ---

SUSAN

6:23 Service trade?

YEVGENIY

6:28 Service trade, Durham, North Carolina, find it there you are.

SUSAN

6:32 Yeah. And we've only, we've been around for over 10 years, BuildOps and other relatively new. We have only been focused on people who do mostly commercial slash industrial service.

YEVGENIY

6:46 Okay. Off the bat question? What are...

SUSAN

6:51 I'm sorry, you cut out.

--- Pricing ---

YEVGENIY

6:53 You, what is your solution costs?

SUSAN

6:56 Cost, it depends on which tier we would recommend for you. Our packages start at 89 dollars per month per technician, but all the office licenses are free.

YEVGENIY

7:12 Gotcha. Okay. Do you want to get on a Zoom call now?

SUSAN

7:17 I unfortunately cannot because I have another meeting setup for three, but hang on one second.

--- Pricing ends ---

SUSAN

7:26 Okay.

YEVGENIY

7:26 Gee, are you guys have somebody available on a weekend?

SUSAN

7:32 Let me see.

YEVGENIY

7:33 Because your logo looks familiar. I might have looked into your company years ago before I went with Davis where?

SUSAN

7:39 I think he did. I'm looking back through the notes. Now, it looks like you did. Let me see here.

SUSAN

7:47 But...

SUSAN

7:53 Okay. Give me one second while I have you, let me look at because actually, and I'm just, I'm over.

SUSAN

8:05 I'm probably over sharing with us, but the way that we do things, I actually only demo for folks that have fewer than nine text. So you would actually be with my colleague Brett. I want to check breadth calendar to see if he has any availability today.

YEVGENIY

8:19 Alright. Let's say, let's pretend I have five tax. What, what's the difference? It's just we're just looking at the software.

SUSAN

8:23 Okay.

SUSAN

8:30 Yeah, it just in terms of who kinda gets what the breadth actually available?

SUSAN

8:36 So, let me slack him really quickly.

SUSAN

8:41 And see if he could.

YEVGENIY

8:42 Flash.

SUSAN

8:45 Slack.

--- *Dispatch* ---

SUSAN

8:46 I'm sorry, I'm using industry language like send them a quick chat that's funny... definitely. But you'll different result, but yeah, let me, can I call you like right back?

YEVGENIY

8:50 Okay.

YEVGENIY

8:58 Yeah, they favor though. Let me give you my cell phone number because you calling me via the office phone right now and quality is not as good.

--- Pricing ---

YEVGENIY

9:05 A cell phone number is seven one, eight, six, one, nine, zero, five, eight, six. And I am now when bumper to bumper traffic. So now is the best time for me to get on a call on my phone while in the car.

--- Dispatch ---

SUSAN

9:03 Yeah, yeah.

--- Pricing ---

SUSAN

9:17 Yeah, for sure. And I will say like if we're doing a demo, we definitely want you to like kinda see the screen but, you know?

--- Pricing ends ---

YEVGENIY

9:26 I got one of those. I got one of those folding phones that opens up into a large screen tablet.

SUSAN

9:30 Good. Nice. Okay. Perfect. Well, let me call them and see if he wants.

YEVGENIY

9:33 Yeah... not to push you but, you know, if your solution because I remember there was a reason why didn't go with your solution? I went with Davis where years ago, but obviously, you know, software changes quite often. It's just, yeah, the H dry with BuildOps. I just have to cut them a check yet.

SUSAN

9:55 Yeah, gotcha. Yeah.

SUSAN

9:59 Yeah. Let me get with, right now and I'm gonna call you back.

YEVGENIY

10:03 You got it. You got it. Thank you.

SUSAN

10:05 Perfect. Thank you.

YEVGENIY

10:06 Bye bye.

The End