



# **ServiceTrade Demo with Casto Technical Services**

Quinton Stallings with Casto Technical Services  
Recorded on 11/2/22 via Zoom, 36 min.

## **Participants**

### **SERVICETRADE**

Quinton Stallings  
*Territory Manager*

Owen Grimme  
*SDR*

### **CASTO TECHNICAL SERVICES**

Tim Sneeringer  
*General Manager*

# Topics

<i>Pricing</i> .....	2:21
<i>Pricing</i> .....	4:24
<i>Wrap-up</i> .....	35:08

# Transcript

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

TIM

0:00 Yes.

QUINTON

0:01 Awesome. How are you doing today? Fantastic. And Tim, you're the, what's your role over there?

TIM

0:10 Man?

QUINTON

0:11 You know, manager. Awesome. We'll my name is quaint and stallings on the inside territory manager here at service trade. Basically, I planned for us today was just the first learn a little bit more about you guys over at Casto, as far as what you're currently using and some areas of your processes that you might be looking to improve on with service management software. After that, I'll give you some background about us here at service trade will take a tour through the platform. And then if this doesn't like a good fit, we can talk about what next steps would look like. How does that sound?

TIM

0:42 Okay.

QUINTON

0:43 Perfect. Well, I've got some good notes here from your conversation with in, but can you give me a little bit of background about you guys as far as the type of work that you guys do?

TIM

0:53 Yeah. We're HPC service company. We have about 60 50 to 60 bands on the road. We take care of a footprint, West Virginia, a little bit of Ohio, Kentucky, Maryland, Pennsylvania, Virginia... we, you know, basis of our companies service agreement, and we also leverage service agreements or installing new equipment and controls.

QUINTON

1:24 Awesome. Awesome. Okay. And mentioned that you guys are using field logic's.

TIM

1:31 It's building it's, BuildOps and FieldEdge, Bill depth is the attack, you know, application and BuildOps is... the application or the program we're using in the office to interface with the work orders, do billing, do, quoting... purchase orders, things like that?

QUINTON

1:57 Got it. So, what are some of the things that field ops might not be handling? The best that you guys are looking to improve on right now?

TIM

2:06 Hi, I'm really, you know, print one second. Sure. Hey, man. Let me get back to you. I got a I'm on a conference call... correct... close by the water.

--- Pricing ---

QUINTON

2:21 Sure.

TIM

2:29 We've gone through some pretty good growth in the last couple of years. Okay? Our business is up in service, about 75 percent in the last three years, it's done really well through the pandemic. And the tool that we're using is doing a pretty good job. It's not, I mean, I total, and when he was talking to you about this, is it's isn't this is not an issue with the company. Right now. It's allowing us to, it's not holding us back.

--- Pricing ends ---

QUINTON

2:56 Sure.

TIM

2:57 Some of the things that, you know, our bells and whistles that would be interesting would be, you know, what we provided the customer. I mean, basically we're pie buying a digital search report to the customer PDF, whatever. But there's not a whole lot of extra stuff on there. You know, you don't have, you know, pictures videos, that type of stuff. Our quotes are basically PDF for the customers. Their functional, we did, we get a lot of approved but again, not a lot of technology involved with it. So if there was something, but again, like it's hold on and there's nothing, what we're using right now that would say that it's like integrate them.

QUINTON

3:41 Okay. When it comes to, you know, providing something to the customer like a PDF for providing quotes, the customer, it sounds like it's working for you guys. But where some of the things that are slowing that process down, that could be better.

TIM

3:57 I mean, in terms of quoting and stuff like that, I mean, we do a pretty good job getting stuff out. We use. We don't necessarily have the texts quoting in the field. They have built Herman am off their tablet filter in a quote request that goes to our parks department, goes to a service estimator. And then when the parts are sourced, they get that service estimator, she puts together the quote and feel docs.

--- Pricing ---

TIM

4:24 And then because out of the customer, you know, we, we're putting out about... and then the other 50 of those a month, our clothes rates 57 percent, 58 percent. So it's pretty good. I mean, it's a good part of our business and the process is pretty streamlined. You know, a lot of people are trying to add text quote and then field which maybe you can close a little bit more work, but it also takes them away from their primary function of, you know, doing service... and, you know, basically taken care of search calls.

QUINTON

5:01 Sure. Yeah. We, that's pretty accurate for how our customers are currently using service trade is, you know, the technician should be doing what they're good at that's the work, right? But the, we try and make it easy for them to get those quotes are those repairs back to you guys in the office so you can get those out fast to your customers and that's I can get back to what they're going to doing. As far as, you know, you mentioned the growth that you guys have experience in the past few years. What are you guys contribute that to?

TIM

5:28 You know, I would say first off, you know, we've really, I'm not gonna say perfected. But we've improved the service agreement proposal process. Basically what we look at it as if we sell a dollar service agreements were gonna get a set up another dollar in that same year in repairs with those service agreement customers in a dialer and Installation of new equipment or controls from those same customers that's not perfectly ratio but pretty close.

--- Pricing ends ---

TIM

6:00 So we would pull back to the process not protected. We've improved the process. We're selling the service agreements, you know, getting quick quotes to the customers in terms and competitive quotes and, you know, basically we can create the quote the way the customer wants to, you know, basically meet his needs here's, his or her needs. We've really done a really good job of getting that out there. We've also hired more service account managers or sales manager, sales account managers so that we cover the territory better and by getting more contracts. So it's really, you know, as I said before one two, one to one, it's that's really gotten any huge part of our group.

QUINTON

6:48 Yeah. So, so getting your customers, you know, a service contract to where you're finding maybe pull through work is what we call it, you know, additional repairs that while you're out there, you're getting into more work just by, you know, being out the job site and then also surfacing maybe like the install like once you install as a system, you're also surfacing. It also, is that what you're saying?

TIM

7:08 Exactly, right. And that's basically a corporate business rog, they're building new buildings were, you know, just basically surfacing the ones that are already built. And then we're you know, replacing equipment when it becomes necessary to do so, as he does out or, you know, it becomes failed or whatever. So that's our, that's a core of our business. And really we look at our footprint, West Virginia is not really an area that a whole lot of people look at and say there's a growth opportunity. So competition is not over the top. Like it could be in some of the bigger cities we're more of a rural H VC company and we drive and that environment. So, you know, we still feel like we have 75 percent of the customers out there that we're looking at trying to do business with are still out there. So even in our footprint, we feel like there's a lot of room for, you know, more business.

QUINTON

8:06 That's awesome. You guys experience that growth. And, you know, what you guys do is really what service trade excels. That we were designed specifically for commercial service. A lot of our customers are doing a lot of PMS, finding a lot of pull through revenue. They experience a lot a large increase in revenue through service trade and that's you know, they're coming off of a process like you guys are, that seems pretty ironed out and you guys have obviously been, you know, doing pretty well, but service trade is a platform that's not just gonna be an expense for you but really help you guys make even more money. So, I'm hoping to show you that here today. If you did find something Tim, that would be, you know, a better fit. What you can see, you know, some additional growth, you might be able to utilize what would be the time line that you guys would be looking at to maybe put something in place. And what does that decision making process look like?

TIM

8:54 Yeah, like I said, there are a lot of other things we need to work on right now... and I hate that free. I mean, I'm doing I'm reviewing this but I don't really have a timeline for making a change at this point. I mean if it was, if it, if the tool that we're using right now is holding us back, no, I said there are some, there are some highlighted items that we could go in and, you know, that would be better but to stop the business the way it is to move over to a different path platform, you know, at this point just does not seem like a good business decision for me to make sure. Like I said, I'm interested in seeing what you have. I don't want to be, I don't wanna stick my head in the sand and say there's no way that I never do it, but at this point, you know, going through the amount of, you know, increase in sales that we've done in the last three years and I expect it should, you know, they'll do is they'll do the pro, it's definitely a possibility and our future, you know, I'm not, I don't wanna, I don't wanna put destructions in there that would make it difficult to continue that growth. And I'm not saying you're putting your system would do that. But that process to retrain our folks and, you know, steal folks on a new system that may have a couple of with the additional benefits. But the, you know, the current system is not really cold.

QUINTON

10:21 No, that makes complete sense. You know, your rights, software changes or not easy. It's not just a flip of a switch. It takes some time and, you know, the, these conversations typically start, you know, just with me showing you service trade today and maybe down the road as you guys might be looking to make a change, hopefully we're you know, in the back of your mind as the first one to take a look at. So I'm happy to walk you through that today.

TIM

10:45 Okay, perfect.

QUINTON

10:47 Cool. We'll go ahead and get started really like we were talking about service trade was designed for commercial service contractors. You know, we work with companies that have a small as three technicians all the way up to companies with 300 plus. And our mission is really simple. It's to help commercial service contractors be more valuable to their customers and sir, and help you guys grow your business. And we do that in three primary ways. The first and foremost is operational efficiency, simply put by streamlining your service operations and organize your customer data into one centralized location. We help you guys get the most out of the current resources that you have today. The second is about keeping and attracting more prospects. So kind of like what you mentioned with the customer experience and being able to communicate with your customers that's really where our focus is. There's. A lot platform I was out there that handles scheduling and dispatching, but they kind of forget about the customer experience side. So service trade is going to help you guys not only provide that better experience for your customers but also attract new customers in the process. And then third, and perhaps the most significant way that we help our customers grow is through our quoting features. So we basically make it really easy for your technicians to record repair opportunities out in the field. We then make it easy for you in the office to turn those repairs into quotes, and then even easier for your customers to approve those quotes with just the click of a button right now, service trade users, they experience on average of 23 point four percent increase in service revenue per technician each year. So we're going to walkthrough three different views of service trade today. The office view the technician view, but also the customer view what your customer would see. We'll start out here in the office and what your at as the service dashboard. So this is just basically a high level overview of your workflow as soon as you want a log into to the platform. So you've got a snapshot of the daily schedule of where texts are and where they are on the map as they clock in and out. You've got overdo jobs without appointments just to make sure that any recurring services or pins that you may have aren't slipping through the cracks on you, you're making sure to get them on the calendar. We have jobs without appointments during the next two weeks. So anything that's upcoming... past jobs to be marked complete is simply when the technician has completed their work order out in the field, it'll show up here in the office for you guys to review, make sure everything looks good before you go. Ahead and invoiced out to the customer and then finally a completed jobs, the invoice a file reminder to invoice out those jobs. So any questions here about the dashboard?

TIM

13:34 Yeah.

QUINTON

13:35 Alright. Next thing, we'll take a look at his customers and locations. So given the fact that you guys do commercial service, I'm sure you have customers that have that corporate headquarter, and then you service different locations for them. Cool. So to illustrate that, we've got the long horn steakhouse headquarters here and we're responsible for servicing three different physical locations. And each of these physical locations has their own location page where all that information for that one site is going to live. So for instance, the longhorn steakhouse here in Michigan, you can see all the contacts here at this location. You can see the services that you have do for them. These can be one time repairs. So as you guys, you know, complete these repairs, they're gonna fall into your service history. But this can also be where you keep track of your PMS. So setting these up are pretty simple. You come in here and assign a particular piece of equipment that you're going to be servicing, the description of the work. You can do, any preferred technician. So maybe texts that are skill to know late a particular labor or have a good relationship with that customer, estimated price and duration is for job forecasting. And then lastly, how often is this going to recur whether it's a quarterly semi annually, you're setting this up once it's on a rolling clock from there. So it's gonna remind you to schedule it, but also recreate each time that they're completed.

TIM

15:00 Right.

QUINTON

15:06 Next thing that we have our jobs and service trade are the pieces of equipment that you guys are, excuse me jobs or the work orders that you guys would complete out in the field. So you can see all your work where history of who was there and what happened. You can see the pieces of equipment that you guys service. So at this location here, I've got some generators, ice machine, a rooftop unit, walking cooler. But each of these assets has their own in particular page that you can click into and view all the information regarding the service history, make model serial number, information to attachments, maybe a piece of a diagram or a picture that you want to add to that unit. Is that something you guys are tracking now?

TIM

15:51 Yeah, we are, it's at your, yours is a little bit more visually pleasing but yeah, we have the voice you're going through very similar data. Maybe you got a little bit more robust data right there for an individual unit, but it, it's tough back into the system. But yeah, we basically have just like you said, we have, you know, work were you, we've got equipment view. We've got contact view, you know, each location has its own individual groups of those. There's other things that are there other opportunity on BuildOps that is very similar. You know, sure, no customer... in here. I've got the work orders which would be we're quartered history, active and past work orders again. Equipment. Yeah. You know, we have a service agreement. You have an agreement page, you get parts orders, you've got invoices that you've invoice that invoice history receipts being what money is kind of back end... leads, which is the tab we use for certain things. And then contacts that's that base with what's on reach customers, very similar stuff here's a little bit more visually pleasing for.

QUINTON



17:14 Well, the work order here, I'm just gonna go through this real quick and then we're gonna go out to the field. I'll show you what the technician see. But the work quarter is pretty straightforward. You've got your appointment details. You can as many different technicians to a single work quarter as you'd like. So I've got myself here on the job, but we want to add additional tax. You can also add additional as mean additional services as you'd like. So I've got us doing a refrigeration unit along with an HP AC unit. But, you know, if we had two technicians out here on this particular job doing these services, they each have their own work order. But as they complete those work orders, they're gonna come back here on the same work quarter in the office to keep all that information organized on that one particular job. You've also got parts labor an items here. So if you know ahead of time, what parts are going to be needed, you can add them to the work order or your technicians can add them themselves. And then lastly, we keep track of time and service trade in three main ways. So in route is going to be their travel time. You've got onsite the amounts and they're actually working and then job preparation. If that's something that you guys want to track. But all of it's based on their clock events. So when they clock in and clock out of jobs, you can see, hey, you know, I'm 620 Miles away from this job site. So how to windshield time before I get there? Hello out in the field and pull up the work order real quick. This is what the app looks like for the technician. So today, this is my work order that we have scheduled. If I click into that work order, it's in present the technician with eight different tiles of information regarding everything that we just went over on that location page down here at the bottom is their clock events. So if I click into that orange bar, you know, I can come in here and say, hey, I want to notify the customer that we're on the way to the job site and I can say, hey, Tim, we're going to be there around 11 30.

TIM

19:05 Okay.

QUINTON

19:07 Once they arrive, will clock out of in route. It's gonna ask me if I liked the clock in on site and then just click, okay, starts tracking my travel time or seeing them onsite time to get an idea of what services that were there to perform. I can click into services and see we've got the H back unit along with that refrigeration unit. But as we were working on one of those services, let's just say we did notice they deficiency that we want to go ahead and quickly log and get quoted to the customer. So I can come in and click on that deficiency tile and say, hey, I found a broken compressor...

QUINTON

19:44 And I want to describe these repairs in multiple ways. So maybe I wanna take a photo here of how bad that compressor looks, show the customer... go ahead and use that. I can also record the audio message. So maybe I'll say something like, hey, we're out here at this job site. It looks like we just found this broken compressor. It's an intake, these parts, this amount of time to fix it. We need to get a quote to the customer as soon as possible... once we save those attachments. And then what the technician through a few quick steps. The first being the severity. So say, hey, how bad is a problem for now? I'm gonna say it's an operable, it's not working. We're gonna tied it back to the piece of equipment that we're working on. So that rooftop unit. And then lastly state that it's a new deficiency. We just found it. Now when you hit save, you'll have to wait for your technician to complete that work order or maybe call those repairs back into the office. Your office is actually notify that, hey, quitting

just found that deficiency. And there's a link that will take them directly to that deficiency here in service trade.

QUINTON

21:03 So as I scroll down here at the bottom here's, that deficiencies section, there's are broken compressor... and it'll take us to a deficiency details page. So whoever is responsible for quoting it here in the office, they can see everything regarding this repair, where it was located. Quick description of it to work, where it's associated with it. There's some related deficiencies. So maybe you guys have done a lot of broken compressors in the past, you seen and want to swap out that entire unit. You can see that. And then also the attachments that are associated with it. Once it's ready to be quoted, you just click on create quote. And one thing that our customers really like is they build ability to create your own custom quote templates. So, you know, if you have a lot of similar repairs that you do, you can create as many different templates as you like, and attachments or quote. So I can say, I need a compressor replacement here's. My quote description along with the parts labor and items that are typically associated with quote like this. As I add them here to the quote, we can adjust things as needed. So, maybe, you know, this quote description needs to be adjusted for the customer or the parts labor. An items here needs to be adjusted. We can do so. And service trade then gives you a gross margin down here at the bottom on how much you're making on this particular job... when it's ready to be sent to the customer, you just click on that, send the customer button. You can adjust what you want the customer to or not to see. So we've got the attachments here. You know, we're showing them how bad that compressor is. But maybe we want to leave off the audio message because who knows what the technician was saying out in the field once it's ready, I'll go ahead and send this out to you, Tim. Do you have access to your email?

TIM

22:57 Yeah.

QUINTON

22:58 Yeah. If you don't mind if you can pull up that quote and approve it for me? I want to give you an idea of what the technician or excuse me, the customer would see out on their.

TIM

23:05 End...

TIM

23:17 Come in small?

QUINTON

23:20 Sure. We have the right email address for you. T as in ERINGER at Casto tech. Dot com. Alright? I'll send that one more time just to make sure.

TIM

23:32 My, no, my account of mine cast and to make sure it's my call. Sure. Yeah, there it is there.

QUINTON

23:40 Perfect. Alright.

TIM

23:41 Let me get release.

TIM

23:46 Do it from there... alright? So.

TIM

24:02 I really couldn't go back in or announcement comes from.

QUINTON

24:07 Select them through. Okay. It.

TIM

24:10 Was just caught up on my mindset. Mimecast, okay. Click your detailed approval. Okay?

TIM

24:21 Let's see here. Alright. So did the brute?

QUINTON

24:25 Yep.

TIM

24:35 Okay.

QUINTON

24:40 Cool. Yeah. What are you particularly like about that?

TIM

24:43 I just clean, I mean, it's a... nice looking document. I liked. It looks like it's pretty completely configurable, fairly configure, so.

QUINTON

24:54 Yeah. I mean, do you think that you guys to get more quotes out to your customers are posting workflow? It's approved?

TIM

25:02 I would say the possibilities there. And like I said, we've gone from an average of about... 120 to 170 last three years... there's always an opportunity for that to continue to improve.

QUINTON

25:19 Hello?

TIM

25:19 This is a cleaner than ours is a little, you know, over look and this is look a little monitor more what we're looking at like the ability to have pictures down there. I mean, that is the one one thing that I do think is pretty nice and then obviously, the functionality for the customer is fairly easy and I approve, it goes right back to you. Got a chance for put a po there and everything that's nice, right? I like that.

QUINTON

25:45 Awesome. Yeah. The history button nice too because it just gives you a full time line of when that quote was created all the way up to when it was approved, these two new button show up as well. So you can see, you know, okay, create job from quote, let's just go ahead and transfer everything from that proof quotes. So a new work order to get scheduled. But then there's also an add to an existing job button. So if the technician is still out there and you want to go ahead and attach it to that same work order, same amount of trip. You can do so as well.

TIM

26:15 Okay.

QUINTON

26:18 Cool. Let's go ahead and pop back out into the field down here at the bottom, you know, if the technician has a question on a particular piece of equipment, they can select that asset section and they can click into each individual unit and see again all the service history for it. They can see all the deficiencies I've been logged in the past on that unit. And then all the actual details regarding that unit as well, really easy for them just to quickly access that service history. When it comes to, do you guys do like maintenance forums or checklist?

TIM

26:54 We don't do a lot of that. I mean, we basically, we have the task codes. We try to keep it pretty simple. So for instance, if you're doing cool cleaning, we have a passcode says he has to 20. And there's... if you're doing a rooftop unit, that's bring annual to talk to you at 110, that type of thing. We got a long list of things. And underneath those task codes, the technician to have access to generic, you know, what you should do in this type of preventative maintenance task. So it keeps it pretty compact. So when we send out so preventative maintenance service work or say it's in the spring, we would have a rooftop you at 110 and it CVS to 20 and that's our filter change 110. So they know we leave that there and they then go into the system and say, hey, we're covered rooftop unit. So they'll know that you have to do that search for documents that's kinda weird.

QUINTON

27:51 Okay. And what about signatures from the customer? Is that something you guys are capturing?

TIM

27:56 Yeah, we've got, I mean, again, I mean, I look at all this stuff and I'm like, you know, shit in shut out, you know, is that the individual technician to use the system the way it's...

QUINTON

28:11 Right.

TIM

28:11 Put out there. So, you know, we do have customer signature block in some people use it, you know, a lot of other technicians if they had to look at and on their way. And it doesn't really create a huge amount problems for as long as we provide the service report to the customer, which does happen. I mean, they, basically, when they submit, they've gotta submit that so much. And typically, that's a pretty easy process. Usually the primary person that's supposed to get the service report is the email that comes up when they're filling out the server statuses and they want to add somebody else. They can do that as well. But that works pretty good. Again, your thought, we've been using the system for 20 years, it is, David?

QUINTON

28:57 And you mentioned your service reports, is that something that you guys are creating in the office for the customer or is that some of the technicians providing?

TIM

29:06 The, the technician provides that onsite now, I have the, I have like... a Microsoft tablet, okay? You know, that they can do it off of a phone that we typically, we're constantly tablets little bit more space and they're creating service support and they submitted, it will show up to the customer and it'll show up in the office on the.

QUINTON

29:28 Yeah. Okay. Yeah. So the, we call that the work acknowledgement here in service trade. So, you know, the technician can come in here and select the contact that's on site. They would review this with the customer and it would be obviously your branding, the picture of the tech and they can scroll through like the services that were done, parts that were used here's. That deficiency that we found for the customer. And then any comments that they want to add here, they'll be your disclaimers and warranties at the bottom and they can confirm and sign.

TIM

29:59 That's cool. Yeah, I like it.

QUINTON

30:02 And of course, it's attached to the work order and a copy sent to the customer. When a, when you're ready to clock out of the job, the technicians, you can click on the clock out button. It'll ask if they complete their services today, so they can check off that they did. And once they finished clocking out back in the office, it in real time, changes the work order to completed. When it's ready to be invoiced out. You just click on complete job, complete the job and create the invoice service trades and they give you a section here to adjust your cost as needed. And when it's ready to be finalized, you can adjust your pricing and then send it to the customer.

QUINTON

30:51 And on this invoice here, we send out what we call an invoice link. So the customer now has the ability to click on a pay now button, really helps with collections. So they can just come to the invoice, click on pay now and pay with a credit card. They can pay with an AC H. But sometimes the person that's paying that invoice is not always the person that was on site, you know, signing off on that work order. So you can actually have them go to a service details section that provides the customer will again a service report saying who was there here's, a file of the work and document that was signed off on. And then also any type of alerts as well that you want to provide them?

TIM

31:36 Nice.

QUINTON

31:38 Well, that was a high level overview of service trade. Any questions that you have through of what we've seen today?

TIM

31:45 What's the basically then this data that's for financial stuff. Definitely, what we do right now is we take fill out the data goes every Microsoft dynamics and that's what we do or financial stuff, similar type thing. You'd have to have some kind of conversion over to that obviously, right?

QUINTON

32:05 Yeah. We have something called like a service trade accounting connector which essentially sends over like our, you can do a couple of different things with like I think time for payroll stuff like that.

TIM

32:19 And then that system as well because basically, you know, we work with a work order takers, pick up a condenser fan load or something like that. He'll have a po for you and I refrigeration or supply house... abc. And that reminds us when we're going to build a job at that, he picked up that part. We don't miss that opportunity or, you know, if we don't have all the information we've received an invoice or whatever, it gives us a holding area that we got a complete that before we'll put the final invoice out. You guys issue POS. I mean, I was noticing where the gaps are picking apart. How do you control that in the system?

QUINTON

32:58 Yeah. So I'm sorry about your technicians are the ones creating the po is out in the field.

TIM

33:04 No call into the office for coordinate coordinator will create a unique six, did a po that the system generates, give it to the tech. He puts it on the go to the candidate and the candidate puts it on paperwork. So we can track it that way. So it's basically work currently, administrative people are creating that seo and issuing that to the tech.

QUINTON

33:29 Got it. Okay. On the work order, you can let me get back to that real quick.

QUINTON

33:52 So on the work order here, you can click on what we have here is like the job item. So if, you know, if you have a po, you can create it, you add your parts, labor or your parks here and you select the source. So if it's from a parts vendor, you can select what vendor it was that you're you purchase the parts from inner a po number, if you have one, the status of that, and then the delivery date, and then you can run different types of job reports to see, hey, out of all the jobs that we did this past week, what jobs have parts that needs to be ordered or parts that have been received or partially received. You can view all that information there.

TIM

34:32 Yeah, that's okay. Yeah. I mean, I like I said that this is obviously a more modern version of what we're using for sure. I'm just now does not looking to make that change at this point because the current thing is not holding us back.

QUINTON

34:51 Please understand that. And it's also like we talked about. It's a big change and if you guys are busy and things are working right now, I can see why you wouldn't make that show that switch. But hopefully, you know, down the road, if that's which does come, you'll think of service trade, I can provide you this recording from today's, meeting.

--- Wrap-up ---

QUINTON

35:08 So have in your back pocket for the future, maybe you want to show some of your office staff and things like that. But yeah, I mean, I really appreciate your time today. If you have any questions or if you want to reach out to me to schedule maybe a follow up meeting with some of your team. I'm happy to do so. And yeah, just, yeah, let me know.

TIM

35:26 Thank you, Quinton.

QUINTON

35:27 Thank you, Tim. You have a great rest of your day.

TIM

35:29 Alright.

QUINTON

35:30 Alright. Bye.

TIM

35:31 Bye.

*The End*