Dual Fuel/ServiceTrade Demo

Kurt Dillmeier with Accordant, Accordant Company, LLC, and Dual Fuel Corp
Recorded on 1/9/23 via Zoom, 59 min.

Participants

SERVICETRADE

Kurt Dillmeier
Field Manager

Tanya Eney
Partner Manager

Brett Griffith
Territory Manager

DUAL FUEL CORP

Simon Farhi
Chief Financial Officer

OTHER

Topics

Transcript

SIMON

0:00 Okay. So, Kurt, how do you wanna begin?

KURT

0:06 And did you invite Kim Butler or?

SIMON

0:12 Career from the coding?

KURT

0:15 Yeah.

SIMON

0:16 I see that she is on the invite. I don't know if she's joining or not.

KURT

0:21 Okay. So, okay. To. Okay. All right. Well, Tanya is... here really to discuss some of the specific questions you had as it relates to our integration with intact.

SIMON

0:47 Hello?

TANYA

0:48 Hi.

SIMON

0:50 Looks like craft.

TANYA

0:53 Yes, he does look frozen. So, what he was saying is that he brought me on because I understand you guys have recently purchased intact.

SIMON

1:02 That's right. We're doing implementation of impacts with a core.

TANYA

1:07 Okay.

SIMON

1:08 And, you know, we're looking to go live in may on intact.

--- Accounting integrations ---

SIMON

1:14 And then currently, we're on help desk and looking for a new service platform that integrates better with intact. Okay. Yeah.

TANYA

1:25 So, we, I'll share my screen here and just talk a little bit about our integration. You see my desktop here with the intact?

SIMON

1:37 Yeah.

TANYA

1:38 Okay, perfect. So, we have a native integration with intact so it can be configured to, you know, customers can move between the two systems either starting in service trade and going to intact or vice versa.

--- Accounting ---

TANYA

1:55 You know, in a service business, you have locations, those locations can be set up as trial customers or as contacts in intact. If you are, did you guys purchase the Construction version? Okay? So if you choose, every service job can be set up as a project in intact. Some customers want to do that, others op, not to, then we.

SIMON

2:21 One second. So the jobs only go one way, we can create jobs and impacts and have it go to service rate.

TANYA

2:29 No, I'd be starting with service trade and going to intact.

SIMON

2:34 So, here's the, you know, I guess on top three, right? So we think of our customers so to speak, or jobs on three levels, right?

--- Recurring maintenance ---

SIMON

2:44 There is the customer. So let's say cording, there is the address, one, two, three main street, and then there's the job which could be a boiler job. It could be a chiller job, service, you know, whatever.

TANYA

2:57 And...

SIMON

2:57 We have multiple jobs for the same location and multiple locations for the same customer.

--- *Accounting* ---

SIMON

3:04 Okay? Now, some in our business, we have the service department which I'm you know, is kind of the key here, but we also have installations department and other controls departments, right? So... I'm just thinking how this would work... because we would have to make the customer in intact, the location... in intact.

--- *Type of work* ---

SIMON

3:38 But then if we do a service job, it would start in service trade and we do an Installation job. I assume we could, we would still make that an intact, you know, for our other departments.

BRETT

3:50 So.

TANYA

3:51 Yeah. I mean, I guess those Installation jobs or those larger projects that are you're are you gonna wanna schedule those and like dispatch those or there's more like larger projects that just get worked on that have budgets and change orders that really are out of the service department?

--- *Accounting* ---

SIMON

4:08 Right. Yeah.

TANYA

4:09 So those could have intact jobs. So it's almost like you have so like two sets of jobs there's. All of the Installation, larger Construction jobs that I most, I see most

often are just set up an intact just run through intact. There's no reason for them to touch service trade whatsoever.

--- Recurring maintenance ---

SIMON

4:27 Okay.

TANYA

4:27 Then you've got the service work, maintenance work, you know, recurring service work. Those jobs would get set up in service trade because we're going to schedule those, you know, really the starting point is going to be somebody in the service department creating those. And so their main software they're going to be using probably is going to be service trade, setting up new, setting up new jobs, getting them scheduled. And then those corresponding jobs that they've created just flow through over into intact.

--- Accounting ---

SIMON

4:59 Okay. Are you gonna be able to send me this presentation?

TANYA

5:03 Yeah, yeah.

SIMON

5:04 Yeah, definitely have to take a lot more notes.

TANYA

5:07 No, no, I'll send this to you. So when a job comes over, we typically add a prefix in front of it like st, and then a job number. So, you know, off the bat and there's you know, there's job types and the job screen. And so some customers will have it come over that all the jobs coming from service trade get categorized as like a service job. So then when you run like whip reports or anything, you can separate out service from Construction.

--- Invoicing ---

TANYA

5:36 So to speak... now in service trade, you can create an invoice. You know, there's a lot of benefits to that. It's got a service link that the customer can click on and see all the detail behind the work that was done et cetera. So we pass over that invoice over into the order entry section of Sage as an invoice.

--- Parts management (inventory) ---

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

5:58 And then we can also if you have recurring invoices and you do those through service trade, those can get passed over as well as an invoice in order entry. Now, purchase orders and inventory. How we work with intact is using our purchasing an inventory module called partsledger, and that information syncs. So if you have to do that module of say a service trade, then that will sync over as every time you create a receive a purchase order, that receipt will come over as a receiver into stage. And then any inventory transactions just getting moved over as journal entries. If you are tracking inventory.

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

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

6:41 So...

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

6:43 There's a couple of different of these workflows depending on like who is the quote? Like record of truth? If things are starting in intact, then as we talked about that, a new customer would get created an intact written to service trade and then it would write and create the new customer and service trade the same with a location. So as you're describing that hierarchy, you've got a customer and then they've got multiple locations. So every time you create a new location, it would sync over and create a new location service. Straight. Then you create a new job in service trade. Either at that point when the job is created, it can auto sync and create a job, an impact or some customers wait until they create the invoice.

<div align="center">*--- Invoicing ---*</div>

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

7:26 And then it does both those things at the same time just depends on your settings and how you configure the integration. So then the job gets invoice that either also creates the job or it just creates the invoice depending on if you had it created back here or not.

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

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

7:45 Okay.

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

7:47 Then there's this workflow which is like is really service trades, the record of truth, I create new customers in service trade. I create locations and then nothing syncs to intact until a job is created because you may be quoting out of service trade and brand new customer. And you don't want that brand new customer to hit intact until they become a customer that they've signed off. And, you know, agree to move forward with you with the job. So you may have to do this workflow. So we have a lot of options with setting up the integration as, you know, who starts things.

TANYA

8:21 Is it Sage? Because I want accounting to start it. But then if you're gonna do quoting out of service trade, you may be like, wow, I really want to be able to set up customer prospects really inside of service trade and I don't want them to go over to Sage until I mark them as an active customer.

--- Parts management (purchase orders) ---

SIMON

8:38 Okay. Yeah.

TANYA

8:41 So, then if you are doing, looking at our partsledger module to do purchase orders, then you would create a purchase order in service trade, any items from that purchase order would get added to the service trade job for costing purposes. And then when the items are received during the shipment receipt stage or receiving, then that receiving piece... syncs over to Sage as a purchase receiver.

--- Accounting ---

TANYA

9:11 And then you receive your ap invoices and match up against those receivers and side of intact.

SIMON

9:16 Okay. By the way, you had some just going back here, it's something about sales tax on one of your previous slides. Yeah, there, no, the one before that, I think... best practice for customers reporting sales, I see. So this workflow, yeah.

TANYA

9:38 If you've got sales tax, you've got a track and report you could use.

BRETT

9:43 Actually, we're...

SIMON

9:43 Gonna be, we're gonna be implementing Aaron.

TANYA

9:49 Okay. So we also work with Valera. And so if you're going to be using Valera, then we can, you can also connect it to service trade too. And so it's pulling and the way service trade works with sales tax, like in some systems, you set up a customer, you assign this belongs to, you know, suffolk county, New York sales tax rules. But in

service trade, we set up all of the zip codes just like Valera does. And so it reads a little bit more granular that when the, which is actually really nice because then you just put in the zip, you know, you put in the customer's address and it immediately knows who it belongs to.

SIMON

10:30 Right?

TANYA

10:31 So, this best practice for sales tax reporting is if you're gonna report out of intact and you want to control like you're gonna do you're gonna do your reporting out of intact. So you would control when you set up the new customer, what sales tax group it belongs to et cetera. So that it can push that information. The zip, the, you know, the zip code gets pushed back to service trade, but intact, the one that's the final, the record of truth on the sales tax essentially.

--- Parts management (inventory) ---

SIMON

10:59 Okay.

TANYA

11:04 But we do have plenty of customers that use Valera and we can work with that. Now, do you guys have inventory? Are you gonna be tracking inventory?

SIMON

11:13 Not yet, you know, at some point in the future, we will implement Sage inventory.

TANYA

11:22 Okay. So you can do inventory, two ways, you can do it in Sage or you also service trade can manage inventory as well. And then we just pass the journal entries to the go.

--- Accounting ---

SIMON

11:34 Okay. We'll probably do it... in Sage because we have inventory for other divisions, you know, on service trade. So it's probably easier.

TANYA

11:44 Sure. So we do work with that. So when you, when we send over this invoice, you can set up the items inside of service trade that match the items in intact.

--- Parts management (inventory) ---

TANYA

11:55 So it really just passes over all the usage to Sage, you know, here's an invoice. We use three widgets, it let's Sage know the three widgets were used from this warehouse. And then when the invoice the order entry invoices process, it will relieve inventory at that time.

SIMON

12:11 Okay.

--- *Accounting* ---

TANYA

12:14 So, you have some options with how you wanna manage the inventory... but that's really the bulk of it. I mean, there's you know, there's a lot of configuration that goes with some of this stuff like, you know, rules because we do tap into a lot of the dimensions, like do you use departments? Do you use classes and we can define rules to how those dimensions get populated based on, you know, is it based on a location? Is it based on a type of work type of job? We can tell Sage to, you know, code, the department based on the logic that we put in place from what comes out a service trade?

--- *Tech time tracking* ---

SIMON

12:54 Okay. Do you guys have time tracking also in service trade?

TANYA

13:01 So we can collect time. So as text clock in or clock out or they log in time on their screen, you know, log in that they were here for three hours. Yes, we can collect that time.

SIMON

13:14 Okay.

--- *Accounting integrations* ---

SIMON

13:22 How does the, if, how would, so right now, we're using Quickbooks time for our time tracking.

TANYA

13:28 Okay.

SIMON

13:30 And we're moving from Quickbooks... to intact. How would it work? You know, in terms of, you know, if we were to collect time and service trade, you know, how would that work in terms of integration? In terms of Sage intact?

--- Tech time tracking ---

TANYA

13:47 Are you planning on doing payroll in intact?

SIMON

13:50 No. Well, it's complicated because on our Installation side, we do a lot of prevailing wage, okay, which requires a lot of kind of rage determination. So, I don't we're trying to figure that out now, which is why I'm asking, you know, we use adp for actually doing the payroll and we're trying to figure out like, you know, how to create the whole workflow.

--- Accounting ---

TANYA

14:12 Okay. So we have customers well intact payroll is, you know, coming newer. So we don't have anybody using their payroll. We, so we've not like mapped out how we're going to integrate with their payroll yet. Like what's the best way for customers using adp. You know, if we're collecting time inside of service trade, we can export, we can build like exports out of service trade like a script that pulls out the data for the week like give me all the hours by employee for the week and also, you know, list the job that they worked on, so that can all go in, you know, be uploaded into adp. So adp can process and then spit it back out to get to intact.

--- Accounting ends ---

SIMON

15:03 Okay.

SIMON

15:10 So, I haven't actually seen servers create. Do you have the ability to like demo it and show me some of this?

KURT

15:16 Yeah. No, that's where I step in. So, I mean, I was.

TANYA

15:19 You...

KURT

15:20 Know, rather than, you know, again, have Tanya wait until we reach the invoice part of the demo just to see if you have any questions. I will let her go.

SIMON

15:32 Yeah. If you could just send me that presentation. Yeah, yeah.

TANYA

15:36 Send it over to current and brat and they can forward it on to you. And then after, you know, if you've got other questions as we get deeper into it, we can definitely hop back online, but Kara cord, they've done that. We've worked with them on several integrations, you know, intact in service trade. So they're pretty knowledgeable as well.

SIMON

15:52 Very good. Thank you.

TANYA

15:54 Nice to meet. You have a good time.

KURT

15:57 Thanks, Tanya.

TANYA

15:58 Thanks, guys. Bye.

KURT

16:02 All right. Just before I get there, I also have Brett... on the call. He's the itm two that I work closely with. So he and I will be in contact with you, Simon, as we Progress.

BRETT

16:21 Nice to meet you, Simon.

SIMON

16:23 Hi, Brett.

KURT

16:25 So real quickly who we are dedicated to specialty commercial service contractors in this kind of mep, mechanical, electrical, plumbing, boiler vertical. We've been around for just over 10 years headquartered out of Durham, North Carolina and have about a 1,050 customers now coast to coast and in Canada.

SIMON

Okay.

KURT

Who are our clients? One that we spoke about last time, M PM boilers, but a lot fall in that kind of fire life safety hvac vertical. As far as our approach to how you communicate with your customers, right? I think what's interesting is you seem to have, you know, like most of our prospects, you know, keen appreciation for... the Amazon like experience that your customers are having with you.

--- *Customer engagement* ---

KURT

So our first touch with our customers is end route notification. So when your text clock into a job, they can send and route notifications on their way to the service work that's kind of the first touch with the customer service link is another way once you've completed the service, you know, kind of a review of everything that was done.

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

KURT

Any checklist, you might have... you know... any documentation that's important or any deficiencies that were found are going to be on this service link, which is effectively sent to the customer by email. And they have that hyperlink to this page... invoice link. Again, you can invoice out of service trade.

--- *Invoicing* ---

KURT

What you're seeing here is an ability for customers that use service trade or our customers that are sending their clients invoices for them to pay. Now, three credit card. And then this blue ribbon here will basically say, okay, you know, what am I paying 1,300 dollars for that blue ribbon will take them back to the service?

SIMON

Okay. So you, so we would take, you take credit cards?

KURT

Yeah. Using our merchant partner, your customers can pay you by a credit card. Yes.

SIMON

And are the... are we gonna have to install anything? Or it doesn't really matter to us whether they pay by credit card or as, because it's coming in through you.

KURT

19:07 I'm gonna ask Brett to back me up here, but there's nothing that you need to install, nor do I believe your customers to install it's? Just an agreement, our merchant partners stacks. And I think it's just, you know, there's going to be very similar credit card fees that stacks pay, you know, is paid for the use of being able the credit card online, but that's it.

--- Quoting ---

SIMON

19:33 Yeah.

BRETT

19:36 And we'll send you a copy of what the transaction fees are along with. I'll, write down everything we need to send you and send you an email after this.

SIMON

19:43 Right?

KURT

19:46 Online quotes, anytime you do find a deficiency, we've found through our data, that quotes that have three or more pictures associated with them are three times more likely to get approved.

--- Customer engagement ---

KURT

19:56 And then the last is a service portal where your customers can come in through user name and passwords that you're providing them and basically enable them to get through the gateway. If you will into your data which you own to either request service or look at invoices or pay invoices or... no, that's cool.

--- Customer engagement ends ---

KURT

20:20 Yeah. Yeah. You know, basically all that we continue to build out is based upon our largest customers. We have two round tables a year every six months and we sit down with them and kinda go through now as a technology company, you might appreciate, right? There is a hierarchy in terms of what's most important and those things that we feel we can scale very quickly and get to market and be a benefit to our largest customers. Or basically at the top of the list. Yep. Any questions with the slide presentation? No. Okay. So what you're looking at now is service trade. This is effectively the office view. And as you well know, we don't charge any of the office staff for service trade. But this is kind of where you'll get a sense in terms of what's going on at Dual Fuel, you know, your daily schedule, any overdue jobs without appointments... upcoming appointments that you need to schedule... jobs marked past jobs that need to be completed. This is when the tech has finished their work. At that point, it's important that the office review to make sure time material items are all correct before the invoice is sent out. And then completed jobs to be invoiced.

KURT

22:02 And then what you're seeing on the right side here is basically we aren't a tracking software for your text, but they will drop pins as far as Geo locating when they're clocking in and clocking out of events. Yeah. So what I've done was I set up a job and what you're looking at here is my office, give a Bill to and ship to.

--- Recurring maintenance ---

KURT

22:29 So the Bill to is JP Morgan headquarters. This particular ship to is happens to be their largest office on 270. You can see effectively the work that we're going to be asked to provide. I will quickly just take you to the location page. So here's the location page again effectively that whole hierarchy that, that's very important to your particular example. Bill to ship to. Here's, our Bill to the, this is a specific ship two. And we can add any number of locations under a Bill two. But what the ribbons, are you're seeing here all the services that were either input in the system and recurring services or any one time service is emergency calls... any jobs, you can see all the past jobs, what they were, and when they were completed... we track assets.

--- Assets ---

KURT

23:43 It's one of the things about... ServiceTrade that we really kind of it's most important to our commercial service vertical. And especially with boilers, right? These things are very expensive, large assets to be able to access that information. And the text can access that information as well at their fingertips in the field to be able to have, you know, full history in terms of any work that was completed on it or any more details available to that asset... is something that service trade really, you know, is one of the founding pillars of our.

--- Assets ends ---

SIMON

24:28 So hold on for one second. Sure.

--- Customer engagement ---

SIMON

24:46 Okay. I'm back with you.

KURT

24:48 Okay. After the assets, we have any deficiencies, what, you know, when we say that our customers are growing their revenue on average 23 percent after the first year with service rate, it's really our deficiency loop and the ease at which text can identify and quote those deficiencies in the field.

KURT

25:09 They're not actually completing the quote. But once that quote, once that deficiencies identified in the field, it's very easy for the office to get that quote out... to the customer. And as evidence here are some quotes... any contracts, what's nice is you have an ability very easy within server trade, whether you have different... pricing markup rules, whether it's you know, premium gold standard kind of pricing metrics, you know, people in the office or not looking at what the markup rules for particular customers, you know, they just can pull from the contract and it's going to have all those rules within the contract.

--- Pricing ---

SIMON

25:53 Yeah. So.

KURT

25:58 Yeah. Go ahead.

SIMON

25:59 Sorry, just go back to, can you go back to contract for a second? So how would that work in terms of like integrating with intact, right? Because if, you know, generally we do like 12 months month contracts... they renew, you know, they usually renew three five, whatever percent higher.

--- Pricing ends ---

SIMON

26:19 We've recognized that revenue monthly. So, you know, obviously there's a lot of accounting around contracts. So... excuse... you, walk me through like the contract renewals and how all that integrates with intact.

KURT

26:38 I'm not going to be your resident expert as far as how they interact, but really, I think you're trying to make it a little bit more complicated than it needs be once your contract is up for renewal, you will get a notification that hey this, right?

--- Pricing ---

KURT

26:55 This expiration, this contract's expiring and we'll call it June of 2023 you might want to have those conversations now and leading up to that June month, whether you're going to renew or not, let's say you do renew, and it's decided or determined that there's a, you know, blanket five percent increase across the board.

KURT

27:19 You can build that in to your... pricing rules within a new contract and then effectively take that contract and just roll it out the term of the contract.

SIMON

27:31 Okay. And then...

KURT

27:39 So I think what you're thinking about... is... and this might be different for those one time large Installation deals. But as far, okay, then if we're talking recurring services those.

BRETT

27:54 Should...

KURT

27:55 Live within service trade, they will not live inside of intact again. And Brett back me up here. But... the, those recurring services, those contracts you sign one three five year, whatever the term is and whatever the markup rules are, should always live within... service trade.

BRETT

28:23 So, what you're seeing on Kurt screen here under contract, this is like the pricing contract behind it.

--- Recurring maintenance ---

BRETT

28:27 And then up at the top of this page under services, the actual scope of work you deliver under that contract.

SIMON

28:34 Okay. Yeah. We would, I would have to figure out from an accounting point of how that integrates with... within tack, what we could come back to that.

KURT

28:44 So I'm just curious what's the specific question?

--- ST app contracts and pricing ---

SIMON

28:47 Well, you know, if we Bill for a 1,200 dollar contract, right? We would want to recognize that revenue monthly over the course of that contract. So 100 dollars a month. So, I don't think that part like I don't know maybe that part, the revenue recognition of the contract is in service trade, but it's probably something we would have to do on the intact side.

KURT

29:18 Yeah. At this attachment level, you do have an ability to send recurring invoices which might solve for that specific need, right? Even though it's a three year contract, you might be billing every month, which this would be able to solve for in recurring invoices. I think that's maybe again, we should default to maybe that conversation with Tanya and allow her expertise and what she sees, what best practices are, where to handle that.

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

SIMON

29:48 Okay.

KURT

29:53 Any comments, you know, these can be for service trade. It could be for the customer typically especially within New York. There's you know, elevator codes might change. A lot of times, work's being done at night when very few people are in the building again, just any way to make... the tech more powerful in terms of the information available to them to complete their job?

--- Accounting integrations ---

SIMON

30:20 By the way, do you integrate with slack?

BRETT

30:24 You too?

SIMON

30:27 We...

BRETT

30:29 We can integrate with slack through zappir. Have you heard of zap?

SIMON

30:34 Yeah, I have, so like right now, we do like if a tech goes to a site, put some comments, you know, writes up, you know, something in service trade. Could that, so with zap here, we could export that to slack, you know, for other people in the company to see.

BRETT

30:51 Exactly, right? So, it would be a matter of writing the zap of, hey, I do this in service trade. This is what shows up in slack or what whatever the direction is, and that's something we would have to work out or scope out. But it's definitely possible. What I'm saying?

--- Accounting integrations ends ---

SIMON

31:06 And would that work both ways? So let's say tech write something in service trade and, you know, it goes to slack. And then our, you know, with an engineer who makes a comment about it in slack, would that then go back into service trade?

BRETT

31:23 Yeah. So it can go both ways and go either way you guys set it.

--- Accounting integrations ---

SIMON

31:27 Interesting.

BRETT

31:28 If this happens in whatever program?

SIMON

31:31 Okay. No.

KURT

31:35 One thing I would say Simon is that.

KURT

31:42 As far as technology concerned, it's very cool to ask a lot of things and make sure everything's integrated. You know, sometimes little things like that, it might be, you know, slightly an additional cost like what Tanya reference about inventory tracking is a complete is a module that sits, you know, it's integrated with service trade, but it's an additional cost.

--- Purchase decision ---

KURT

32:05 So, you know, sometimes, you know, the, you know, when people say, yeah, I'd love all those things and everything sounds great. And then they, you know, look at the cost. Well, sometimes you can get a little bit expensive. So I just want to, you know, be mindful of that.

KURT

32:21 And last but not least any attachments. Again, in your example, you're gonna have probably, you know, boilers, you could have, you know, the manual, any unlimited number of pages. What I love our cofounder always says is that data in the cloud is pretty cheap. So, as far as attachments or any information as it exists on this page, pretty much there are no limits to it.

--- Assets ends ---

SIMON

32:51 By the way, how are you familiar with them helped us?

KURT

32:55 I think Brett might be more than.

BRETT

32:57 A little bit, yeah.

SIMON

32:59 Have you had any clients transition from M desk to service trade?

BRETT

33:05 Cool. I've been working here a long time off the top of my head in the past couple of months, no, but probably over the past three or four years, yes, I could look deeper into it for you. What's your?

--- Accounting integrations ---

SIMON

33:16 Well, what do you?

BRETT

33:18 We're...

SIMON

33:19 We're on help desk now and we're not utilizing M helpdesk to its fullest capabilities. The main reason for us wanting to change is because we're going to impact and from what I understand, service trade and a couple of other potential companies have better integrations than M helpdesk.

--- Type of work ---

SIMON

33:41 But I'm wondering just in terms of the platform itself, what... like just what are the advantages of service trade over helpdesk?

BRETT

33:51 I would say, I mean, yeah. So the big thing, I think, you know, service trade itself as a service management program. It's designed around commercial service contractors. A lot of times, what I hear from the companies, I speak within your shoes when they're using help desk, they typically have a pretty large residential division, meaning it's made for residential companies as goes throughout the demo today. I think you're gonna see how service trade really caters more towards commercial contractors, but I missed the first couple of minutes of our meeting. Are you guys 100 percent commercial?

--- Type of work ends ---

SIMON

34:26 Yes.

BRETT

34:27 Okay. So that's probably the number one thing I hear. I haven't heard M helpdesk in a couple of months, but I can do some research here in the background if give me a sec, and then I can tell you what I find.

SIMON

34:38 Okay.

KURT

34:45 So... once we've gone from our location page... I'm gonna jump back into this is now the job that I've scheduled recurring services for myself and Brett.

--- Access to information ---

KURT

35:05 And now I'm gonna jump into the field. So this is... Simon, you can see my screen.

SIMON

35:11 Yeah.

KURT

35:13 So, this is service rate as far as from the text perspective, you can see that it exists on my phone... just like any number of apps works on android and iOS devices. Are most of your guys iPhone or iPad?

SIMON

35:32 Inter mix?

KURT

35:34 Okay. So whether it's android or iOS will work... but basically, I'm looking at my schedule and I'm just gonna schedule by filter today. I see here, I have an inspection at JP Morgan Chase. So as referenced before I can clock in and route... from there, I can notify my customer... and send that to you.

KURT

36:08 So if I got your email, correct, which I'm confident in it and pasted it, you should get an email. I presume you have access to your email right now?

SIMON

36:17 Yup, fire is on the way.

KURT

36:20 Perfect, right? So that's going to have Dual fuel.

KURT

36:22 And again, a lot of what people miss about service trade is that the marketing of your product to your customers, just the way that you and I see Amazon. And once we see Amazon, you know, we kind of think of a right superior experience, you a full history of everything we ever bought or easy to purchase something or... it's just, we don't when we think about purchasing, our first thought is Amazon. And what we're attempting to do with Dual fuel or any of our customers with their customers, right? Is to make their experience with Dual fuel, right? When they think about any needs they might have or an emergency, that Dual fuel is just popping into their head and they call it marketing impressions per service, taking that logo, Dual fuels logo and getting in front of your customer.

KURT

37:22 The more you can do that with the elevated service, the more likely again, if we ever experience an economy, which is maybe, you know, who knows if we're in a recession still debatable right now. But the point being, is that well we...

SIMON

37:42 I get it. I get it.

--- *Pricing* ---

KURT

37:45 You're you're Installation?

SIMON

37:47 Yeah.

KURT

37:49 Right. And so someone's not gonna combine and say, you know, I can cut to fuel by 50 percent, give me your business and I'll say, no, I don't care how much you decrease your cost, their services superior. I rather pay a premium for their service.

--- *Tech On-site* ---

SIMON

38:04 Yeah. So.

KURT

38:06 So, I'm clocking out now. I've clocked in on site. I can see the services that I'm here to provide here's. An fda 72. Any attachments that might be associated with this particular job, you know, before and after I can take a photo of, you know, my screen coffee cup... what you're also seeing here is a form has been populated.

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

KURT

38:38 I'll come back to that in a second... here. I can just use for.

KURT

38:48 Any job items? So, think about your boilers. Think about you guys on the trucks. I would suspect given boilers in the history or how long they've been in some of your customers basements or wherever they're located that there are probably some items are running to home depot or Ferguson to complete the job. Is that a fair comment?

SIMON

39:14 Yeah. All.

KURT

39:15 Right. So, all they'd have to do is add an item. I can just say what will populate here is all your items list. But if I know, I'm just right, grabbing a widget off my truck. And right? I could say it's truck a, that's my truck again just to make sure

we're... you know, accurately tracking everything, the cost that goes into performing this job.

--- Deficiencies ---

SIMON

39:48 Yep.

KURT

39:51 Any assets in this particular instance, got the along device... any contracts, or contacts, any comments? But I'm just gonna jump to deficiency... you know, let's just say.

KURT

40:17 Casket needs... replacement.

KURT

40:25 And... I'll take a photo of the gasket. What I think is important here is I can take an audio memo. A lot of the times text when they find something deficient in the field, they don't like the type. But more importantly is describing what neat work needs to be done, such at the office. When they get this information, they can accurately... price out that quote.

SIMON

40:57 Does that automatically transcribe from audio to text?

--- Deficiencies ends ---

BRETT

41:05 No.

KURT

41:07 Not in this example, but I've got a broken gas kit. You know, this is a, you know, Pearson 72 boiler gonna need that. A special part might have an inventory might not, might have to see if we can find it from somewhere else. Okay? But that you still can talk to text... in that example on the audio memo that will talk to text, but you'll see, I'll say has defects, but it's still operational.

--- Deficiencies ---

KURT

41:41 We'll say it's...

KURT

We'll say it's new. What I can do here though is talk to text.

SIMON

Okay. Okay.

KURT

Yep. Again, this is the gas get that's broken.

--- Deficiencies ends ---

KURT

Same boiler might want to reach out to management, let them know I've been there five times in the past two months, might wanna think about replacing the boiler or thinking about budgeting it in for 2023.

SIMON

Okay. Can we, and I have a hard stop at three? I really wanted to understand more of the office work folks, right? This looks fantastic in terms of the fields and a lot of this stuff here is stuff that, you know, we wanted to do. We just, you know, aren't set up to do which is great. But in terms of, you know, the... you know, we get a call... you know, how it goes from there to... you know, dispatching, you know, once something's done like how does it kind of get passed back and forth between the various people in the office?

--- Tech On-site ---

KURT

I'm just going to quickly close this out just because this is the tech is done is work in the field. So what I did was I finish that job.

SIMON

Yeah.

KURT

So once see now you can see from the office perspective, it's completed, right? So the tech is clocked in, clocked out, but it's still in Progress because this is the point where I need to review to make sure everything's done so, and everything's correct. So in the office now, to answer a question... let's just see here real quickly, I think I added a widget.

--- Parts management (purchase orders) ---

KURT

Right. So up here, right? The tech added, I added that widget in the field. So what I'm gonna do is from the office perspective. So yep. Okay. We're going to bring

this down. Add this to the service. They might have said, you know, what... let's say... you know, whatever it might be some sort of gauge or whatever it might be, and it's gonna populate the cost.

--- Tech time tracking ---

KURT

44:17 Again. This is the office to make sure that everything that the tech did sometimes, right? You get techs that might be forgetful. They forgot to add this or add that. But as far as the items are concerned, we okay with the items here, are the clock events, right? So you asked about tracking time, we'll go into this on our second demo where it's what we call time card, where you can track time in the field. But what's nice about this is that, you know, Brett forgot the clock out. So what I'm gonna do is I'm gonna come in here and say, okay, add a clock out and save that.

--- ST app contracts and pricing ---

KURT

44:58 So now I was able to easily just solve this, the problem which was Brett left the job and forgot the clock out.

SIMON

45:09 Right?

KURT

45:11 Assets. So once I've kinda reviewed to make sure everything's correct as far as time material... complete the job and create an invoice. So again, it gives me one last time to make sure I have the correct contract, standard, default, contract, the, and all the materials.

--- Quote templates ---

KURT

45:35 And I'm gonna create an invoice. Once I create the invoice. Again... what I can do is I'm sure you have different customers and what they want to see or like to see. I can do it any number, any imagination you can think of in terms of line items, brand total. Basically, we can format in such a way we'll just keep it with the line items.

--- ST app contracts and pricing ---

SIMON

46:05 Yeah.

KURT

46:06 Also gonna give us a kind of a just a quick margin, right? Let's say this was negative. Obviously from the office perspective, it give us, you know, a reason to look

closer at why is our gross margin so low? But everything looks good. Here are notes. We can add any more notes right? Casket was broken... looking into.

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

KURT

46:42 Save that, and... I'll send an invoice link. I'll send that to you. You're gonna get?

SIMON

46:58 That link is staying in service trade or that's going into email?

KURT

47:02 Yeah. Check your email.

SIMON

47:08 This is, I see. So this is coming to me for approval.

KURT

47:11 Hello? Nope. It's an invoice.

SIMON

47:16 So, how would it work for approval? Let's say our dispatcher is preparing, you know, preparing the invoice or customer service or preparing the invoice, but we want our service manager to approve the invoice before it goes out.

KURT

47:31 Approve the invoice before wait. So you're the example before it sends out of Dual fuel.

SIMON

47:40 Before it goes out from Dual Fuel. Yeah.

--- Invoicing ---

KURT

47:43 They would just have access to this and to service trade to ensure that you know, they're the last person to overlook to make sure everything is correct before it's invoiced.

BRETT

47:56 So actually cut, if you wanna go back to the invoicing screen... there's another way to do this. You actually like go to the invoice not the pop up.

KURT

48:09 Sorry?

BRETT

48:13 So, if you hit that little pencil above like transaction date, January ninth, 2023 right here, you can move it to a needs review status where the person who made the invoice can drop it in, needs review. And then the person who needs to review it and run a report, find all those invoices, review them and then send them out to.

SIMON

48:31 Okay.

KURT

48:43 And so if you have it in front of you, so I'm gonna wanna click on the pay now button?

SIMON

48:52 Yeah, yeah.

KURT

48:54 Or click on the blue ribbon.

SIMON

49:02 Yep, that's all my credit card in. Let me... I can put all my credit card info in.

KURT

49:11 Yup. Two options pay through, you know, credit card or three CH.

SIMON

49:15 And again... Dual Fuel isn't keeping the credit card info, right? So we don't have to deal with the compliance of all that, that's essentially you guys keeping all the credit card info. Is that correct?

KURT

49:28 Stacks, right? Brett.

BRETT

49:29 Yeah, not us but stack, which is our payment processing software.

--- *Invoicing ends* ---

SIMON

49:33 Okay. Okay.

KURT

49:42 And after... and also, it's pretty neat here. You can see... basically have the ability to, right? A lot of times you're seeing an invoice. You know, you never sent me the invoice. Well, no, actually, I saw that you picked it up at 248 today.

--- Dispatch ---

SIMON

50:05 Right. But can we go back to the top of the process? You know, call comes in to our customer service person and then, you know, she's gonna take it down and it's gonna go over to dispatch. Yeah. So, like how does that, you know, workflow happen?

BRETT

50:28 So, just to clear that up, Simon, you said someone calls in, someone writes it down on paper and then it goes to the dispatch.

--- Assets ---

SIMON

50:35 So, what happened is somebody will call in to brownie. She's our customer service representative, right? You know, somebody will say, I don't have heat and hot water in my building. Okay? Then brownie is going to take all that information. You know, this is the building. They don't know if you didn't hot water, blah blah blah, that will go over to the dispatcher knows where all the, you know, who's at what job who's available?

--- Dispatch ---

SIMON

51:03 And the dispatcher is going to then, you know, send, you know, our dispatchers name is Giovanni is going to let's say, call Noah and say, no, you know, go to one two, three main street and, you know, we got this job. So, how, what's the, you know, like brownie is getting that information. How is she passing that over to Giovanni who's a dispatcher?

BRETT

51:29 Yeah. So actually, Kurt, if you want to go back to your dispatch board, my recommendation would be to have brownie come in, take the call hit at a job, put in all the information, but don't actually schedule it. So if you just wanna grab like JP Morgan or something... so brownie can come in here, put in all the information, put in the description of the problem. Say what kind of call it is? She's probably not gonna schedule it because it's going to be your dispatcher scheduling it. So you can or don't have to schedule it here. But we'll say no, he, no hot water and then brownie will take in, hey, it's on this piece of equipment or it's on the building as a default. So like the service line, we'll say boilers and write down what needs to happen. And

from here, if we don't actually if we just save this in, this will go into service trade as an unassigned job in which your dispatcher can then pick it up. And you see those unassigned buckets kinda over by Kurt mouse?

SIMON

52:26 Yeah.

BRETT

52:27 So the dispatcher can come in here and pick it up and drag and drop it to whatever technician they need to send that job to... a little backwards because normally, a lot of times in our world, the dispatcher is the one taking up the phone. So it's kind of like an extra step with you guys. But that's how I see it being the best possible way to make sure nothing gets missed.

SIMON

52:50 Yeah, with us, you know, our customer service representative is, you know, picking up the phone and kind of interfacing with the customers. And then our dispatchers interfacing with our tech. So it's kind of like, you know, we don't have one person doing both. It's kinda split.

BRETT

53:07 So, that method we just showed you there as long as the brownie, she doesn't schedule the job, then, yeah, the dispatcher picks it up, picks the date and time picks the technician drag and drop to whenever that tax going okay, makes sense?

--- Dispatch ends ---

BRETT

53:22 Yep. Cool. And I know Simon, you said you got a hard stop here at three o'clock what else do you need to see today?

SIMON

53:33 No.

SIMON

53:47 I don't know. I mean, I think it's pretty straightforward.

BRETT

53:54 Yeah, we definitely kept it pretty high level today. I mean, we can sit here for hours and talk about servers trade.

SIMON

53:59 Just one more thing. So we have, you know, we have what we call our service calls, right? You know, that's when there's no heat in hot water, we send a tech, you know, he's there for a couple of hours, you know, just a couple of 100 dollars worth

of work, right? Most of our service jobs, which are, you know, maybe 10,000 dollar repair. Maybe I have to go back a couple of times. How is that handled in service trade?

--- Dispatch ---

BRETT

54:23 We just have all different job types, whether it's a PM, it's a service call. It's an emergency call. You're gonna label that job and job means the same thing as work order in service trade. So, you just put that work order into service trade when the call comes in and then everything can be reported on where it's going right now.

--- ST app contracts and pricing ---

SIMON

54:39 And what about like on our service jobs? Well, you know, sometimes do 50 percent on signing 50 percent on completion. How would we, from an accounting standpoint, you know, with that, how would we be able to set that up?

BRETT

54:54 It would be a matter of, so we can do multiple invoices on a job. So that would have to be written in your guy's contract or whatever. And then you could send an invoice for 50 percent of the cost upfront, get it paid. History is going to be on the job and on the invoice. And then you could do the other invoice at completion, essentially progressive billing, right?

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

SIMON

55:15 Right? So we would be able to build that in... okay?

SIMON

55:29 Yeah. Why don't, we stop here if you could send me as much of this material as possible. It'll be great so I can go over with my colleagues. And then I'd like to... yeah, let me talk to cord, have a call with them on Wednesday... and then we can, you know, we can figure out where to go from.

--- Purchase decision ---

BRETT

55:50 You care?

TANYA

55:51 You...

KURT

Are you considering for the field?

SIMON

55:56 Build up?

BRETT

56:00 Have you demoed them in?

SIMON

56:02 I have no, we're demoing them sometime this week?

BRETT

56:07 Gotcha. Okay.

SIMON

56:08 How are you? Let me ask you, how are you guys different or better than BuildOps?

BRETT

56:17 I would say we are, we're two companies focused on different things that might offer some of the same solutions.

--- Type of work ---

BRETT

56:26 Service trade is really focused on the recurring aspect of your customers and pulling out the most revenue from them whereas we are breaking into the install side of the business. BuildOps doesn't do service. They do projects only.

SIMON

56:41 Okay. Interesting.

BRETT

56:43 So, I'll let you, I'll let you look at that demo and develop your own opinion.

--- Type of work ends ---

BRETT

56:46 I'll ask you about that in our next meeting but that's probably the number one thing that I've heard from a lot of my customers.

SIMON

56:53 So you don't really come up? I mean, do you come up against them often or it's just kind of a separate, you know, type of customer base?

KURT

57:00 You know, I would say that it's a sever customer base. But as far as in the northeast, most people are very overweight, right? Construction project management, larger kind of build outs and there are smaller divisions are service. My point has always been that I think you picked it up, picked up on very quickly. I don't know what happens with the economy, but if things slow down and people then start going back and focusing a lot more on service, I think we will, you know, when that a lot more people coming to us because they need that solution. Now, you know, I think project management right? Intact can have solved that for you to some extent. But, you know, we've been doing this for a decade. I think BuildOps has been doing it for four years. Granted we respect the people that they have, they came from. I think it was service tighten more residential focused. We have only thought about commercial service contractors, recurring service. That's why I harp on the asset, one aspect of it.

SIMON

58:04 Yeah, yeah.

KURT

58:06 That's just, it's central to who we are, and I think people are starting to understand that and kind of catch up with us. But when you have a, you know, a decade headstart, it's hard to quickly, you know, maneuver and compete with.

SIMON

58:21 Very good. All right. I have a hard stop, but some of the material on this, let me regroup after we talk to coordinate next. Thank you.

The End