



Call with Suppression Systems, Inc. - Teresa Gravseth

Alec Ashby with Suppression Systems, Inc.
Recorded on 12/1/23 via SalesLoft, 7 min.

Participants

SERVICETRADE

Alec Ashby
Territory Manager

SUPPRESSION SYSTEMS, INC.

Teresa Gravseth

Topics

<i>Wrap-up</i>	6:42
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Transcript

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TERESA

0:00 Thank you for going suppression systems.

ALEC

0:02 Hey, this is Alec. Can I speak to Teresa please?

TERESA

0:06 Teresa is out of the office this week, so I, can I help you with?

ALEC

0:09 Yeah. Is this Ryan?

TERESA

0:10 It?

ALEC

0:11 Yeah. Look at that.

ALEC

0:14 Well, hey, Ryan, this is Alex home with service trade. So, the reason I was reaching out to you is unfortunately, Jonathan is no longer with us. So I'm gonna be... yeah, yeah. Well, you know, he kinda wanted to get back into outside sales and he was one of the only remote employees on our team. So, I think, you know, that was kinda a little bit of what went into that, don't know the full story if I'm being completely honest, but.

TERESA

0:24 Man.

TERESA

0:38 Gotcha.

TERESA

0:41 Gotcha.

TERESA

0:44 You're...

ALEC

0:46 But I just wanna reach out to kinda see where you guys were at with your evaluation. Are you guys committed to making a decision this month? Did you need anything from Jonathan or us or where you guys are kinda at with the project as a whole?

TERESA

1:01 No, I don't think we need anything from you guys right now. We're, we don't move fast, so I don't know if, you know, when we're gonna give an okay, no or yes or whatever.

TERESA

1:15 But we are definitely evaluating just, we've been busy.

ALEC

1:20 Yeah, yeah, no, I totally hear you. But it seems like are you guys still committed to making some kind of change? Whether it's us or someone else or is there a chance you guys just kinda keep doing things the way you're doing it?

TERESA

1:32 No, we will end up making a change. We just don't know when yet.

ALEC

1:39 Gotcha. Okay. Cool. And then, I guess what do you kinda like about service trade? What's kind of, is there any concerns about service trade? Like what's kind of your guys is just overall thoughts on us so far just to make sure that I'm kinda on the same page on where you guys see value and where maybe there's some concerns that, you know, might need to be addressed.

TERESA

2:03 I mean, I wouldn't say too many concerns. It's just more of, you know, it's a big move. It's a big move to switch over, you know, if there was, if there was a concern, you know, obviously, you know, we would like to do it in house and not have somebody else have our data.

ALEC

2:08 Yeah.

TERESA

2:20 You know, that would be, that would be a concern, but obviously we got to get past that a little bit. So, you know, there there are concerns in the world that.

ALEC

2:20 Huh.

TERESA

2:31 You know, profit Zoom, which was probably your largest competitor before they got bought by a national company. And now you can no longer get them. So, you know, who's to say that somebody doesn't come up by you out?

ALEC

2:37 Huh.

ALEC

2:45 Right. Yeah, you know, totally fair. And by no means can I just, you know, tell you what would happen with that because it's always one call away from happening, but we did, you know, receive about two years ago, a big 85,000,000 dollar investment from J?

TERESA

2:51 Right.

TERESA

2:54 Right.

ALEC

3:04 You know, we just had a meeting with our CEO last this Tuesday after hours. He seems very committed to continue to serve this market, continue to innovate. I don't know if Jonathan sent you some of the stuff that we've been doing recently, like with our new, you know, dispatch board or some of the AI stuff, but it doesn't seem like that will happen. I mean, I can't really, you know, I'm not CEO. I'm not receiving those calls, but I definitely understand that because, you know, I'm sure the last thing you wanna do is just switch softwares every year.

TERESA

3:29 Right. No, I get it.

TERESA

3:39 Right. So that's where we're just trying to like figure that side out of it. But at the same time, like I said, we just don't we're not a company that moves very fast. So, I mean, you know, I probably get two or three calls from you guys a month. And I mean, it's a lot... so... but yeah, we know you guys are in the market. We know what you guys do. We, we've sat through the stuff. We got a good idea just to give us time to figure it out.

ALEC

3:55 Yeah.

ALEC

4:06 Yeah, yeah. I totally get that. I mean, how much time if it seems like you don't really know, but I mean, how much time would you anticipate that be?

TERESA

4:14 Not a clue that's you know, it just it, it's...

TERESA

4:22 I guess, when we start to kind of figure it out, it might be, you know, early next year?

ALEC

4:30 Okay. I mean, do you guys have any goals as far as when you wanna go like live with a new solution or when you need to start implementing it or does that just not really matter to you guys?

TERESA

4:41 That really doesn't matter to us?

ALEC

4:43 Okay. Now, I get that. And then, I mean, my last question before I let you go here, Ryan, I'm sure you got a busy day ahead of you, but I mean, are you in, are you guys as a team leaning one way or another? Or have you even got there yet? Where you, it seems like you looked at InspectPoint, BuildOps, you probably looked at some others as well. I mean, is there any that are the favorites that you're leaning towards or is it just, are you still not really even there yet either?

TERESA

5:09 Probably between you guys and BuildOps.

ALEC

5:13 Okay. Gotcha. Well, you know, I understand that you guys, you know, move slow and I definitely don't want to be that guy that's calling your office every single week and just asking you, hey, have you made a decision? But I also wanna make sure, you know, I'm giving you everything you need to ensure if you make this decision, if you were to go forward with ServiceTrade or not move forward with service trade, you know, you have everything you need. I mean, is there anything you need from me over the next couple of weeks?

TERESA

5:41 No, no, I think we're good right now.

ALEC

5:45 Okay. Cool. And then, you know, one thing as well. I'm not sure if, you know, Jonathan mentioned this to you, but obviously, at the end of the year, we might have some incentives, don't have to take advantage of those if you don't want to, if you're willing to have that conversation, definitely willing to open that up. Just thought I'd let you know that, you know, obviously, just like any other business we might have some end of the year incentives. So.

ALEC

6:10 If that's something you wanna take advantage of, you know, probably start being available soon here. So just let me know and we can, you know, have those talks but I'll probably just follow up with you in two weeks just because my manager is gonna ask me. Hey, is this something that they wanna do this year or hey, is this something you want to do next?

TERESA

6:17 Okay.

TERESA

6:24 Just tell them to just tell them to turn off Salesforce, tell them to turn off Salesforce and we'll give you guys a call.

ALEC

6:28 What did you say?

ALEC

6:32 What did you say?

TERESA

6:33 I said? Tell them to turn off Salesforce and we'll give you guys a call.

ALEC

6:38 Okay. Yeah, no, I mean, I can definitely, I can definitely do that. When, when should?

--- Wrap-up ---

TERESA

6:42 You, you guys are, you guys are definitely on our radar. We definitely, we definitely know, you know, we know exactly what you guys have. We just for us, you know, we just don't move as fast as other companies if you will.

ALEC

6:53 That, that's totally fine. So, I'll just, you know, I might give you a call for Christmas if I haven't heard from you, but I'll send you my e-mail just so you have my contact information.

TERESA

7:00 Okay.

TERESA

7:05 Okay. Sounds good.

ALEC

7:06 Sweet. Well, thanks for your time, Ryan. You have a good one. Okay? Right? Bye
bye.

TERESA

7:09 All right, thanks.

The End