



ServiceTrade Follow-up Call w/ David of Temp-Con

Matt Hetrick with Temp-Con Incorporated
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Participants

SERVICETRADE

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Transcript

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LAUREN

0:00 You commute?

MATT

0:04 Yeah, I am. I said hello.

LAUREN

0:07 Hey, hello?

MATT

0:09 Hello, David?

LAUREN

0:13 I went in Salesforce and tried to update some things. I, David, hey, David.

DAVID

0:26 Hi, how are...

LAUREN

0:26 You? Good. How are you? Good?

MATT

0:35 Awesome. Well, David, long time. No, see. Figured Lauren hasn't talked to you in a while. I was sharing, you know, the conversation we had at lunch and she had some other ideas. We talked about it since, and we just wanted to touch base. We know a lot can happen in just four or five days. So, wanted to get updates from you, make some suggestions on your presentation, to the C suite or Luke there. We'll figure that be a good use of our time. So, did you, for starters? Did you get the information that I sent over? I sent over some notes in that email.

DAVID

1:14 Yes, I got him, yes.

MATT

1:16 That helpful for you that?

DAVID

1:18 I, to be honest with you, I skimmed it having spent a lot of time on it. I've had other fires that have come up since that I've had to deal with. So there has been, there's been some communication back and forth though with Ken, Luke and Bill and Gordy. What we're working on right now is getting together on a conference call with them to just kind of establish some guidelines or, you know, obviously they weren't clear, right? In the expectations. I mean, they kinda left it up to us and then we present them with information. They come back with, you know, more guidelines. It's like, well, hold on a minute. Why don't we get on the same page here and make sure that we're all thinking the same way, right?

--- Pricing ---

DAVID

2:08 So... I think what I think what it amounted to mostly is making sure that they know that we've explored multiple platforms and pricing and this any other, right? Because I think what was said was, are we ready to absorb in our budget an additional 70 80 grand, right? A year, right? Yearly over what we're paying right now for our SSO, right? Or SSO is somewhere around 40 grand a year, right? So taking on service, trade ads to the overhead, the budget. And can we overcome it? So my, you know, my initial response was, well, no, the first year, absolutely.

--- Pricing ends ---

DAVID

3:01 Not right. Are we gonna, should we expect overcoming in the first year? I wouldn't expect to, it'd be awesome if it did, if we were able to overcome that and maintain our profitability, awesome. But I don't expect it and I wouldn't want you guys to expect it. But, but in year two, once we start acquiring all the data, once we start, you know, understanding how to use the system efficiently for us and get rid of all of our workarounds and our spreadsheets and everything, and have all this information compiled in one place.

--- Customer engagement ---

DAVID

3:37 In my opinion, the only way is up, right? And I would expect in year two and even more. So in year three, after implementing this that our efficiencies and our procedures and our ability to generate more revenue to overcome it is gonna increase, right? So that we... that's my expectation. So doing it the way we're doing it now, could, can we keep doing it that way? Sure. I mean we figured it out, right? We're we're making money. So... and we're making enough money. That where you're considering spending money to help it grow, right? So what are you, what are you asking for here?

--- Purchase decision ---

DAVID

4:19 Right? So that's my pushback against my guys. My team, right? So, we're gonna sit down because I can put an email and a presentation, everything together if that's what you want. But before I go to all that time to do that which I could be spending on other things like making money and growing the company before I spend all that time doing that, let's get together, let's talk and let's find out exactly where we're at. Because I got a lot of, you know, if you have questions, throw them at me and allow me to clarify some things for you because obviously, there's a lot of, there's a lot of mud in between right now, right? Because you guys haven't been going through the process, you haven't ask the questions, you don't understand how service operates in the first place, right? You see the numbers, the spreadsheets to profitability, but on the day to day in the weeds operations, you don't know that, right? That's what I know, and that's what you're that's what you're paying me to do, right? So at the end of the day, let's sit down, let's have a conversation, free flow of conversation where you can ask questions and I can re, but with why we need to do these things to grow and I'd be profitable.

--- Purchase decision ends ---

DAVID

5:31 So we're gonna do that. You know, I tried to get them to do it today. I was hoping I could do it before I met with you guys, but we couldn't get everybody aligned but I know probably Ken is going to be on vacation next week. So I'm guessing it'll be at the end of next week or the week after before we can get together with Bill and Luke. I don't know if Gordy is going to get involved in it, but I know Bill and Luke will for sure. So.

LAUREN

5:59 Who's Bill? I don't know that I've heard that name before.

DAVID

6:03 Bill riddle is our coo... and he's with, so we acquired TP mechanical, TP mechanical was I would say is a more mature Construction group than temp con is right there, they've got it. They're they're more developed. Their company, is bigger and was more developed in temp con. And I think that from a Construction standpoint, which is where all these guys live... they were more sophisticated. So, I think a lot of their team like Bill ride and our CFO and all of them... they get a little bit more play if you will more. They've they've got a little more skin in the game when it comes to our corporate structure. But on the service side or Kansas City, temp con operations below away the service over there because... they support their Construction department whereas we service don't support we do. But very limited, we push back a lot that we can make more money doing service than we can supporting our Construction. And they need to develop their own guys to follow up on their warranties and start ups. So, you know, we've pushed back a little bit more to be able to maintain what we've already built on our service side. So that's why we're pushing to get this new service platform so that we can prove out the concept that's service and tap on and then reproduce that across, our companies as we continue to acquire and grow. So, I think that's been my goal that's what I've been presenting to them this whole time and I, you know, they're supporting it, but they're like, you know, convince me more, right? I know you've convinced me enough with the numbers, but convince me more, right? It's always that it's always numbers. It's always for those finance guys as you know, that they don't understand what it, I'm sure they understand, they're, very smart people, right? But the day to day and what

it takes to, you know, to get dinner to come together all at the same time and stay hot, right? Like I got all these pieces and I gotta pull all these pieces together so it all comes together so we can all sit down and have a hot meal together, right? That's my analogy for how I'm trying to move service with all the moving pieces so that everything's always coming together at the right time and it's gonna work. So that's what, you know, they're not good at making dinner in service.

LAUREN

8:46 It is service trade, please. Please forgive me if this is too forward but a service trade, the solution that you would be recommending to the group?

DAVID

8:57 Yes.

LAUREN

8:58 Like...

DAVID

8:59 I told Matt, I said, you know, Matt, like you guys sold me, right? I mean, I...

LAUREN

9:05 Yeah.

DAVID

9:06 And I was, when you first came.

LAUREN

9:08 Our...

DAVID

9:08 Office, Lauren, I'm over there, getting all smile and everything and you, I'm not a very good poker player, remember, and I just, I could tell that a lot of the features that you guys had would benefit us, greatly, right? And...

LAUREN

9:21 Yeah.

DAVID

9:22 I guess, you know, I, you know, we got, we did a lot of courting, but now it's like, okay, well, now we're gonna take, we're going to put the rings on, right so now.

--- Purchase decision ---

LAUREN

9:34 Yeah.

DAVID

9:34 Making the right decision and they're trying to make sure, you know, you sure this is the right girl for, you know?

LAUREN

9:41 So that's...

DAVID

9:43 Kind of where I'm at with my friends, so to speak. So, I'm trying to convince them that you guys are the right people.

LAUREN

9:50 Well, I love that you brought up marriage because it's something that this next bit is related to our CEO, Billy, who just got married.

--- Purchase decision ends ---

LAUREN

10:04 Like, I don't know six months ago or something. I was just filling him in on how this evaluation has gone and sort of where, we felt we were with your coming to, hey, are you sure? And, he suggested since he kinda knows all, the growth numbers of how ServiceTrade helps other folks far more intimately than I do. He, he was open and willing to meet with your team and speak. Is that something that you think they'd be open to and would entertain on how service trade like to meet with our founder and CEO, like how service trade helps our other 1,200 customers do all that?

--- Purchase decision ---

DAVID

10:51 So, Matt had mentioned that to me and I talked to Ken about that and I think, what we'll need to do first is to meet with our team and kinda talk it out, and at least I don't wanna waste anybody's time. So, the next step for us is to meet with those guys and say, hey, let's round table this, let's figure out what's going on.

--- Purchase decision ends ---

DAVID

11:13 Let's let's make sure that we're all on the same page and the expectation. And if there's something you haven't shared with us, then you need to share it, right? Because I got a better things to do than I screw around with this forever, right? And, I don't have a year to go back, and do the same process because...

LAUREN

11:29 The, the process.

DAVID

11:30 That we went through with you guys, all the meetings, all the follow ups, all the presentations, it's gonna have to be that for every one that I go and look at, right? Because unless I can, and the more boxes they check off as we go through it, the more presentations I'm going to require, right?

--- Accounting integrations ---

DAVID

11:46 So, you know, is there another one that's gonna check off as many boxes that it would seem that you guys check off, you know, the ones that I have looked at already, they don't integrate with Sage, right? Or computer is, so, you know, is that that's a big deal for us obviously because we're not going, to gain efficiencies in service and lose efficiencies in accounting because of double entry and this, that and the other, right? So, in the integration with whatever we use for accounting, is has to be considered, at least, right? And, you know, if these other programs don't integrate with them like you guys do. And, and luckily, you already have people with Sage and with Computerease which eventually our company as a whole is gonna go to one or the other.

--- Accounting integrations ends ---

DAVID

12:34 I would expect same with our service platform. They eventually, it's gonna go that way it should, right? For consistency. And if you're seeing success in one area and not another, then we need to implement the successful model across the board, right? So that's kind of where that's, my take on it, where I'm kinda headed and I think, you know, that meeting, with your CEO or your founder, I think would be beneficial. But not until we've established where we're at. I don't wanna waste.

LAUREN

13:07 Yeah. Are you thinking that they're gonna have you do some kind of like an RFP, like a feature checklist or something like that?

DAVID

13:17 That sort...

LAUREN

13:18 Of what you're envisioning okay?

DAVID

13:19 What they, that's what they ask and, you know, I talked to Matt, you know, the...

MATT

--- Purchase decision ---

DAVID

13:24 That you guys have because I'm sure, you know, who your competitors are. You know, you know, some of the complaints maybe that you've heard of BuildOps or service tighten or, you know, whoever, right? You, if you're good at your job, you've explored your competition, you know, what they can do, you know, what you can do, and if there's something that you guys can provide to me and I haven't looked through what you sent me, Matt, but if there's something like that you can provide me in preparation for meeting with these guys, that would be that'll be very helpful? You know, like I say, I mean, I've kinda made up my mind but, I have to keep it open mind because I don't wanna see bias and then come back, you know, and then if everything doesn't work out, you, if we're having some bumps and a bumpy marriage, then I'm the one that's gonna look like I push and I didn't do my due diligence. So I wanna make sure that I'm being as objective as I can. I think, you know, I feel like as much as we possible without test driving your product. I feel like we've dug enough, ask enough questions to feel like you guys are going to be the right choice for us, right? So.

MATT

14:41 You have been very diligent very, you did it right? And I think you've done to your point, all that you can really do to make an informed decision on this. We agree that it's it'll be a beautiful marriage and we're excited to slip the ring on what I'm curious about because I know when we were on site speaking with Ken, he mentioned that he had asked Gordy.

--- Purchase decision ends ---

MATT

15:04 Hey, Gordy. We haven't budgeted for this. Is that gonna be reason to hold this up? And her, Ken Gordy response was absolutely not. We need this, so.

DAVID

15:15 Getting cold feed, maybe we.

MATT

15:17 Yeah, I mean, I hope not. And from our conversation at lunch, it almost sounded like this was being driven more by Luke, is that not the case? Is this also coming from Gordy as well? Luke's?

DAVID

15:30 Luke's the president of temp con. Okay. So overall service and Construction, Luke is responsibility for that, right? He's it's gonna affect his bonus. It's gonna affect his standing, his reputation, so to speak, right? So this, you know, he does have a vested interest in it. The way it was presented to us between me and you.

--- Purchase decision ---

DAVID

15:54 The way it was presented to me, was that... Luke wasn't mentioned in the discussion, right? It was like what's gonna be best for service, right? But then the price came right? And the price was presented to Gordy. And when he's seen the price, I think he got some sticker shock, right? And he's like, wow like that's. That's a big bump to what we're presently paying for service, right? And why won't, perfect. Were work where we're already established in which, you know, I've already discussed with Ken why no to perfect were, and service trade is definitely better, right? Like if I had to go to perfect, where we wouldn't go to perfect.

--- Purchase decision ends ---

DAVID

16:40 Were just we'll just keep doing what we're doing, right? Because there's no point in gaining this much efficiency, right? I'm not, we're not gonna do that. So that's we would rather suffer through than to do that and change the system and only gain a little bit from it. It just doesn't make sense to me but that makes less sense than spending an additional 78 here.

--- Purchase decision ---

MATT

17:05 Spend money to make money, talk about good is not cheap. Cheap is not good. So, I guess, how confident are you that Luke and Bill, and Gordy are gonna be able to recognize that whole, you know, spend money to make money that you got to invest in.

DAVID

17:25 Well, I'm hoping... I feel pretty confident that my ability to sell that express why all that.

--- Purchase decision ends ---

DAVID

17:38 I think that I have confidence in myself that I can do that... because I know enough about how service operates, and what it takes, to grow it, that I should be able to counter most of their points. But, where I'm going to struggle is that I don't have a graph, a chart, you know, a metric to show them all the companies and all the check marks and, you know, I haven't put that. I'm not a marketing guy. I'm not, you know, I'm a, I'm an operations guy. I'm not, you know, if you want me to put together a financial analysis of profitability over the next five years, for implementing this product, I might spend a couple of months on just doing that, right? Because that's not what I do every day. So that's why I was asking you if there was anything that you guys know. I'm sure you've had to sell this to, you know, countless people and you've got a lot of experience for that. So that's why I was hoping that you guys could help me understand what they're looking for to sell this thing to them. So, any.

LAUREN

18:50 I just popped the link in the chat. I might have the hard copy of this, but we do have like a benchmark report of our mechanical contractors that are using service trade. Is that sorta let me see if I can find the hard copy... because it's possible. This may be the type of metrics you're looking for, potentially, let's see... it. It's not really comparative with other software applications. It's more comparative across our client base. Let's see.

DAVID

19:37 Yeah. I didn't see this on your web. Was this on your web?

MATT

19:39 So, I...

LAUREN

19:41 That is on our website. And then I think there's a different report. Matt may or may not have shared it in our work face. You, did you share that Matt?

MATT

19:55 I'm not sure. Let me, I can pull it up.

LAUREN

20:02 Looking for the mechanical specific one.

DAVID

20:09 Build up build ups, slunk a little mud you guys as way?

LAUREN

20:13 Color me surprise.

MATT

20:16 I told you expect, it was coming eventually.

DAVID

20:19 Said all their fire life safety guys. They, they don't, they haven't only been in the mechanical for a little bit. You know, they, they're still figuring it out.

LAUREN

20:27 We've been in the mechanical space longer than they've been around. I remember I was at service trade when we added assets into, the application back in 2016. So.

MATT

20:40 You know, it's funny David back into the firelights space. And, when they do, they say no, we have Siemens as an investor and so they try to claim dominant in that space, they're playing both sides of the fence. So.

--- *Paper process* ---

DAVID

20:54 Another another snowball through was, well, their invoicing is terrible. This guy there's a company that just that signed with them and then left them to come back to us because they couldn't figure out their invoicing or this. Then I said, well, I said, man, I'll tell you what, unless I missed something, I mean, I looked at how their invoicing process went.

--- *Paper process ends* ---

DAVID

21:15 And like you can put your template, you know, your company logo on there and all that. I said, it looks pretty good to me. I, I'd really like to know what that sticky point was. I can you get? Well, you know, I'll need to, I need to see if I could share that with you or not. And I'm like, all right, well, unless I know it's going to be a hard time to sell me on that. I'm just telling you could make all the comments you want. But if you're not gonna show me or give me something to compare it to, then that's it's just words, right? So.

MATT

21:47 Yup.

DAVID

21:48 Anyway...

MATT

21:50 I'm glad you and I chatted because that, you know, if you are taking a look at them, it's about finding evidence improve to back up their claims because you're gonna need to do that. That's all I'll say, right?

DAVID

22:06 Yeah.

LAUREN

22:08 Here's here's. The full mechanical benchmark report that I just added to the chat that you can download.

LAUREN

22:21 We, we have more detailed reports than this, but, we can work on getting some actual data to kinda help with that... just trying to get a feel for if we're on the right track. If this is the kind of data supporting documentation that you're looking for.

DAVID

22:42 Yeah, this is, yeah, this is great. Yeah, that's exactly what I'm looking for.

--- Purchase decision ---

DAVID

22:51 I'll probably, you know, ultimately, you know, once I have this initial conversation with them, the expectation was, is that... you know, I can sit here as passionately as I can and explain these things to you, right? From, from my perspective, right? But, you know, Bill Gordy, why don't we, why don't you guys come to town with my team and sit down and discuss this as a team, right? Get their input, like, what do you guys see about this? What do you like about this? How do you see this can make your job easier and go to the, go to the heart? The heart and soul of that department to find out, how they feel once now that they've seen all the presentations, asked, all the questions seen them, you know, the presentation, get it from them, right?

--- Purchase decision ends ---

DAVID

23:44 How excited are they to move to something like this, right? How motivated are they to make this work, find efficiencies and grow the company, right? That's what I want you guys to see. If you see that, if you get, if you see that passion and you see that drive, you just have to know that, yes, it's gonna cost more. But what you also have to realize is that the team behind it that's gonna drive this thing. Look, how excited they are about this. Okay? Like if that's not enough to sell you, it's enough to sell me, right? So, if that's not enough to sell you, and understand that, yeah, this is a good investment and I don't know maybe we don't have a good marriage.

--- Purchase decision ---

MATT

24:30 It's a good point.

DAVID

24:33 I mean, you know, I'll probably open my mouth too much about some of that stuff with them, but whatever.

MATT

24:39 I agree. I think it's powerful. I think that's a good strategy that, hey, look, I didn't just show up to all these meetings on my own. This isn't me reading a few pamphlets and deciding, hey, this is the one has been involved this entire time. We've even gotten Megan to sit down and get her accounting questions satisfied. Like this has been months of very detailed meetings to arrive at this point. The other thing too is you talked to two customers and Lauren, maybe, you know, better than me was, are using SSO before service trade?

--- Accounting integrations ---

25:13 No, no. They're using the spectrum.

MATT

25:17 Gotcha. Where you talked to one customer that is using Sage same system that you guys are using, and you talk to another customer that's using computer is the same one that TP is using. Yeah, if those people knew of, a cheaper platform that did as much as ServiceTrade does, wouldn't they be on it, you know, in, the 20 percent increase year over year for a read, you know, that stuff speaks volumes as well. So.

--- Purchase decision ---

DAVID

25:50 I think, you know, the offer that they made to come in, and sample and show us how they use it on a day to day basis, sit with their dispatcher, sit with their invoicing, you know, and watch them go through the process to me huge, right? Like if there was a last step that you needed to do to convince yourself that this was the right move that's the last step for me, right? So, I'm still thinking about that too.

MATT

26:20 Yeah.

DAVID

26:21 But I'm not gonna do that until I can nail all this down.

MATT

26:24 Yeah, for sure. For sure. See, see where, you get with these guys. I'm curious to hear what expectations they set, what they're actually looking for in a presentation from you guys?

DAVID

26:34 Right. Yeah, I am too.

MATT

26:37 I imagine. So. Did you, I know you said you had a call with BuildOps on Monday. Did you guys actually schedule a demo to go through any stuff or?

DAVID

26:48 We met with them. We probably spent the first half hour just talking about our company, who we were, what we were looking for, why we were looking to make a change, those kinds of things. And then they were about ready to get off the call, and I told the guy said, well, hold on a minute. I said because he wanted to schedule another one because I knew he was probably backed up to something else and I said, listen, if I can't see your product right now, then there's no point in scheduling another visit, right? So I got limited amount of time you at least need to present to

me what it looks like. I don't even know what it looks like, right? So he opened up his screen and started walking through it real quickly. Ask a couple of questions. I'm like, all right, it's it seems good. I mean, I, you know, I don't necessarily see any flaws in it right now based on this quick presentation. And he set up another meeting. We have another meeting with them tomorrow for a more in depth review of their platform. So that's probably when we'll drill them a little bit harder.

--- Purchase decision ends ---

MATT

28:00 Yeah. And who was that you and, your whole team on that?

DAVID

28:04 No, just me, Todd and Joe.

MATT

28:08 Gotcha.

DAVID

28:09 We're not, I'm not going to invest a lot of time with everybody else until I would have a feeling that this is something viable. But, you know, what's funny is that... you know, Luke presented us with a bunch of other companies, right?

--- Accounting integrations ---

DAVID

28:27 He did a Google search or a AI search or whatever, and says, you know, what other service platforms work with Computerease. And Sage, right? Well, BuildOps was one of the options that came up, right? And service tighten and FieldEdge, and all these other ones, right? So he sends us a list to me and can, and what's funny about that is when I was talking to BuildOps about Sage? Well, no, they don't integrate with Sage right now. The, his comment was that they're working on rolling out a Sage 300 and Sage tech and tech, something like that integration within the next six to eight months.

--- Accounting integrations ends ---

DAVID

29:05 And I'm like, well, I said, well, what about computer? Is now we don't integrate with them at all right now? I said, okay, well, those are both like sticky points for us, right? Like, why would we get in bed with somebody, that we're going to be the Guinea, pig? Right? I don't want to be a Guinea pig. So, you know, I said, so that's one of the other benefits that I think you guys bring to the table is that you already have companies that are using both of those platforms. It's already been integrated with your system and there's you know, so, you know, even more reasons why we should expect it to be more successful using service trade than another one, right? So I'm working on all this, all these come back to all these questions.

--- Purchase decision ---

MATT

29:53 It sounds like you're killing, it sounds like you're doing a great job. And I'm glad you asked honestly credit to them. I'm impressed that they were honest about their limitations with the accounting integration. So not everybody, is that lucky. So that's a pretty good start to the conversation. So you're asking the right questions?

DAVID

30:12 Well, it's you know, after tomorrow's presentation, I'm gonna bring up the whole integration with the computer is an Sage. And again, I'm just going to be honest with them. No, you know, listen, no, I'm not gonna set up another one right now. I'll tell you what, why don't you send me some pricing, right? You send me pricing. At least now, I've gotta look at it. I've got pricing to compare, but the two sticky points are Sage and computer is. So if I don't check those boxes, that's a good thing, right? That's but at least I looked at least I got a price, my work is done, right?

--- Purchase decision ends ---

MATT

30:50 Yeah, it's kinda crazy that all those other companies can show up on a list or a Google search with, you know, Sage and Computerease integrations when I don't know that any of them can?

DAVID

31:00 You guys, you guys need to look into that while you're not showing up on that list?

MATT

31:04 Yeah, yeah.

DAVID

31:06 Yeah.

MATT

31:07 It's the internet. It's a lot of it's pay to play in just grown just fine without having to pay to be on this popularity list.

DAVID

31:15 We're the same way.

MATT

31:16 You...

DAVID

31:17 Google commercial, H back Kansas City. We're not up there. If we even show up, I'd be surprised.

MATT

31:25 Yup.

DAVID

31:26 But...

MATT

31:27 Your reputation in the quality of your work stands for itself.

DAVID

31:30 Yeah, yeah. We also, yeah, for sure.

MATT

31:35 That's awesome.

LAUREN

31:39 I know you said just, you were trying to get a meeting with the gonna keep calling them the groom men because now it's stuck in my head... today but weren't able to coordinate that. Do you have an idea of when you're planning to meet with them? So we can follow up accordingly.

DAVID

31:59 So, 10 is going on vacation, but...

LAUREN

32:03 Right. Okay.

DAVID

32:04 He might be available next week after.

LAUREN

32:08 You guys got to stop working on your vacation. You were doing that too in the same thing.

--- Dispatch ---

MATT

32:15 Hard hard.

DAVID

32:17 Hey, listen, I was on vacation and, I dialed into the meeting.

LAUREN

32:21 I know you did. We said not to, yup.

DAVID

32:27 That's what, I, this is what I told Ken. I said, come on, Ken man, you know, I dialed in when I was on... he can see that he said next week, if they come up with the day next week, he'll dial in.

--- Dispatch ends ---

LAUREN

32:41 Okay. Yeah, I'm...

DAVID

32:44 The...

LAUREN

32:44 Following week?

DAVID

32:45 If, if not next week, then the following week... actually next week, Bill is going to be in town Monday and Tuesday.

LAUREN

32:54 So, okay. But...

DAVID

32:55 It's it's for, a different thing. But I'm sure it's gonna come up. It's gonna be my opportunity to sit with Bill frankly and privately, and discuss this as well. So, yeah.

LAUREN

33:08 Okay. Will ping you end of next week to kinda get a feel for, what has happened since?

DAVID

33:15 And...

LAUREN

33:16 Then figure out, what to do from there?

DAVID

33:19 Sounds good.

LAUREN

33:21 Okay, cool. Okay. I don't have any other questions.

MATT

33:30 Lauren, maybe we can sidebar this, but I'm curious if you already got the old brain running in the background on putting together a list like a checklist like an RFP type thing.

LAUREN

33:41 What I was thinking was just sharing our... service trade feature matrix because we don't have like an RFP example, but we do have just a like a document, that shows like every single feature that we have.

DAVID

34:04 That would be awesome too. Yeah.

LAUREN

34:05 Yeah.

DAVID

34:06 I can compare the other ones to those and that would my little check marks that they're asking for.

LAUREN

34:11 Yeah, I don't know how up to date it is with our recent acquisition. I've already ping someone on our product team who directed me to someone on our customer solutions team. So I'm tracking it down but I think, that may be the best resource that we have. So, yeah, okay.

--- *Purchase decision* ---

LAUREN

34:35 We'll we'll get to work on that and, we connect with you towards the end of next week. We'll probably have a firmer understanding, of what we can provide. Sure. Okay.

DAVID

34:46 Sounds good.

LAUREN

34:47 Cool.

MATT

34:49 Awesome. Anything else for us David?

DAVID

34:54 No, no, I think, I mean, you guys have been very helpful and, yeah, I'm encouraged and excited about it.

MATT

35:03 I...

DAVID

35:04 Probably, I don't hide it. I don't hide very well.

MATT

35:09 You don't need, you don't need to here. You're you're in the trust now exciting that you're excited.

LAUREN

35:15 I like to, I like.

DAVID

35:16 To debate, I like to, I like to haggle so.

MATT

35:20 I'm the same way you kinda need that in these conversations, stand up for your, you and your team.

--- Purchase decision ends ---

DAVID

35:26 Yeah, yeah.

MATT

35:28 Well, awesome. Appreciate you meeting with us to hash some of this stuff out. Sounds like we have a path forward. So, sounds like things are moving in a good direction. We'll follow up with the end of next week to, you know, figure out next steps and see where you've gotten with Luke and Bill and them.

DAVID

35:46 Sounds good.

MATT

35:48 Awesome. Thanks you.

DAVID

35:50 Guys.

MATT

35:52 Have a great.

LAUREN

35:52 David, you.

DAVID

35:53 Too. Thank you.

The End