



# Call with (407) 978-2710

Billy Dicken

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## Participants

### **SERVICE**TRADE

Billy Dicken

*Territory Manager*

### **OTHER**

Phone Caller #1

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# Transcript

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

PHONE CALLER #1

0:02 Hello?

BILLY

0:02 Hello?

PHONE CALLER #1

0:06 Hello?

BILLY

0:06 Yeah. Hi. Can I talk with Patrick?

PHONE CALLER #1

0:08 Speaking?

BILLY

0:09 Hi, Patrick. This is Billy with service trade. How are you today?

PHONE CALLER #1

0:13 Hi, I'm all right.

BILLY

0:15 I'm doing great. Thanks. Hey, I just talk with... marketing efforts and he thought I should give you a call and... talk to you a little bit about a service trade, field service management platform for commercial contractors. And I know that we had talked in the past with dog and he, he's no longer with you guys, right?

PHONE CALLER #1

0:23 Right.

PHONE CALLER #1

0:37 Right. Is this is a software?

BILLY

0:40 Yup. Yup. And...

PHONE CALLER #1

0:42 That's weird. Okay.

BILLY

0:46 What was that? Why is that?

PHONE CALLER #1

0:48 So, they know who they're like three quarters of a 1,000,000 dollars and the whole trying to build the acu, America as a service software. So.

BILLY

0:56 Yeah. And that's kind of why I was calling. I knew you guys were like using actually America, maybe field aware?

PHONE CALLER #1

1:02 We're not using actually America because those areas can't figure out how to program it, right? To make it work.

BILLY

1:08 Right. I gotcha. Okay. And.

PHONE CALLER #1

1:11 I mean, seriously, we're at like 18 months and the build process and we still don't have a functioning product.

BILLY

1:17 Yeah. I've heard honestly, I've heard that in the past. I never liked to bad mouth another company, you know, so.

PHONE CALLER #1

1:23 That's okay. I'll do it for you.

BILLY

1:27 Well, well, it's kind of wild. Well, I'm calling magic to see if, you know, if it makes sense to kind of check out a demo and we're not obviously looking for you to buy it right now because obviously, you're kinda tied up with something mature, trying to probably get rid of it. Sounds like.

PHONE CALLER #1

1:45 So, I have like two big questions that would be like the big, yes or knows is, does it have a back end that they can use for like ap, ir and stuff like that?

1:57 Or would we need a separate software?

BILLY

2:00 I'm not totally sure. I just set up the demonstrations that something for the territory manager, but tell me about that? Like what do you, what do you mean about that?

PHONE CALLER #1

2:08 So, right now, we're using mobile tech for the service software, but the back end is great planes, which is trash, which is why we're trying to get away from it, right? So axiomatic, because all in one, right? It's going to be the service software on the front end and it's gonna replace great pains on the back end. So, it's only one software to do everything time sheets, you know, inventory accounts, payable accounts, receivable, everything's gonna go through the one program.

BILLY

2:12 Yeah.

BILLY

2:16 Right.

BILLY

2:28 Right.

BILLY

2:36 Yes, yes.

PHONE CALLER #1

2:37 Because I was talking to BuildOps and they do not have that back end. They, it's only the service software.

BILLY

2:43 Hi, gotcha. So you're talking about like with your accounting?

PHONE CALLER #1

2:48 Yeah. Yeah. So the acu, America, the reason they went with that and they, they're stuck with that right now is because it does front end back end, it does the accounting, it does the payroll, it goes the parts and then everything as well as being the service software on the front end.

BILLY

3:05 Right. Well, I know this about us. I'm not quite sure with your accounting, but I do know that we invoice like we do everything from start to finish. As far as all your reporting, your, in your quoting, your invoicing, you know, everything that, you know, from the office to the tax. I mean, it's all kind of in one now, as far as your bookkeeping type, you know, normally.

BILLY

3:37 You have something different like a Quickbooks that controls that. But so I'm not completely positive on that... if that's exactly what you're talking about like you're wanting it to invoice with, right? You're one-on-one the quote, an invoice, everything with.

PHONE CALLER #1

3:56 Yeah, everything's gonna go right into one program.

BILLY

3:58 You know, keep inventory service history, you know?

PHONE CALLER #1

4:02 So, what I mean is like right now, we have mobile check on the front end that the guys using the field. And, but the back end, like the office workers, they never see mobile tech. They work in Great Plains, which is the software that mobile tech feeds. But Great Plains is a disaster and it's no longer supported by Microsoft and it's going away, which is forcing us to change softwares.

BILLY

4:21 Right. Okay. Yeah. So you're talking about the communication on what the office have seen and what the tags are putting them.

PHONE CALLER #1

4:30 Yeah. So like the billing aspect on the backside.

BILLY

4:34 Yeah. I know that everything is in one. So there is like pee on the, in the office. You know, the office managers are looking at a certain view and they see everything as it takes up more than they have all the inventory that is going on. They have the service history, everything like that. So they have that. And then the mobile version of it with the text is, it looks a little bit different, but it's all the same information.

PHONE CALLER #1

5:04 Right. And does it work with construction jobs too or is this service only?

BILLY

5:10 It depends on how long the service or the construction jobs are you?

PHONE CALLER #1

5:15 10 weeks?

--- Pricing ---

BILLY

5:18 10 weeks is probably doable, anything under 90 days where we can handle no problem, you know?

PHONE CALLER #1

5:31 Okay.

BILLY

5:32 So, if it's 10 weeks, you know, you're talking about under 90 days.

PHONE CALLER #1

5:37 Yeah. Well, that's an them that's the normal remodel. I guess new court, new construction might be, might run longer than that.

BILLY

5:44 Yeah. And yeah. So we're not fully Bill to do like a long-term two year kind of construction project. But if it's...

PHONE CALLER #1

5:52 No, no, no, they're not that long, but, you know, four months, five months.

BILLY

5:56 Yeah, we're pretty much, we know we can handle that in, inside of 90 days. After that. It's a little, it's a little tricky, you know, but.

--- Pricing ends ---

PHONE CALLER #1

6:05 Yeah. So that's like one of the other problems, you know, like my construction guys, the system that they have right now is completely broken. There's nowhere for them to put daily work notes and they do their time sheets at the end of the week and there's just, no, there's no way to track it's. Almost impossible for me to know how a job is going until it's done.

BILLY

6:26 Yeah, that's an issue. Yeah, I know we can help you out with that, especially if it's on our nine days that's not an issue at all. How many like with your business with your construction side to your service side, what's the breakdown of that? Like is that 50 50 or more service, more new construction?

PHONE CALLER #1

6:29 Yeah.

PHONE CALLER #1

6:46 So, I, we were servicing.

PHONE CALLER #1

6:52 Like eight different customers for a total of, I don't know, 40 45 service locations. We have 11 service technicians, including the supervisors construction side. At least in Florida. The construction side right now is like seven guys, but that's growing, you know, and we're doing Sam's walmart fresh markets and she like flying jays and pretty much anything that comes across, you know, that's decently and doable.

PHONE CALLER #1

7:24 The construction, I would say services busier right now just because construction was big and then a trunk and, you know, now I'm working to build it again.

BILLY

7:27 Okay.

BILLY

7:33 Okay. That's cool. I'll put down like about 65 percent service right at the moment. Okay?

PHONE CALLER #1

7:38 Yeah.

BILLY

7:42 Yeah. I think it's something that could be a possible fit, at least is to look at and, you know, if it's something that we can help with and it's a good fit, then you can move forward after you see the demo. And if not, you know, obviously, you know, we can shake hands and part ways, but I definitely think it's I would recommend just having a quick look at it. Is there a time next week or the week after that? You could set up 30 minutes, 30, 40 minutes aside?

PHONE CALLER #1

8:00 Yeah.

--- Call Setup ---

PHONE CALLER #1

8:09 Yeah.

PHONE CALLER #1



8:12 Probably next Monday after lunch or... I don't really want to say Friday because we have trucking OSHA training next Friday that's for our training. No, it's not. I already want to hang myself and we haven't even gotten there yet.

BILLY

8:19 Nice that's always fun.

BILLY

8:26 I know that I use, I know the oceans IP address every time. Let me look at.

BILLY

8:34 Your territory?

PHONE CALLER #1

8:35 Next Monday or Friday, we can do it. It's just Monday would have to be after lunch and Friday would have to be in the afternoon sometime.

BILLY

8:42 Okay. Let me check Chelsea's schedule. She's a territory manager down there and she's awesome. I love her.

BILLY

8:51 Okay. So, Monday or shit like next week, she's booked up or the following week.

BILLY

8:59 The week of the 20 third, she's got some time Tuesday, Wednesday or Thursday or Friday.

PHONE CALLER #1

9:06 So, Monday, I, my the days that I'm in the office where I'm not out in the field, losing my mind because Mondays and Fridays next week is, no, you said she's booked up next week, the week after that, I'm off 20 fourth and 20 fifth for my stepdaughter is graduation.

PHONE CALLER #1

9:26 Yeah. So, the week after that, what is it? Thursday, I think, right? What's the 20 fourth and 20 fifth?

BILLY

9:33 That's Tuesday and Wednesday. So Thursday.

PHONE CALLER #1

9:35 So, next Thursday, I could do it? Yeah, or not next Thursday, but two weeks out Thursday, I could do it.

BILLY

9:41 Okay. What time works for you?

--- Pricing ---

BILLY

9:46 Afternoon?

PHONE CALLER #1

9:47 Between eight and 10 AM and two PM.

BILLY

9:50 Relating to, I got a one o'clock...

PHONE CALLER #1

9:54 Sure. That'll work...

BILLY

9:56 Alright. One PM on 26...

PHONE CALLER #1

10:01 20 sixth. Nope. That's not gonna work 26 feet. Man. I'm like days and dates pro.

BILLY

10:07 Yeah.

PHONE CALLER #1

10:08 So, the 26? Yeah, I want to work because I have a two 30 dentist appointment where I'm getting like three crowns done. So, I'm going to be 100 percent out of function after that, from two from like two o'clock on.

BILLY

10:17 Okay.

--- Moving Forward ---

BILLY

10:20 Let's do it before that, I can even go maybe like a 12 30. How about?

PHONE CALLER #1

10:24 Yeah, that's fine.

BILLY

10:25 12 31 is?

BILLY

10:29 What in good email for you, Patrick?

PHONE CALLER #1

10:33 It's Patrick, dot per do though?

BILLY

10:39 Yes.

PHONE CALLER #1

10:39 So, Patrick is P a TRICK and then spur do though is Sierra, papa, echo, romeo, delta, uniform, tango Oscar?

BILLY

10:42 Yep.

BILLY

10:54 Yup. Yup.

PHONE CALLER #1

10:56 At new ones, dotcom?

BILLY

11:02 Okay. And what I'll do I'll send you out a Google invite for that Zoom demo. When you get it, just click, yes, you'll terms. I know you got it to the rest and I'll call you beforehand like net like that Wednesday, just to kind of like normal time and everything's good to go.

--- *Moving Forward ends* ---

BILLY

11:22 You know what I mean? And we have anymore like specific things like if you add a perfect software at Patrick, what would you want to get out of it? I know it's a mess right now with you, but what's your perfect software? What do you want us to use it for?

--- *Moving Forward* ---

PHONE CALLER #1

11:20 Yeah.

--- *Moving Forward ends* ---

PHONE CALLER #1

11:23 Yeah, that's fine. Yep.

PHONE CALLER #1

11:40 So, the perfect software is going to be done on the front and intuitive on the back.

BILLY

11:47 Perfect. Yeah.

PHONE CALLER #1

11:48 So, you know, service technician. Well, you know, as smart as those guys are when it comes to work in software, you know, it's 50 50 90. You know, it really is, it's both so frustrating and annoying. But so, it's gotta be simple for them to use for both of them to navigate a service call that's put on them by dispatch and also for them to create their own service call for after hours purposes.

BILLY

11:52 Usually use.

BILLY

12:05 Wow.

BILLY

12:15 Yeah.

PHONE CALLER #1

12:17 And for me, what I need is I need to be able to pull profitability reports based on customer, individual location, individual technician. What I would really like is like a, some kind of email notification or flag if the same serial number is entered twice within 30 days, because that would alert me to look at a potential recall. That would take it from billable. So unbelievable. And also helped me identifies recurring issues. You know, like we have the same piece of equipment worked on two or three times in a month. You know, I need to get one of my supervisors to look at that.

BILLY

12:52 Yeah. Yeah, for sure. Yeah, you can have all your service history on each piece of equipment at each job on like, right? When your tickets to a job say they're out on a maintenance job and they're working on something and they see that they had to

replace apart and they did that last time too, you know? I mean, so you'll see that it should, we need to get this thing replaced, you know?

PHONE CALLER #1

13:05 Yeah.

PHONE CALLER #1

13:19 Right. So, they, you know, the purpose, I think, you know, because I, on the military side, I work in it and leave that the purpose of using systems is to reduce human error and help us do our jobs better. So that's why, you know, like the automated alert, if the, you know, the same serial numbers entered in for the same location and less than a month, yeah. If there's an automated alert function, that would be huge.

BILLY

13:29 Yes.

*--- Moving Forward ---*

BILLY

13:44 Okay. Yeah, I'll definitely put that in the notes for the territory manager to go over to see what we have for that. But, yeah. So you're gonna use it basically for everything. No scheduling, dispatching, quoting invoicing, you know, the whole shebang, right?

PHONE CALLER #1

14:03 Yep.

BILLY

14:05 Okay. Sounds good. Well, I think it definitely would be worth your time to take a look and I'm excited for Jesse to show it to you. So I'll send that out to you here shortly that Google invite and I'll call you the day before. Okay. Alright. Thanks, Patrick. Goodbye.

PHONE CALLER #1

14:18 Okay. Sounds good, sir. Alright. Thanks. Bye-bye.

*The End*