Call with ZiEn Inc - Steven Zimmerman

Will Moore with Zien Service, Inc.
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Participants

SERVICETRADE

Will Moore
SDR

ZIEN SERVICE, INC.

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President

Topics

Transcript

STEVEN

0:00 Thank you for calling site and mechanical. If you know the person's extension, you can dial it at any time, please dial zero for the operator. Dial one for H back, service, dial two for plumbing service, dial three for HR construction.

STEVEN

0:22 Design services. How can I help you?

WILL

0:25 Like speak to Jon please?

STEVEN

0:28 Which one?

WILL

0:30 Macaluso?

STEVEN

0:31 Okay. One moment, please?

WILL

0:33 Thank you.

STEVEN

0:34 You're welcome.

STEVEN

0:45 Hello, it's John?

WILL

0:47 Hey, John, this is will at service trade. Have you been?

STEVEN

0:50 Good.

WILL

0:51 Good to here. Am I catching you with a couple of minutes? I can be super brief.

STEVEN

0:55 Yeah, yeah. Like one minute. Okay. So, what's up?

WILL

0:58 Awesome. Yeah. So, John, I see that you guys were looking for something to kind of streamline the service pharma, and it looks like you went with BuildOps, what inspired you to go with them?

STEVEN

1:12 Just the, you know, we looked at your... your stuff, and then two other companies as well as build apps, and just, I think more of the flexibility... and... and maybe the pricing. I wasn't involved with negotiating the pricing part of it. I was just involved with sitting on some of the demonstrations that they offer as well as you guys. So, so, and then, you know, we have a team of people that made that decision. You know, it wasn't the only one to have input, you know, but we wait them all. And they just happened to when it, that's all. So, and I know... I know you're on your end, you'd like to, you know, wonder why we lost out kind of thing and you guys have an excellent product from what I've seen as well. So, I think the biggest thing was that.

WILL

1:34 Okay.

WILL

1:47 Okay, cool.

STEVEN

2:01 Excuse me. The biggest thing was that they have, so we do... we do H facts service. So, we have a large service department for doing H back service, but we also have H back construction. So, and that involves plumbing construction, HP, AC, construction process, piping retrofit, work, and manufacturing plants, and they offered a module that supports that because they're the way they manage and run things and monitor things is different than what we do here in the service part of it. So, I think that was one of the key things is that they offered by again, the module that helps manage construction.

WILL

2:12 Yeah.

WILL

2:26 Yeah.

WILL

2:43 Okay. I see. Yeah, it sounds like they're trying to cover basically every part of the business. Our... our goal is just to make the... the best possible platform for the service department so that you guys are really being as efficient as possible and creating a customer experience that makes them pay you guys, you know, as much as possible. I guess what has been... the... the experience on the service side with BuildOps? Like are you?

STEVEN

2:49 Correct. Correct.

STEVEN

3:15 Well, we haven't so that's... that's a good question. They, it's taken them this many months to, you know, we made the decision like back in April or something like that this year and take them this long to get everything ramped up and tailored to our needs. And then we're gonna, and we decided that we went further into the summer with this thing just to do the cut off come January first. So, and by then we should definitely have all stuff built and ready to go for that. So, so, so the answer your question, we, I have not.

WILL

3:49 Okay. And so when you say cut off Jan one, do you mean that's when you're gonna start actually implementing it?

STEVEN

3:55 Switch up implementing, right? We're switching over from as, you know, we already have Computerease, which is a nightmare. We're getting rid of that. I shouldn't say Computerease for our business is a nightmare and may work for other people but definitely not us. So I'm sure you've heard that before because well, you... you obviously, because service trade, you're you integrate, you know, you do the integration, correct? With Computerease?

WILL

4:19 Yeah. So I have heard definitely similar experiences to you before.

WILL

4:26 Yeah. And so, I guess you guys are trying to start using on change one? So that's cool. You know, with... with it taking, you know, did it take a lot longer than you guys expected for this to get going? Like did they say that, you know, it was going to happen and then.

STEVEN

4:33 Right.

STEVEN

4:42 Yeah... I think, and you might experiences to right now, I think a lot of there's a lot of service companies out there or mechanical contracting companies trades in

general that provide not only service part of their business but they provide to construction, new construction side of it that are hungry for some sort of product that's decent. So, it just eliminates a lot of extra work for the office administrative people and, you know, to get billings out faster. And I think a lot of the companies like yourself or just being overwhelmed and you just don't have, you know, the support team to... to... to support everything that you sold already. I don't know if you guys are experiencing that or not. And that's kinda the feeling I'm getting through BuildOps. So it's still gonna be interesting. You know, what happens come January first? How they support at Computerease. Did a very poor job, would be definitely a thumbs down with their support... very poor support.

WILL

5:06 Yeah.

WILL

5:43 Yeah, I see. Well, since we are so dedicated to the service side and we've been doing it for like 11 years now. You know... we've... we've really made a pretty well oiled engine there in terms of supporting our customers, have a 96 percent retention rate because of that.

STEVEN

6:03 Right. I don't know your... your platform is definitely a platform that's needed in the industry. And... and I'm sure you guys... you know... you know, hit it out of the park as far as what you're providing as far as your service, because like I said, there's a lot of companies out there that need that type of software because they're not it, but, you know, you have a lot of smaller mechanical, you know, trays, you know, companies that need that support, they need something that works, they don't have time to play it and manipulate their software. So, and they want something that's smoother, you know, a better flow. And like I said, there's a lot of junk out there that doesn't offer that they all claim they can, but it's junk, you know, so, but yeah, I... I liked the platform. I, it seems like you guys as well as your competitors are... are covering every little thing, you know, and... and vendor done it. You know what I mean? You've... you've got all the feedback obviously to improve your product, you know, so.

WILL

6:04 So, I mean.

WILL

6:33 Yeah.

STEVEN

7:01 So, yeah, we'll have to see. Yeah, I'm sorry. Okay.

WILL

7:01 Yeah. Well.

WILL

7:04 No, you go ahead.

STEVEN

7:07 And again, the verticals fill out. I, we still have to work with this thing. We'll see how it, you know, it... it runs, if it's... if it's going to be, you know, nothing is a smooth transition. I'm sure. We're gonna hit some glitches from time to time and totally definitely perfected... but... but we'll see it's like I said, it's going to be a learning curve probably the first quarter of an.

WILL

7:27 Yeah, I hear you. Well, it sounds like, you understand, you know, what we're... what we're out here doing for commercial service departments? Would it be a bad idea to just have a conversation again with us so that if things do go sideways with the implementation... that... that you've got a solid backup plan in case that happens?

STEVEN

7:56 Yeah, yeah. I guess I'll always open minded because I'm... I'm still not Leary but it's still, you know, yeah, it's one of those deals where, you know, the, we have to see where this goes and mid, sounds great, you know, but we have to make sure that, you know, we get the right support and it works the way we want it to work, you know, for our needs and our company. So, so, yeah, I'm always open on it. I'm not gonna say no, I mean, I'm I just, I'm not one of those guys. Yeah, I made my decision. This is my final decision and this is where we're going with.

WILL

8:18 Okay.

WILL

8:24 Yeah, yeah.

STEVEN

8:25 You know, I'm just trying to, I've been in this business a long time and... and nothing really stands out. You know, at least in the last 10 years, you know, as far as my end of it like I said, you were one of the, one of the top cup companies that we looked at as well as like two or three other, but there aren't many companies like yourself. And like the other comes, we looked at that offer the platform that... that we need in our type of business. That makes sense. And unfortunately, somebody will make more decisions because they don't they might be on the owner of a company, but they rely on other people that do the nuts and bolts of it, you know? And, you know, I can say, I'm... I'm more than that's the most part of it and I know what will work and what won't work in our business. And I wasn't part of the decision making when they decided to go with Computerease. Was a very, that was a report decision with people here that made a decision. I wasn't part of that now I am. So now let live and learn... learn... learn, yes.

WILL

9:19 Yeah, I see. And when... and when you mentioned like, you know, they're not being a lot of things out there that can do what a company like yours needs. You know, we feel like kind of the primary ways that... that people are lacking in providing you guys the proper tools is.

WILL

9:39 I guess... having... having the whole long-term customer relationship built out from, you know, making sure our maintenance is never miss to making sure repairs member missed to having a service tech being able too see everything that's happened on pieces of equipment. So, you guys know the health of that at all times. Is that kinda what you're getting at?

STEVEN

9:51 Right.

STEVEN

10:00 Correct. Correct. Yes, absolutely... absolutely. And Computerease as, you know, because you do, the integration with Computerease are horrible that you wants to work orders, closed out, everything disappears. They can't access it. Horrible. I don't know what they were thinking. I think they were thinking more of the accounting side of the business. It's just horrible. And I'm sure. I'm not the first one telling me, is this, you know?

WILL

10:17 Yeah.

WILL

10:22 No, you're not. Nope. Nope.

STEVEN

10:25 You know, it was definitely, it was a mistake and, you know, I'm surprised we lived with it for three years after hours because we're it's... it's going on three plus years now that we've had computer reason. It's just been a nightmare for our office staff and learning it and manipulating it and horrible. Just horrible. It doesn't have to be that harder fill, it doesn't to.

WILL

10:45 Yeah, I hear you. I hear, yeah, we'll... we'll based on that, like... like we mentioned, it sounds like... like this would be worth just having another conversation about you guys can have a backup plan in place in case your implementation goes sideways. You had mentioned that there are some other people that were part of that decision, who... who else was part of the decision making process?

STEVEN

11:09 Well, I run to the service department and we have somebody that manages runs the construction part of it. And then you have the ownership. So we basically have three departments and each department head, me being the department of this H back service along with the other department heads and ownership, you know, and as well. And our accountant, you know, we have a full-time account on staff, obviously sat in on making that decision making, you know, obviously the accountant part of it, the accountant has different needs. You know, what they're looking for. We, I have a different need when I'm looking for, you know, I mean, so we want to collaborate. So we have a better flow from accounting, the billing to like you're saying just... just... just creating the job, getting the job done feedback. I'm a job, you know, reports back things like that where it can get into the building stage in the accounting stage, exercise anything, just a better... better all overall flow. You know... you know, we're still things are still fall through the cracks. Like I said, we can, what I always wear 40 Computerease you know, source bills, not getting billed and, you know, customers, I get their bills to a month and a half later because, you know, it's fell through the cracks. You know, we're... we're gonna type of business because we do commercial and industrial H vac and process that all our, we don't collect seo. Do you know what I mean... I mean? I'm sure you work for residential customers that are, you know, getting credit cards right away. We... we don't do that. I think a lot that's where a lot of companies struggle that they claim they have software that will run your operation. The problem is they're all residential type software where you're collecting COD that's great. Have you can collect COD? I don't know. I mean, because then that... then that really shorten the process of... of... of the flow. You know, you... you got paid already.

WILL

12:08 Isn't...

WILL

12:36 Yeah.

WILL

12:43 Is it?

WILL

12:56 Yeah, yeah. But that guy... that guy that's gonna pay you is probably not right in front of you when you're doing those commercial jobs like we've seen.

STEVEN

13:06 Correct. They could build. I got, you know, they have a credit line with us and they get, you know, we build them and then they have 30 days to pay that sort of thing. So, but there's a lot when you're doing that type, it does a lot of tracking follow up, you know, to make sure that you're getting paid and they're not going over, you know, there's you know, 30 days or whatever... things like that. So just a better flow.

WILL

13:26 Yeah, gotcha. So are you open to I'm looking at the?

WILL

13:33 Head of the ownership part and the head of the construction pardon, the head of the accounting to have them join in this conversation as well?

STEVEN

13:42 Yeah, I'd be something down the road like I said, you one of the candidates in the running with our decision making, but they decided they wanted to get rid of Computerease all to get there. So he decided to go with BuildOps, which does it all the accounting part of it. And as well as the day to day operation with dispatching and monitoring, you know, service workflow. So that's the reason why they made a decision and it does have a construction module.

WILL

14:12 Yep. Yep.

STEVEN

14:13 A better flow, but no, I'm always... I'm always open minded because it's not usually I'm... I'm kind of I'm always optimistic until it's been proven to me not to be optimistic.

WILL

14:15 Yeah.

STEVEN

14:29 Pessimistic, I should say not optimistic with business because I'm gonna say and pull it till I really assure that. Okay, this is definitely what we need because I'm sure, you know, even though we did all the preliminary stuff and we're made our decision to go with it and they are now building it for our company, the software, you know, for our needs, you know, you always get a little leery and I and I'm sure. I'm hoping that we get enough support to where when we have to make adjustments to the people there are there to support, Stephanie?

WILL

15:02 Yeah, gotcha.

STEVEN

15:04 It's been a nightmare. It's been a real struggle like I said the last three years. So, but so, yeah, that's kind of where we're at all, right?

WILL

15:11 Yeah. Okay. Well, I guess just to help you guys put this backup plan in place, you know, what I would recommend is... is a meeting with the territory manager, Paul, vendor gripped and he can talk to you guys about what you guys could do in case that things go right with your implementation.

WILL

15:30 He has some time where he could meet with you all next week at 11 am central on Wednesday, the seventeenth. Would that work for you?

STEVEN

15:40 I would say, you know, right now we made our decision to go with BuildOps. So I would say I would wait till like the first quarter of the, you know, next year, you know, and kind of have that conversation then, you know, we'll see how we like build apps... but right right now that we are already entrenched with going with BuildOps. So.

STEVEN

16:02 Like I said, I would... I would wait to see the aftermath as far as, hey, this is working or not working. You know what I mean? And then we can probably have that conversation then if that makes sense, you know, because we're committed already, like I said, the build up?

WILL

16:17 Well, what I'll say is that typically to implement a service management software, it'll take care around three months so that'll put, you know, January, February, March. And then you're looking at sure you're looking at your contract renewal and April like right there. And so, and also what service trade would take three months, but it also, your implementation would need to be plan with us with all the other people that have decided to go with serve trade.

--- Pricing ends ---

WILL

16:48 So basically, so you guys don't get in a spot where your... your contract ends with BuildOps in April, and then you're... you're not going to be done implementing with service trade until may or June. I would recommend just talking to Paul so that you can be abreast of... of how you could make this work and... and not have your contract miss and be stuck with no software for a minute, you know, would it be a bad idea to... to get on his calendar so that you guys can do that?
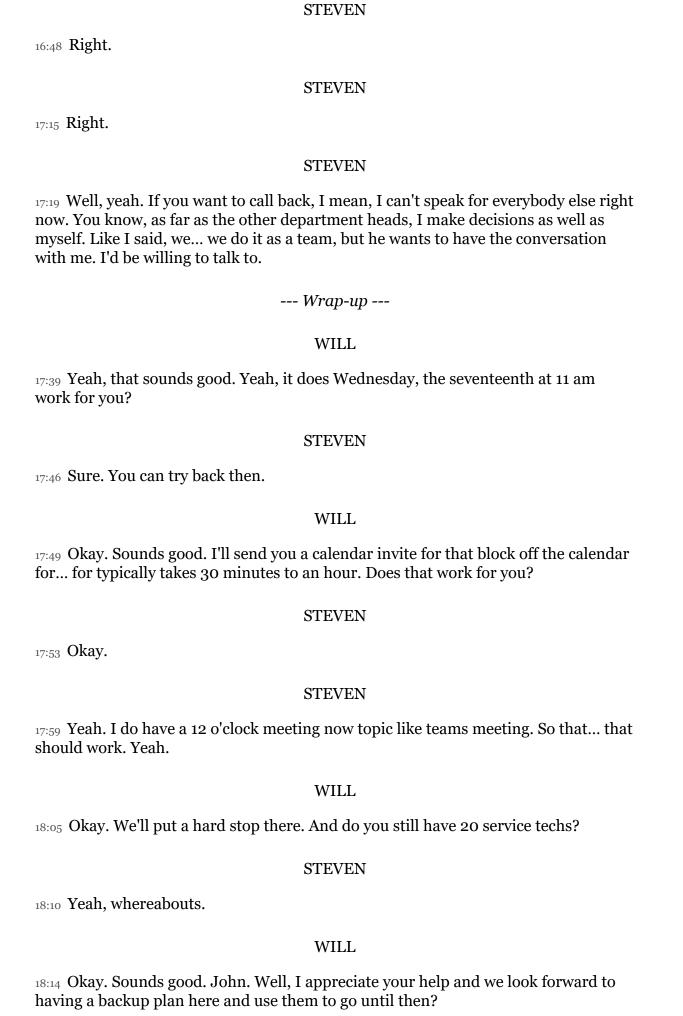
--- Pricing ---

STEVEN

16:30 Correct.

STEVEN

16:45 Right.

--- Pricing ends ---

STEVEN

16:48 Right.

STEVEN

17:15 Right.

STEVEN

17:19 Well, yeah. If you want to call back, I mean, I can't speak for everybody else right now. You know, as far as the other department heads, I make decisions as well as myself. Like I said, we... we do it as a team, but he wants to have the conversation with me. I'd be willing to talk to.

--- *Wrap-up* ---

WILL

17:39 Yeah, that sounds good. Yeah, it does Wednesday, the seventeenth at 11 am work for you?

STEVEN

17:46 Sure. You can try back then.

WILL

17:49 Okay. Sounds good. I'll send you a calendar invite for that block off the calendar for... for typically takes 30 minutes to an hour. Does that work for you?

STEVEN

17:53 Okay.

STEVEN

17:59 Yeah. I do have a 12 o'clock meeting now topic like teams meeting. So that... that should work. Yeah.

WILL

18:05 Okay. We'll put a hard stop there. And do you still have 20 service techs?

STEVEN

18:10 Yeah, whereabouts.

WILL

18:14 Okay. Sounds good. John. Well, I appreciate your help and we look forward to having a backup plan here and use them to go until then?

STEVEN

18:22 Okay. Sounds good. Alright… alright, thanks bye.

WILL

18:23 Okay. Thanks, John. Bye.

The End