



# Call with (786) 975-8289

JennyKay McSweeney with Solrac Inc  
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## Participants

### **SERVICETRADE**

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*SDR*

### **SOLRAC INC**

Richard Gomez  
*Vice President*

# Topics

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# Transcript

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

JENNYKAY

0:04 Hello?

RICHARD

0:06 Huh.

JENNYKAY

0:07 Hi, it's JK with service trade that I call it a bad time.

JENNYKAY

0:13 Is this Richard, this is Jake. Hey, I don't know if you remember us on with service trade, we've worked with you last year.

RICHARD

0:13 Where are you call?

RICHARD

0:21 Okay. Could be Adam.

JENNYKAY

0:21 Let's...

JENNYKAY

0:24 Say again?

RICHARD

0:25 I say, yeah, well, I... I don't remember boat. Yeah. Can I help you?

JENNYKAY

0:27 Yeah.

JENNYKAY

0:30 It's okay. This is Richard, right?

RICHARD

0:33 Yes.

JENNYKAY

0:34 We're field management software company. We did demo for you guys last year. You guys do fire sprinklers, fire pump testing, correct?

RICHARD

0:44 Yes.

JENNYKAY

0:45 Okay. Okay. So, are you guys currently on paper? How to keep track of your work order management, your scheduling, your dispatching things like that?

RICHARD

0:55 To my office?

JENNYKAY

0:57 Through your office? Okay?

JENNYKAY

1:00 What are the guys are using? Are they on paper or what... what are they using to keep track of thing?

RICHARD

1:05 Problems? So right now?

JENNYKAY

1:07 Okay. They're using tablets. Okay. So, are they, do they have a software program that they use?

RICHARD

1:16 Yes, I do all the work orders. So, the po material is everything is today?

JENNYKAY

1:22 Okay. And what, what's the name of the software?

RICHARD

1:26 That's interesting.

RICHARD

1:29 I'll have to go through my office. I mean.

RICHARD

1:32 I know we bought it and they haven't they using it being used and not too long. It's been like push five months?

JENNYKAY

1:32 Okay.

JENNYKAY

1:41 Okay. And are you guys happy with it?

RICHARD

1:45 So far it's pretty organized. Yeah.

RICHARD

1:49 That's what I can say.

JENNYKAY

1:51 Are you the owner of the company? Sorry, I didn't hear you. Okay. And so far? You said it's organized. I interrupted you.

RICHARD

1:53 Yes, sir. Yes, yes.

RICHARD

1:59 Yeah, it's pretty much all guys, there's no missing paper documents every single day while we do still have to file to the computer and click on the computer? Once a day. So me that.

RICHARD

2:15 It's been working pretty fine. I mean, was better than before everything was done on paper.

JENNYKAY

2:20 Okay. That's good. Now, how... how does it keep track of? Like, is it, does it keep track of the history of all of your guys is assets that you're working on all of the equipment that you're working on. So, for example, the guys are out in the field and they have a sprinkler and they want to get history on what has gone on sept sprinkler. How did they find that?

RICHARD

2:44 What do you mean? I mean, is that again? And you said the sprinklers?

JENNYKAY

2:47 So...

JENNYKAY

2:49 Yeah, it's okay. How are the guys getting history job history? So they're out in the field and they want history of what has gone on at that location. How did they get that information?

RICHARD

3:04 We need to go back to whatever it worked or we've... we've done it before it, and that's all, we know what's going on. I mean, whatever happened before us, we don't know.

JENNYKAY

3:10 Yeah.

JENNYKAY

3:15 Right. Of course. And is that located right there in that computer program or where is it?

RICHARD

3:21 No, there's a, to do the office... the office, just file information based on the customer and say that my computer. I mean, the office computer?

JENNYKAY

3:34 Okay. Okay. So, the guys have to call for that.

RICHARD

3:39 Yeah, for the accounting for mentioned, print their name, and then we know when they need what I need and we provided to adp, they need.

JENNYKAY

3:47 Yeah. Okay. Understood understand it. And is there anything about the computer program that you guys are using that you wish was a little bit different?

RICHARD

3:58 They wanted in the office?

RICHARD

4:03 Are you there?

JENNYKAY

4:04 Yep.

RICHARD

4:05 Yeah. May I ask and they wanted? They office?

JENNYKAY

4:08 Well, one of the guys are using office, is that the same one that they're using in the field as well as the same program, correct?

RICHARD

4:15 No, no, no. It's only for what good is BuildOps, they received the po, they consume it a po, work orders also including the inspection report, annual quarterly plan. But I mean, once I don't show me the information, it's only gonna say my computer.

JENNYKAY

4:31 Okay.

JENNYKAY

4:40 Okay.

JENNYKAY

4:43 Okay. And is there anything that you wish were different about how that works?

RICHARD

4:49 Hey, can you hold on a minute, don't go anywhere?

JENNYKAY

4:52 Okay.

JENNYKAY

5:07 Hello?

RICHARD

5:12 Hi, are you there?

JENNYKAY

5:13 Yeah.

RICHARD

5:15 Okay. Well, I want to ask the question.

JENNYKAY

5:17 Is there anything different about the program that you're using? Is there anything different about how late do you wish it would work differently?

RICHARD

5:25 I don't know any on the product that's what we'd be using? Like I say it's been working pretty fine and we just found out?

JENNYKAY

5:30 Okay.

JENNYKAY

5:35 Okay. Would you?

RICHARD

5:37 Where are you from? Yeah, you have five different program?

JENNYKAY

5:40 Yeah. Would you be interested in looking at a demo with us?

RICHARD

5:45 You say you guys did a demo before?

JENNYKAY

5:48 We did one a while back with you guys?

JENNYKAY

5:53 It was last year in February and it says access here, cancelled meeting and never was set backup. Okay? So, it looks like you actually scheduled one and didn't come. So, never mind.

RICHARD

5:56 Exactly.

RICHARD

6:08 Okay. Yep. I can't remember, I know we did a demo with some kind of design program.

RICHARD

6:17 Called joined dumped me. I have no remembers doing any demo, these kinds of things.



JENNYKAY

6:17 Okay.

JENNYKAY

6:24 Okay.

JENNYKAY

6:26 So, let me tell you a little bit about service trade and you can tell me if you might be interested. How does that sound?

JENNYKAY

6:34 So, we are going to have tablets in the field for the guys as well. You can be able to use that and also in the office. So basically how it works is the men are going while they're out in the C, are going to be able to get all of the work orders right there. Okay? It's gonna be in the program go, so open up a work order and they'll do their inspection forms. They'll do their inspections and let's say they're out in the field and they find a deficiency. They're going to be able to... to record that deficiency there, get pictures attached to the deficiency recorded quickly and easily. And that's going to go back to the office in real time and you can also deficiency email to you as well. Are you guys currently quoting from the office?

JENNYKAY

7:25 No, I'm asking, are you guys currently quoting or deficiencies from the office?

RICHARD

7:30 Hi, I'm Richard.

JENNYKAY

7:31 Okay. And so, how are the guys getting that information back? Are they... are they emailing it to?

RICHARD

7:40 What did the other clinic?

JENNYKAY

7:41 Yup. The... the efficiencies, are the guys getting emailing the deficiencies back to you?

RICHARD

7:48 Yeah, they made to the office in the file on the... on the client file and then.

JENNYKAY

7:55 Okay. And what kind of file or are they using?

JENNYKAY

7:59 It's the...

RICHARD

8:01 I know. I mean, I know they always have some kind of system this over the internet. So we get access anyway.

JENNYKAY

8:09 Hello?

RICHARD

8:11 I can't I don't know Microsoft this... this could be.

JENNYKAY

8:16 Okay. So, are they using excel spreadsheets?

RICHARD

8:21 Yeah, I'm not sure about, no, no, I don't have them watch a modest on the computer, but I believe that's how they use it accepted.

JENNYKAY

8:31 Okay. So, a lot of time and see what we have a lot of customers that are working on excel spreadsheet to keep track of work order history to keep track of deficiencies. Oftentimes they have a hard time keeping up with the deficiencies and getting quotes out. Are you guys experiencing any problems like that?

RICHARD

8:48 Now, because while we do once, are they filing, they expect some report with the next day? We have to send it to apply. And that way we keep everything on track.

JENNYKAY

8:56 Okay. So.

JENNYKAY

9:00 Okay. And when the clients approve it, are you able to keep good track of who's approved it and who hasn't approved it?

RICHARD

9:09 Yeah. When they send it back to us, yeah, we'll keep on track.

JENNYKAY

9:11 Okay.

JENNYKAY

9:14 Okay. So, would you be interested in looking at a different software program just to see how we work?

RICHARD

9:24 Yeah, we can't remember, I was saying we're going to buy all doing it or we gotta look at it?

JENNYKAY

9:30 Okay.

JENNYKAY

9:36 Let's see here. Do you currently have four guys still are, how many... how many technicians do you have? How many technicians?

RICHARD

9:40 No, I know we got like a guys.

JENNYKAY

9:44 Yep, eight technicians, okay?

JENNYKAY

9:50 And if the, who set you up with... Florida? Hey, technicians Clinton?

JENNYKAY

10:03 Okay. So.

JENNYKAY

10:12 I can set you up for something on Monday, go ahead. Okay?

RICHARD

10:17 Yeah. Hold on a minute. Hold on it.

--- Pricing ---

JENNYKAY

10:59 Hello?

RICHARD

11:00 Yeah.

JENNYKAY

11:02 Okay. So, yeah, I can set it up for you next week like, but times are good for you mornings or evening?

RICHARD

11:13 Thank you. The morning would be easiest eight 30.

JENNYKAY

11:16 At like eight 30. Okay. I have that.

RICHARD

11:19 To nine o'clock...

JENNYKAY

11:21 Okay.

RICHARD

11:23 Already pay?

JENNYKAY

11:24 It's it's we... we block off an hour, but... you know, it could be... it could... it could take a half an hour if you want it to, but we just block off an hour if it takes you a little bit longer. What, if you were to come to the demo, what is that you would be watching? That's? The biggest question? Like what are you interested to look at other software?

RICHARD

11:48 Hi, may, I cannot tell you why we bought a timing when should I be looking at a new... a new program?

JENNYKAY

11:54 Well, what would, what we do is we're going to help you speed up your processes. So more got technicians can get to more jobs. So we're going to help speed up the process of what the technicians are doing out in the field with the office is doing? So you can make more money and you can keep good track of your deficiencies, as well?

RICHARD

12:16 It's gotta be anything better than that. Well, we already out, right?

JENNYKAY

12:21 Yes. And if you're using excel spreadsheets, we have a lot of people come excel spreadsheets, and they have a 23 point four percent increase on... on repair. I'm sorry, and efficiency. I'm sorry, I'm service revenue year over year.

RICHARD

12:37 Okay. Is that part of it sounds really released? We buy?

JENNYKAY

12:38 So, is that something?

JENNYKAY

12:42 It's it's it goes by one year. It's an annual subscription.

JENNYKAY

12:49 And it goes by technician?

RICHARD

12:52 Hi, goes by technician.

JENNYKAY

12:54 Yes, sir. So each technician would have a license.

RICHARD

13:00 How much it, I liked him?

JENNYKAY

13:03 Well, it's... it's somewhere in the range of... of 80 70. I think it's 79. So on our website, I think it's 79 per technician per year, but...

RICHARD

13:12 Yeah, they have side that I can look at it.

JENNYKAY

13:15 Yeah. Do you want me to send you that information?

--- Pricing ends ---

RICHARD

13:18 Send it to me that, and then I get back to you to see three weekends, I mean.

JENNYKAY

13:19 I'm gonna.

JENNYKAY

13:22 That's a better idea because I think that I wanna make sure because it looks like you've... you've set up an appointment that I didn't show or calm, you weren't that interested.

--- *Wrap-up* ---

JENNYKAY

13:33 And I just wanna make sure that if we... if we block off that time, we're not wasting your time or hours. So, let's make sure it's something that you would be interested in and see if I have your email address. I do not have your email address. Let's get it.

RICHARD

13:40 Right.

RICHARD

13:49 As info, INFO.

JENNYKAY

13:54 Okay.

RICHARD

13:57 So, right.

RICHARD

14:00 So, right.

JENNYKAY

14:00 Folder...

JENNYKAY

14:02 Folder...

RICHARD

14:03 Now, our AC, imc dot com.

JENNYKAY

14:04 Okay.

JENNYKAY

14:10 Got it. SOR a CINC dot com, perfect info at, okay, perfect. So, let me go ahead. I'll send you that email and you check it and see what you think. And then if you're interested in looking at a demo, let's look at a demo. We will make me, we will people

who are an excel spreadsheet and with the guys are on tablets, yep, did you have to pay for those tablet?

RICHARD

14:17 Correct. Yes.

RICHARD

14:37 Yeah, right. About the topic.

JENNYKAY

14:39 Okay. So, we work off of iOS or android. And if you've already bought the guy tablets and they're... they're just typing it in and what are they using word documents?

RICHARD

14:51 I believe so. I'm not sure.

JENNYKAY

14:53 Okay. So.

RICHARD

14:55 It's gonna be worth, I mean, in order to writing, have to be weren't right?

JENNYKAY

14:59 Equally, so, I'm... I'm thinking.

JENNYKAY

15:05 They're probably having a difficult time like getting information like logging the information that they're going to need in order to get work order history is probably one of their big thing. So, probably having to call the office, email the office. And if they're not in a position where they're going to have to do that, they're gonna save a lot of time and it's gonna save you a lot of money.

JENNYKAY

15:27 Does that mean? So that's what you want. The reality is, if... if you don't know how the process is working for you now, you know what I mean? Then you may not know how we could help. So, I'm thinking who is your office manager?

RICHARD

15:30 Hey, man. Yeah. Okay.

RICHARD

15:44 That's a late enough tend to 100, I'm running.

JENNYKAY

15:48 What's your name?

RICHARD

15:50 Maria?

JENNYKAY

15:51 Maria, and... and does she have a different phone number than you do?

RICHARD

15:55 Yeah.

JENNYKAY

15:57 Okay. I'm thinking we should talk to Maria and see where there's any time logs in your guys is process to see if we can actually help you. Does that make sense?

RICHARD

16:06 Hi, let's yeah, let's do that separately mail first. I'm gonna look out and then I'll see how we can talk about, you can talk tomorrow because we proceed to do.

JENNYKAY

16:10 Yep.

JENNYKAY

16:14 Sounds like a plan.

JENNYKAY

16:17 Okay. So I'll send you an E mail, and then you give me her phone number through the email. You sent me an email back or you can give me your phone number. Now, it's up to you.

RICHARD

16:28 Yeah. Let me look out to your problem for us. And then we came back to you.

JENNYKAY

16:30 Okay. Okay, perfect. I'm sending it and a couple of minutes and I'll call you in the... in the next week. Sound like a plan?

RICHARD

16:37 Alright.

RICHARD



16:40 That's good. What is your name?

JENNYKAY

16:42 It's JK. It's hard to forget because it's like JK rolling or kidding. So my, yeah, my full name is Jenny K, but I never go by that because I hate it when people, Jenny, by accident. So. Yeah.

RICHARD

16:47 Okay.

RICHARD

16:57 All right. No problem.

JENNYKAY

16:58 Alright, Richard, and you go by Richard or do you go by Rick?

RICHARD

17:02 Richard?

JENNYKAY

17:03 Richard? Okay. Awesome. I have an uncle name, Richard. I just loved them to pieces. So I will email you in a couple of weeks and we'll talk soon. Sounds like a plan. Alright. Thank you, Richard. Alright. Thank you. Bye bye.

RICHARD

17:12 Alright. Yeah, that's fine. Sounds good. Thank you.

*The End*