



ServiceTrade Demo with Heco Ltd.

Alec Ashby with Heco Ltd.
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Participants

SERVICETRADE

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HECO LTD.

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OTHER

HECO TEAM

Topics

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Transcript

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

--- Call Setup ---

ALEC

0:00 Hey, John, can you hear me?

HECO

0:02 I can hear you?

ALEC

0:03 How are you doing? How's your day going?

HECO

0:06 It's going all right. Just keep him busy. How are you guys doing?

ALEC

0:10 Doing pretty good. Keeping busy over here as well. I've had a lot of meetings but me just in the trenches, you know.

HECO

0:16 There you go. There you go.

ALEC

0:19 Gotcha. Cool. And Jon, what's your formal role over there?

HECO

0:26 President?

ALEC

0:28 President. Gotcha. Okay. Awesome. Okay. Well, cool. Well, John, I do appreciate you taking the time to speak with me and also speaking to me earlier. So what I figured we could do for our meeting today is first, I mean, I've already talked to you a little bit earlier, but I just want to get to know a little bit more about your business, your priorities. What's top of mind for you guys next? What I'll do is I'll go through a slide show kind of outlining service trade while we built, who we help. And then after that, we'll go through a brief demo. And then if everything looks good in the end, we can talk next steps. Does that sound fair to you? Gotcha. Well, I don't really have too

much to ask you since, you know, answered most of my questions earlier, but did just want to ask you if pertaining to this meeting specifically, you know, what kind of is top of mind for you? And why do you take the time to sit down and talk today?

--- Call Setup ends ---

HECO

1:21 Well, we're just in the market for some sort of ERP that can help us out with what we're trying to achieve, which is streamline a lot of the processes that we have in the office and out in the field and make things a little bit more modern, right?

ALEC

1:40 Right. No, I get that. And then as far as you guys in 2023 is there any goals that you guys are tackling that are top of mind for this year?

HECO

1:49 Yeah, I think everybody's generally got the same ones you just want to grow. So more guys on the road then you would hope that more guys on the road would produce to more top line sales, right?

ALEC

2:02 Right. You would hope it would increase revenue, not decrease.

HECO

2:06 Sure. Exactly.

ALEC

2:08 Got you. There now. I know you spoke to me a little bit earlier talking about how you looked at BuildOps, you know, service tie in a couple of others. Is there any, that is kind of the top one right now? As far as your evaluation, the one your team is like the most?

HECO

2:23 Pretty keen on build ups at the moment.

ALEC

2:26 Smart. Yeah, that's definitely one of the better ones out there. When I heard you say those two companies, I can tell you run a pretty tight ship because those are definitely two pretty good companies. What do you kinda like about BuildOps? What kinda stood out to you about them?

HECO

2:39 Well, their platform just look pretty good and we've done a few demo calls with them now. So I did the first one kinda felt it out. And then I had my team, all my

office staff basically sitting on it and they asked their, this is just my computer joining if you want to let that in. So I can see it better.

ALEC

2:54 Okay. That works.

HECO

2:56 And, and so they were all pretty keen as well as to what it could offer and it seemed pretty good. Any questions they had pretty much all got answered and... you know, it's pretty good platform. Okay?

ALEC

3:11 Okay. Yeah. Yeah. I'm sure. That was all appreciated. I know getting questions answered quickly is always, you know, thing with different companies, some companies are pretty good at it. Some are pretty slow. So, I'm sure that was appreciated for sure. Now, I know you mentioned your office staff here. If you liked what you saw today. Is there anyone else that would need to get involved in this evaluation?

HECO

3:33 Now, ultimately, I'd be my decision, but I do like running it through... the rest of the team. So we can kinda see it first hand as to what it is they may or may not be using in the coming days or months or weeks. And so it's good to do that before you make the investment, right?

ALEC

3:53 Right. I think that's typically best practice because, you know, at the end of the day, you know, you're the president of the company, you know, obviously your opinion holds high priority, but it's also good to get a buy in from your team because when it comes to implementing it, that implementation is going to be a lot smoother if they're excited about it and felt invested rather than someone just say, hey, this is what we're doing. You have no idea what it is.

HECO

4:16 Yeah.

ALEC

4:17 Yeah, I completely agree with that. And is that just the office you're saying, I know you said team or is there anyone?

HECO

4:22 The office... mainly got to see it and then not so much... the field staff. I mean, if the office staff is pretty okay with it, then I mean, as far as BuildOps was concerned, their app was pretty simple, so it's more getting the office staff comfortable with it. And, you know, the guys out in the field should be pretty okay with their mobile app. I can kind of vouch for that on their behalf. So.

ALEC

4:55 And I know especially with technicians mobile app, simplicity is always top of mind, and it's definitely something we've tried to do as well. And I think any company that tries to make the app, you know, too complicated. It's definitely not the right move in this industry. So I can definitely see why you would appreciate that. Well. I guess the only last question I had, like I said, I mean, you did a pretty good job, you know, getting back to me on some of those questions earlier. So I don't really have too much for you, but do you have a timeline on when you guys are looking to go live or any goals pertaining to that?

HECO

5:26 If it makes sense, I'd do it as soon as possible, but I'm not in any hurry necessarily to change things. But if it's a good program, a good price and can implement it, then I'd say let's do it right away, okay?

ALEC

5:39 Yeah, sounds pretty sound. The only reason I ask is just because I know sometimes with some industries, people are trying to avoid implementing something in some kind of busy season. So I didn't know if that was top of mind for you, so to speak. But that was pretty much all my questions I had for you. Like I said, I didn't really have too much to say after our conversation earlier, but do you have any questions for me before we hop into it?

HECO

6:01 No.

ALEC

6:03 Okay. Fair enough. So I'll just go through that brief slide show. We'll hop in the demo and just kinda go from there.

HECO

6:09 Sounds good.

ALEC

6:10 All righty. So if you just give me one sec here, I'm gonna go ahead and start sharing my screen. So... do you see the service trade logo at the bottom here?

HECO

6:24 Yep.

ALEC

6:25 Okay, cool. So, John, I do appreciate you taking the time to speak with me today. Again. My name is Alec. I'm an inside territory manager over here at service trade. So service trade, we actually work with about 1,000 customers between the U. S and

Canada. We work with companies that have three trucks on the road all the way up to 300 trucks on the road.

HECO

6:45 Okay.

ALEC

6:46 We actually have a, you know, 94 percent customer retention rate, meaning that if 10 companies sign up with service trade, nine, stick with us long term.

HECO

6:55 Right.

ALEC

6:56 And the reason we were even created in the first place is our CEO Billy Marshall. He essentially saw a huge disconnect between commercial service contractors, their customers and their customers, seeing the value that you guys bring the table. Now at the time, there are a lot of residential softwares out there, a lot of one size fits all softwares out there. So, what he ended up doing was creating a commercial service software that not only help you guys be more valuable to your customers, but also help you grow your business. And there's essentially three main ways that we do. So first things first is operational efficiency. We know right now if the labor shortage, gas price is going up, everything going on in the world, there's never been a more important time to run your business as efficiently as possible. So what service trade is going to help you do is get the most out of the resources you have today so that you can run your business as efficiently as possible. The second way that we help you grow is something we like to call the Amazon experience. Essentially nowadays customers especially, you know, with the holidays just passing by, I've gotten really accustomed to a Rich online experience, service trade is going to help you deliver a similar experience to, you know, your people and your customers. This could be something as simple as sending an in route notification letting you know that you're your customers on the way. This can also be just sending a visually appealing quote that they can approve. Right then. And there, there's a variety of ways we capitalize on that, but that's just a few.

--- Pricing ---

ALEC

8:32 And really the main goal of this is not only to help you keep your current customers, but also attract the customers that you guys really want to grow with. That way, you can, you know, capitalize on that additional revenue that you want to capitalize on.

ALEC

8:48 And then the third and final way on that we help companies grow. This is kind of something I was talking to you about a little bit earlier, but it's essentially something we like to call the deficiency loop. Essentially, we're gonna make it convenient for the technician to report more deficiencies, get more pipeline back to the office on the

office then we're gonna make it seamless for them to be notified of that, turn that deficiency into a quote.

HECO

9:11 Okay.

ALEC

9:13 And then on the customer end, we're gonna make it convenient for them to approve it and also give them all the visibility they need to make an educated decision. And then also on the back end, we'll make it easy for your team to follow up if they can approve it right there. If it's something that's not a big priority, whatever it might be, right? So really those three workflows that's the main reason that the average service trade customer has seen an increase in 23 point four percent and service repair revenue. Now, keep in mind that it's just an average, some of our more high performing customers or customers that come from a paper process of seeing more.

--- Pricing ends ---

ALEC

9:46 But before we hop into the demo here, I mean, do you have any questions based on what I just said?

HECO

9:51 No, just interested to mainly see the platform sounds? I mean, you guys are all offering typically the same thing. It's just how you guys execute it, right?

ALEC

10:03 Right. Yep. So, you know, in the, you know, field management software industry, so to speak, you know, really to be a good commercial platform, there's a lot of boxes that you have to check, but there's usually two or three competitive, you know, differences between each platform. Just kind of up to you and your team to know what's the top priority where those, you know, competitive differences. And then obviously, that's probably the one you're gonna go with. I'm sure. Right?

HECO

10:28 Right.

ALEC

10:29 Yeah. Okay. Cool. Well, yeah, we'll definitely just hop right into it here. So I'll go ahead and X out of my slides here. So I'm gonna go ahead and assume that you're seeing the service dashboard. So basically the service dashboard. So there's basically three major views in service trade. We have the office view, the technician view and the customer view. I'm gonna go through all three today. But today, I want to start off in the service dashboard in the office. Basically the purpose of this service dashboard is it's gonna give you a high level overview of the different stages of your workflow. So the first thing you'll notice here is the daily schedule. So what's going

on in the business today... next, we have overdue jobs at appointments. These can be PMS or even service calls that are overdue right on the homepage service trade is gonna make sure you're on top of it, none of those are slipping through the cracks. We also have jobs that appointments do in the next two weeks. So these are not necessarily overdue. These are just upcoming service trade is gonna make sure we stay on top of those. The next bucket we have here is pass jobs to be mark complete. So these are work orders where the technician is marked it complete on their end. It just goes into this review bucket for a service manager, office manager to look over before passing on a billing. And then last, but not least we have our completed jobs to be invoice buckets. So just one final reminder that, hey, we need to invoice out this work. Now, keep in mind, we can run individual reports on all of these things. But the idea with the service dashboard is going to give you a high level overview. So you don't have to go digging through all this stuff.

HECO

12:13 Okay.

ALEC

12:18 As far as how customers are organized in service trade, since we were built specifically for the commercial service industry, we know how important is for you guys to distinguish the Bill to address and the service address. So for example, here, I have a target headquarters just as an example. So this is my billing address. But under this billing address, we have each of the physical locations we service? So if I service five targets, I have each individual physical location for the targets, but they all live under this one corporate.

HECO

12:49 Hello? Huh.

ALEC

12:52 Does everything I'd say make sense so far? Any questions on anything I've gone through so far?

HECO

12:56 Pretty straightforward.

ALEC

12:59 So I try to make it well anyways, I'll go ahead and click on this targets pittsburg, just to give you an idea on what one of these pages looks like.

HECO

13:08 Okay. So.

ALEC

13:09 So this is a location page. There's essentially a few things that stand out. I'm gonna go through the main ones. But if you have any questions on any others, feel

free to ask.

HECO

13:18 Okay.

ALEC

13:19 So the first bucket we have here as our services bucket. Now, these services, these can be recurring services which I know you guys do a lot of based on our call earlier or these can be your one off service calls. But what most people like to see is that we can set up these recurring services or PMS in service trade. So basically, the way that these are set up is you can tie PM to a specific unit. So this is just as an example here. This is a rooftop unit.

--- Pricing ---

ALEC

13:49 We can put a specific customer contract for mark up rules and pricing. We can put a brief description of whatever is gonna typically be on the work.

HECO

14:00 Quarter.

ALEC

14:03 We can even add our preferred technicians. So I add multiple here. Also an estimated price, estimated duration. We can put a scheduling frequency. So, is this a quarterly PM, annual, semi annual, whatever it might be. And then we can also add the parts labor items that are typically associated with the PM. Now keep in mind, you know, if there's slide adjustments that need to happen is we can always do that.

--- Pricing ends ---

ALEC

14:30 But the idea here is that we set this up once and we forget it. So service trade is gonna put it on a rolling clock. So between the service dashboard and other reports, we can run in service trade. We can always stay on top of our PMS and make sure none of them are slipping through the cracks. As well as when we go to create the work order, the descriptions already there, the parts labor items are already there. We just might need to make any slide adjustments for that specific visit. No, there was a little long winded there, but does that make sense?

HECO

15:00 Yeah.

ALEC

15:02 Okay. Cool. And just to kinda give you an idea on... one report one report that a lot of people like yourself that do a lot of recurring service like this report. We like to

call it a service opportunities report. So let me just go ahead and plug in this ethernet cable because I guess the internet does not wanna work today. Just give me one sec here.

ALEC

15:38 Well, I'll just come back to that in a second. I guess the internet's being a little bit slow.

HECO

15:42 Well.

ALEC

15:43 We'll just go down the line here. So I know the second thing that you were talking to me a little bit earlier about our assets and tracking assets.

HECO

15:52 Right.

ALEC

15:52 So we can do that in service trade as well. So for you guys obviously have a variety of assets here because I talked to a variety of people. But for you guys, I'll just show you some of the assets I have at this location. So I have this walk in freezer, I'm sure it's a lot more complicated and industrial, but nevertheless, we have our asset here. So each asset, you can see all this information at a glance, but they actually each have their own individual page and we can see, you know, all this specific information. You can put as much or as little information in here as you would like. This is accessible not only to the technician but also to the office. And we can see any services this asset is tied to. You can see any work orders that this asset is tied to, any repairs or deficiencies, any quotes that we've sent out pertaining to this asset. And then if we wanted to attach a manual or something like that, we could have that here as well. Now, I know this was a big priority for you. As far as what we talked about earlier, seems like this is something you definitely want to have in your platform. What are your initial impressions on the way assets are set up in service trade?

HECO

17:12 Yeah, it looks pretty how long has ServiceTrade been around again?

ALEC

17:17 Yeah, great question. So we've been around for about 10 years. We actually just had our 10 year anniversary, a couple of months.

HECO

17:23 Have you guys been bought out by anybody or you're still independent?

ALEC

17:28 No. So we haven't been bought out anybody. We actually have been acquiring companies. So last year, we acquired a company called Asurio, probably not familiar with them. They're more of a fire protection company, but we also acquired a company. Have you heard of Northboundary before?

HECO

17:44 No.

ALEC

17:45 Yeah. So Northboundary, they're like a quoting proposal tool. Now, we can do a lot of proposing and you quoting and stuff like that. But for more advanced sales features, we're looking to work with Vince who's the CEO over there. We've actually acquired this company. So we're actually in the midst of, you know, putting the mixing that technology in with ours. So we've acquired to companies, but no, we have not been acquired.

HECO

18:06 Okay.

ALEC

18:08 Any reason that keep top of mind for you?

HECO

18:11 Well, I just know it can become a problem. Sometimes some people get bought out. And then there's no ongoing support and it just changes the whole dynamic. So I don't know it's just interesting.

ALEC

18:23 Right. Yeah. And that's actually interesting. You say that because I was actually working with a company late last year, Murray mechanical, I believe they're up there in Canada as well. And that was actually the situation he was in where he had to switch platforms because his wasn't you know, no longer being supported. So I definitely can understand why you wouldn't wanna deal with that. All good. Okay, cool. Let's see if this service opportunity. Now the internet seems to be working better. I'll go back to that because I did want to show you.

HECO

18:50 Okay.

ALEC

18:52 So if we go back to this service opportunities report, let's say for example, that I wanna see all the recurring services I have do in the next three months just as a hypothetical.

HECO

19:04 So...

ALEC

19:05 What I can do is in service trade, I can run a brief report seeing all those PMS that I have due in the next three months from here. I have a couple of options. I can go here and look at these individually. If I had any other visits that I had scheduled, I can maybe double those up. That way. I'm not going to the same site multiple times.

HECO

19:25 Okay.

ALEC

19:27 But I could also, if I wanted to just bulk create these jobs, I could create all these PMS, get them in the system. That way, you know, none of them are slipping through the cracks, so to speak, I know that you kinda have a binder system for this right now. I'm sure that this is music to your ears, something that you would really like your office to take advantage of, right?

HECO

19:47 Yep.

ALEC

19:48 Okay, cool. So going back to this location page, just a couple more things I wanted to show you. So if we scroll down here to the bottom, we also have these site specific comments. These are designed to limit phone radio between the office and also the technicians, which I know you kinda talk to me a little bit about earlier?

HECO

20:11 You could.

ALEC

20:12 Put like an alarm code in here or it could be an internal note. So if you have a technician you don't want to send to a specific site, you know, I have here. I don't want to send out Billy all later, whatever you might want to put in there. And then we also have this attachment section here. So if you wanted to put like four plan or something along those lines, you could do that as well.

HECO

20:34 Okay.

ALEC

20:37 Any questions on the location page? Nope? Okay. Cool. Well, before we hop out in the field, the last thing I wanted to show you was what a work order looks like in ServiceTrade?

HECO

20:51 Okay.

ALEC

20:51 So, work orders and service trade, they're essentially called jobs.

HECO

20:56 Okay.

ALEC

20:57 So, as you can see all of that information from that recurring service I set up transfers the work order. So I can see that brief description as well as the parts labor item, but really where the real power of service trade is especially for someone like yourself coming from a paper system?

HECO

21:14 Is...

ALEC

21:14 How quickly things can go from the field back to the home office. So, what I'd like to go ahead and do is hop out in the field and show you how your technician would like to start working on this job. Does that sound fair to you?

ALEC

21:30 Does that, does that sound like a plan to?

HECO

21:32 Yeah, that's fine.

ALEC

21:33 Okay. Cool. I mean, while I'm putting that up on my phone, one thing I did forget to ask you before we started this, are you looking to digitalized your PM checklist forms? Is that something you guys do like a PM checklist or something along those?

HECO

21:47 So, how do you, how do you guys do it if I give you the form or you make its own little item on there?

ALEC

21:53 Yeah, I'll go through that right now. Show you that. So, in short, we have like a JV version of this and we have a varsity versions of this. So to get started, I'd probably recommend the JV just because you're going from a paper process, you

know, implementing, you know, software is probably enough of a project on its own. We do have more advanced, you know, form capabilities if you're ever interested in that in the future, where... one?

HECO

22:26 Is my screen sharing? Yeah, I can see. It, does your app have capabilities? Where if my guy, is it a boiler room, there's no internet connection and he tries to upload all this information and it doesn't go through what happens.

ALEC

22:40 Yeah, great question. So, I know a lot of folks that do boiler work such as yourself. Typically, they need that offline capability, how it works, is they can go down, start working on the job. They can do everything. They need to do it'll. Just come back to the office when they get signal again.

HECO

22:59 Okay.

ALEC

23:00 So, let's say they work on the boiler, get everything done. They hop in their truck drive five minutes, they get signal. It's going to get pushed back in the office when they get signal?

HECO

23:07 Okay.

ALEC

23:08 Makes sense. Okay. Cool. So what you're looking at here's the service trade mobile app. It can actually be used on iPhone or android. It can also be used on smartphones or a tablet.

HECO

23:21 Okay.

ALEC

23:22 This is basically my appointments for today. Now, there's all kinds of ways I could filter this, but I filtered it by appointments just by today. So what I'll go ahead and do is click on this work order here. Now, as far as tracking time and service trade, there's multiple ways you can do it, it's completely up to you on how you want to do it. But as far as those clock events we have right here at the bottom.

HECO

23:48 We...

ALEC

23:48 Have job prep... we have in route if we wanted to notify our customer, we can also notify our...

HECO

23:56 Customer.

ALEC

23:59 And we also have onsite. And if I clock in on site, what that's gonna do is take a GPS snapshot. So it's going to let you know. Hey, Alec is 322 Miles away from this site. That might be a tough phone call to.

HECO

24:14 Right.

ALEC

24:16 So, just getting right to the PMS to start. So as far as like the way I'd recommend doing it upfront. We basically what your technician would do is he click this view, more details button.

HECO

24:29 That's...

ALEC

24:29 Gonna give him a more advanced view of the work order.

HECO

24:33 Okay.

ALEC

24:34 And then he'll click this actions button and click download blank paperwork.

HECO

24:39 No.

ALEC

24:41 Now, these are your forms. So we don't force you to use any kinds of forms or anything along those lines. As far as getting these forms in our system, you essentially have two options. So you can either one create these fill able PDFS yourself and upload as many to the system as you want. For no charge. You can do that. We don't typically recommend it not because it's necessarily difficult but it's more of time consuming. It can be a lot of hard work. But hey, you know, we have had companies do it. You know, it can save cost or two. You can have us do it and we'll take your forms, make them billable PDF. It costs 149 per page. Now, what we classify as a page is let's say you have like a three page form, right? And you're using

it at 30 different locations. We'd only classify that as three pages because the only thing that's changing is like the, you know, address or something along those lines. Does that make sense? Yep? Okay. Cool. And if I go ahead and generate this form, it's gonna take me to Adobe. So if I go ahead down here... and I go to job paperwork... this is basically what the form looks like in service trade. So as you'll notice, you can apply these things called smart rules. So if I Zoom in here as you can see the work order number, the my name, company name, all that good stuff has already been filled out to limit the amount of information the technician needs to fill out.

HECO

26:12 Cool.

ALEC

26:14 All the technician needs to go ahead and do is check these boxes, type in any comments to whatever they need to do. Once they're done with this form, they would simply click the three dots, push it back to service trade. That way you guys in the office will have that form either to send to the customer or for reference in the future. Now, it seems like that was something that was pretty important to you as far as the functionality of that? Is that kind of what you were looking for? Or just?

HECO

26:42 Yeah. I like that.

ALEC

26:44 Okay. Gotcha. And I mean, how many types of forms do you have? Do you?

HECO

26:52 Probably three or four.

ALEC

26:54 Okay. Do you know, like roughly how many pages those are?

HECO

26:58 No, I'll just single page?

ALEC

26:59 Okay. Yeah. So I mean, in that case, I'd probably err on the side of, you know, letting us do it since that isn't too many pages. But hey, I'll let you make that call, so to speak.

HECO

27:10 Yeah.

ALEC

27:11 But anyways, I'll go ahead and hop back here to the main platform.

HECO

27:17 I mean, all the features are pretty similar. Like I've seen, I've done three calls of these now, right? You guys all offer the same thing just in a different way with a different user interface.

--- Pricing ---

HECO

27:27 So, I mean it's pretty consistent with one another. What's honestly, I do have to leave here soon, but what's the general pricing structure? What's the startup fee? What's the price per user? What's all that stuff kinda look like?

ALEC

27:42 Yeah, great question. So... well, before I get too deep into this because I'm not asking this. The only reason I'm asking this is I wanna make sure I'm getting through this conversation as efficiently as possible. How much more time do you have?

HECO

27:57 Like to be prepared for my next meeting by the next five or 10 minutes?

ALEC

28:02 Okay, cool. So really briefly here, I can go over pricing for sure. So if you let me stop sharing my screen here, what are you guys using for account?

HECO

28:13 It's called coc, it's an obsolete type of program. So I probably wouldn't integrate with you guys. We would have to export it and import it onto your platform.

ALEC

28:23 Okay. That's totally cool. The reason I ask that is that it would obviously change the cost, but, you know, it seems like you understand that an integration isn't really a possibility. But if you ever go to like Sage intact or another one, you know, we integrate with a lot of accounting platforms. So keep that in mind.

HECO

28:40 Okay.

ALEC

28:41 So you said you were at eight technicians, is that correct?

HECO

28:46 Correct.

ALEC

28:47 Okay, cool. The only question I have for you that could change the price a little bit. So if I start sharing this screen, again, so what I'd recommend for you guys is our select plan. It's our base level package basically that's what is a good plan to come in on based on your needs. I know we didn't get through the whole thing today. So maybe we might need to revisit that, but I honestly doubt it. The only thing that's not included on that plan is on onboarding. We typically don't import this information.

HECO

29:18 Is...

ALEC

29:19 These units and stuff like that. Is that something you track now that you'd want our team to assist you on getting in our?

HECO

29:24 Yeah, we do. We would like to put the assets in the history and everything on.

ALEC

29:29 Okay. Okay, cool. So basically what you'd be looking at, so we're very transparent about our pricing. If you need to reference this again, you can go online to our pricing calculator or you can click pricing here.

HECO

29:41 Okay.

ALEC

29:42 But I'll go ahead and put these PDFS on here. Just know it's an optional cost. But basically what you'd be looking at this is used by the way. So essentially, here at ServiceTrade, we don't charge for office staff. We charge per technician because that's what's making your revenue. That's what's you know, the guys are on the road essentially your first year total. You would be looking at 13,000 for 440 usd billed annual. What that's gonna include is your onboarding cost. So that's going to be the cost to, you know, get our team to help you onboard. Basically, what that includes is you'd have a weekly meeting with our project manager. Their job is to make sure your techs are getting trained, your office are getting trained, your forms are getting complete, all that Jazz. You'll also have that certification program that I just referenced. And basically you're just going to be supported along the way. So that's what it's included with that. And then after your first year, assuming you're happy and you want to keep moving forward with service trade, seems like whatever vendor you pick, you don't want to be switching too much on your annual subscription. You'd be looking at 8,500 usd. Like I said, we all we Bill annual and it is usd. And the only reason I put emphasis on that is I know that sometimes it gets lost in translation that's happened before.

HECO

30:56 Right.

ALEC

30:56 Anyways, that's basically what it is.

HECO

30:58 Okay.

--- Pricing ends ---

HECO

31:00 All right. Well, at least I can reference it on your side. I didn't know you had that on there. So that's good.

ALEC

31:05 Right. So, this site, you know, I know we didn't get to go through everything today and I probably would recommend maybe going, you know, sitting aside maybe 30 more minutes so I could show you the rest because most of the nitty gritty stuff is towards the back nine of the presentation just like I told you initially though it is important to kinda show you a big picture to make sure it'll work. But yeah, we have a pricing page here. You can see all this stuff. The only thing that isn't here is the onboarding cost just because everyone's onboarding is a little bit different and everyone's needs are a little bit different.

HECO

31:37 Right.

ALEC

31:37 But, yeah. So probably what I'd recommend, I know you gotta go is probably setting aside maybe 30 more minutes so I could show you the rest of the platform. And then if you'd want your office or someone like that to hop into that, we could do that as well, whatever you prefer.

HECO

31:49 All right. Yeah. You can... have to be, next week would probably be the second half of next week if anything. So we'll have to revisit that.

--- Wrap-up ---

ALEC

31:59 Okay. So, I know you said on the call, I believe like, you know, early morning next week, do you think 10 am on the nineteenth would work?

HECO

32:10 More today?

ALEC

32:12 Wait. Sorry, you're Central Time, right?

HECO

32:14 Eastern...

ALEC

32:15 Okay, good. So like 10 am on the nineteenth, which is.

HECO

32:19 Yeah, that might be fine.

ALEC

32:21 Just go ahead and set aside an hour just in case it goes really well or, you know, just so we have that time allocated. Okay, cool. Well, what I'll go ahead and do John, is I'll send you over a recap email. I'll send you this first half of the demo as well as some other resources. I think you'd find helpful, I'll send you a quote and I might include some onboarding details because usually I give a more thorough explanation of onboarding, but I wanted to be respectful of your time.

HECO

32:46 Yep.

ALEC

32:47 And we'll go ahead and circle back on Thursday at 10. I might give you a call the day before to make sure I'm prepared for that meeting. But if you need anything between now and then please don't be afraid to reach out.

HECO

32:57 Sure. Sounds good. All righty. I appreciate it Alec.

ALEC

32:59 No problem. Thanks, John. Have a good one.

HECO

33:01 You too. Bye bye.

The End