



Call with R&R Controls - Barry Conley

Aaron Ward with R&R Controls
Recorded on 7/26/21 via SalesLoft, 9 min.

Participants

SERVICETRADE

Aaron Ward
Territory Manager

R&R CONTROLS

Barry Conley
Manager, Operations

Topics

<i>Call Setup</i>	0:01
<i>Wrap-up</i>	8:06

Transcript

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

--- Call Setup ---

BARRY

0:01 Nor controls, this is Brenda. How may I help you?

AARON

0:03 Yeah. Can I reach Barry please?

BARRY

0:07 May I ask who's calling?

AARON

0:08 It's Aaron ward with us.

BARRY

0:10 Okay. Hold on, just a minute.

BARRY

0:24 Hi, this is Barry.

AARON

0:25 Hey, Barry. This is Aaron from service trade. How are you?

BARRY

0:29 Hi, how are you doing?

AARON

0:30 Not too bad. So, I wasn't sure if you all were interested in taking a look at us or not. We're a field software for contractors to use. And are you familiar with us?

BARRY

0:40 Right.

BARRY

0:42 Right.

--- Call Setup ends ---

BARRY

0:47 I'm... I'm familiar with about 50 different ones right now. I'm going to be honest with you... that's the service department. Well, I do the commercial side. I'm service. So I'm vaguely aware of a lot of them because I'll be using some of them, but I'm the service manager has been looking at a few him, we're actually trying to find a package that will... kind of run our whole company from projects to inventory, to service, to manufacturing. So finding something that Brett is quite an undertaking if you know what I mean?

AARON

0:52 Okay.

AARON

1:32 Yes, it sounds like you want to a large ERP system.

BARRY

1:37 That's I'm glad you brought that up because that's what we're looking at, but I don't know if we're going to find one that meets all the criteria. We actually decided the other day to start back over at, go in and kinda like, I didn't see it come on. I thought we had figured out some things and so I'm kind of in a mentor reset right now. You know what I mean? Struggling... struggling to get back to where I can get my daily work caught up for now because the CEO'S on vacation and then they can, we need to just sit down and have a, what do we really need meeting? You know what I mean?

AARON

1:45 Right.

AARON

1:59 Yes, so.

AARON

2:05 Right.

AARON

2:14 Yeah. So, can... can you tell me what in the service department? What all exactly kind of service do you provide? Or are you mostly?

BARRY

2:24 Well, it's manual entry AC, and we have a fairly robust residential, but then I run the commercial side as well. And, but we also have go ahead.

AARON

2:37 Do you all, do you all do a lot of preventative maintenance work on your residential side?

BARRY

2:43 We do some, we do some... some, we... we have some annual maintenance things that we sell as I do on the commercial side as well. And then we go from there. So we track that and.

BARRY

2:59 Just, yeah. So, so yes, we do.

AARON

3:02 I got you. Okay. I just wanted to, you know, because we're... we're a software built kind of specific or kept for companies that do a lot of PM work. So that kinda naturally brings us to being used by a lot of commercial and industrial contractors for residential service calls. You could use what we might be a little bit too good or sorry not to get too built like a lot of bells and whistles, let's say because we're really made for people that are doing a lot of recurring services, but we're... we're the field software. So we integrate with accounting systems, but we are not the actual accounting system we.

BARRY

3:11 Gotcha.

BARRY

3:17 Right.

BARRY

3:27 I gotcha.

BARRY

3:31 I gotcha. And yeah.

BARRY

3:38 Right... right. And that's most of... most of them are that way you else as well?

AARON

3:43 Yeah. And then...

AARON

3:48 So we also have the ability to do some inventory management.

AARON

3:55 So, if that was something you all were interested in, you know, mainly for the service department that's... that's us if you're looking for an accounting software that's not us. So I'm just trying to, you know, be clear like find out what you're looking for, but we do... we do you're on the commercial side. So I think that you're you know, one of the decision makers. I know you're having to go back to go and reset, but would you be into doing a 30 minute Zoom demo about us? So you can take a look at, you know, who we are, what we're... what we're about?

BARRY

4:06 Understand, right?

BARRY

4:30 Tell you what do... do this file? I know I got your email and I did look at your company. Usually, I do this stuff late at night when I'm mentally winding down and don't have the distractions and I can focus a little bit out. You'd be amazed at the number text messages we send to in our management group between about seven and nine 30 about this?

AARON

4:38 Okay.

AARON

4:42 Sure.

BARRY

4:54 But feel free. I mean, in a couple of weeks, feel free to reach back out to me and because like we gotta make it to this week without our CEO, and we got a lot of jobs bid and it's just really crunch time and then next week, we got a couple of key meeting setup just to get back on our feet and go from there. And then we should hopefully no some kind of direction if we're going with the larger ERP or if we're going.

BARRY

5:24 Modular let's call it. That makes sense.

AARON

5:27 Yes, I will say, you know, there's a lot of good ERP systems but some of them are really good in one area and maybe nine other areas. Whereas we're... we're you know, one of the best brands for commercial service contractors as a module. So we just would love to have the opportunity just to show it to you.

BARRY

5:39 Agreed...

BARRY

5:48 Well...

BARRY

5:51 I understand one of our big concerns is we are in a real rural area and sell services sporadic. So online off line is an issue. The only...

AARON

6:04 Yeah, we have offline... offline capability.

BARRY

6:07 Okay. Automatic. Or is it manual?

AARON

6:10 It's automatic.

BARRY

6:12 Okay. So, because some of that I'll tell you were using, we... we use horizon connect before... browsing works, then we went to FieldEdge. And now what's happening is FieldEdge detects, can go in and take it off line and they leave it off line to the end of the day. And then Bam, and so it leaves us kind of help us. So we're looking for something that is more fluid. There's more dynamic that we understand. We're going to hit spots. That part. We don't have coverage our phones to the same time. There's nothing we can do about it, but we don't want them to have the capability to be able to... to manipulate it themselves. That makes sense.

AARON

6:52 Yeah, I understand what you mean.

BARRY

6:55 So that's... that's key, if you all have that feature, you know, if y'all are like that, I'm going to be honest, I know BuildOps is that way, but that was the only one that we've found to date. That is that way and I don't know that it necessarily fits the other criteria because it is, I think that's the one that put us over it's. Like, no, we need to do a reset. Could we don't feel it meets?

AARON

7:15 Right.

BARRY

7:20 The rest of our criteria, so it's kind of like the straw that broke the camel's back.

BARRY

7:27 So, but I'll be, you know, I'll... I'll look into it some more, but if you know, that specific answer, I think you've got my email address, feel free to shoot me some information. Now, definitely take a look. We got some good links on some service ability if you want to send them to me.

AARON

7:39 Yeah.

AARON

7:43 Yeah, sure. We have a, we have an entire certification section on our website where people can go through it without actually having to sign up for it by their actual, by an actual account from us, so they can kind of go through it and learn more. I can send you an email with some links about us with some more information and some customer testimonials.

BARRY

7:56 Okay. Okay.

--- *Wrap-up* ---

AARON

8:06 If that works, what I think I have your email? Yes, I do. Okay. I'll... I'll shoot you. Got it.

BARRY

8:09 It's it's... it's Barry... Barry and our... and our HP AC, dotcom?

AARON

8:13 Got it. Got it. Okay. Are you... are you sure we could set up a demo for a couple of weeks down the... down the line when you're not so busy?

BARRY

8:15 Okay.

BARRY

8:23 Right now, I'm concerned about committing to even team getting home on time? I'm just gonna, I'm actually, you wanna know the truth. I'm sitting here watching, I have a home being built at the same time. So I'm watching it on my ring cameras. Well, I'm here at work. So when I leave.

BARRY

8:41 My day starts out at my home, I come to work, I leave here. I go to my home. When the sun goes down, it's like it's time to go home. So it's crazy but.

AARON

8:52 Yeah, sounds good. Okay. Well, I'll shoot you over the email and I will follow up with you soon.

BARRY

8:55 But...

BARRY

8:59 Yeah. Alright. Sounds good. Thanks for the call.

AARON

9:01 Yep. Talk to you. Bye bye.

The End