



Call with Alliant Systems LLC - Jesse Fisher

Sean Jenkins with Alliant Systems LLC
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Participants

SERVICETRADE

Sean Jenkins
SDR

ALLIANT SYSTEMS LLC

Jesse Fisher
Service Supervisor

Topics

<i>Accounting integrations</i>	1:02
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Transcript

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SEAN

0:00 Hey, Jesse, Sean Jenkins giving you a call with service trade, cat, you at a good time.

JESSE

0:00 This is Jesse.

JESSE

0:07 Yeah.

SEAN

0:09 Cool. Appreciate it. Yeah. Just giving you a ring. I know it sounds like we had spoke with you over at msa. Does that ring any bells?

JESSE

0:16 Yes.

SEAN

0:17 Gotcha. Yeah. So it sounded like you were interested in learning a little bit more about service trade and maybe taking a look even. So I just wanted to give you a call, learn about kind of what you all are going through right now, why you would be interested in taking a look and then getting a meeting scheduled with my field rep, Clint. So could you tell me a little bit about kinda what made you all think about taking a look at a new platform or what's the situation?

JESSE

0:43 Well, we're just kinda getting to the point where we've grown to an area where we're kinda growing out of field connect. We'd like to get something a little more... you know, user friendly, something that's all encompassing with like.

SEAN

0:50 Okay.

--- Accounting integrations ---

JESSE

1:02 GPS dispatch platform, you know, because we're doing all that separately.

SEAN

1:09 Okay.

JESSE

1:10 And then...

JESSE

1:13 Something that we can track Progress a little bit better and look at forecasting better and profitability and all that stuff because we're doing right now, we're using spectrum for our accounting software and... project management side of things. And then we use field connect for service, but the office is not using field connect. We're still using spectrum. And so we dispatch and the other support staff for the field, we're all.

SEAN

1:34 So...

JESSE

1:44 We're all doing spectrum. They're on field connect. We have to look at one, sometimes the help and then we have to go back to spectrum. And then we got to go to, our scheduling software and then we have to go to a separate thing for GPS and it's you know, with 56 technicians, it's kinda, we're at a point where we need to start playing around looking at something different. So that was kinda why I start. I talked to your folks.

SEAN

1:57 Yeah.

--- Purchase decision ---

JESSE

2:13 Service tighten and BuildOps, of course. So we're probably going to be looking at the three of those.

SEAN

2:18 Okay.

JESSE

2:19 So, if we...

JESSE

2:22 Be good to set something up probably in a couple of weeks if we could.

SEAN

2:28 Yeah, we can do that.

JESSE

2:29 Kind of a meeting and something or if you wanted to send us some stuff before that meeting.

--- *Type of work* ---

JESSE

2:35 And so I'd be the three or four of us looking at it... myself, service manager and then our service supervisor and our account manager. So.

JESSE

2:47 And then also our vice president. So all four of us.

SEAN

2:51 Gotcha. Okay. And I know you mentioned with the project management stuff, you all, we're using spectrum for that. Can you tell me a little bit more about how long those projects usually take? Are those like quick retrofit jobs or is that like big new Construction?

JESSE

3:00 Okay.

JESSE

3:08 Awesome.

SEAN

3:09 Okay.

JESSE

3:10 Yeah, they do both over there. And so... to start, it would be, we'd be looking at, you know, just service side, but looking ahead maybe potential growth into that side as well. So.

SEAN

3:24 Yeah. And, I just asked because we have some light project management functionality that is typically best for projects under that six month mark. So any of your long Construction jobs probably wouldn't be the best fit, but we could definitely handle any kind of short term jobs that maybe fall under, the service umbrella. So just wanted to clarify that a little bit. And you mentioned that you'd be looking at a few others, but I was curious, are you guys, you're primarily commercial? Do you do any residential work?

JESSE

3:34 Huh.

JESSE

3:41 Sure.

JESSE

3:44 Huh.

JESSE

3:55 No, they, we do, but it's high rise multi family type stuff in a high rise building. So it's residential tenant spaces, but they're in inside of a commercial building. So it's actually commercial. Yeah, yep.

SEAN

4:05 Yeah, it's a commercial. Yeah. So commercial workflow, still, everything like that and, you have a focus on like preventative maintenance agreements. You're always trying to find ways, to get that kind of recurring revenue or you're doing more like break fix?

JESSE

4:14 Yep. Correct.

JESSE

4:23 Yeah, we have... we're like half... six maintenance. So sometimes it goes 60 40, but it goes both ways. I think we actually might be 60 repair now and 40.

SEAN

4:27 Okay. Gotcha.

SEAN

4:34 Okay.

JESSE

4:38 Maintenance, it's somewhere in that ratio. So.

SEAN

4:41 Gotcha. Do you have a preference on the kind of work? Is there either side that you're trying to grow more? You're trying to get more of that maintenance kind of work or?

JESSE

4:49 We want both more of both.

--- *Type of work ends* ---

JESSE

4:51 So still the same ratios but... just more about, and we just, we're just always focused on growth and good growth. So.

SEAN

5:00 Gotcha. Well, I definitely think that we can help you with that especially with kind of what you mentioned with having to jump around between spectrum and field connect. We, we speak with a lot of people on field connect kind of experiencing the same thing. And actually, my field rep in math is he used to work at field connect. So he's uniquely qualified. I'd say to talk to you a little bit about how we might be able to fill in some of those gaps and what we can do to help with some of those points that you're trying to work on over there.

--- *Purchase decision* ---

SEAN

5:31 So, yeah. So just to kinda let you know, we start these off by usually just doing like a 30 minute discovery call just to learn a little bit more about kind of what you all are going through and then understand exactly what you're looking to see during the full product demo. So this typically takes about 30 minutes. We found it eliminates a lot of, the time needed to go through the demo and just makes it a lot more of an enjoyable experience for everybody and a lot more educational. So, I know you were mentioning scheduling something in the next couple of weeks for the demo, but do you think we could squeeze in 30 minutes on the calendar? I don't know it's Monday. So I don't know if you have 30 minutes sometime this week where you think you'd either be able to bring up a couple of the people you mentioned that were going to be included in this conversation, or if there's just a couple to start and then we can bring in a few more, for the full product demo. I don't know what your thoughts are there.

JESSE

5:28 Sure.

JESSE

5:38 Yeah.

JESSE

5:45 Sure.

JESSE

6:00 Okay.

JESSE

6:22 Possibly, yeah, possibly Thursday sometime Thursday.

--- *Purchase decision ends* ---

SEAN

6:28 Okay. Yeah, we can do Thursday. Yeah, I'm assuming early probably works better for you. You wanna get going like, okay, you wanna do maybe nine 30 to 10?

JESSE

6:29 This Thursday?

JESSE

6:35 Good morning.

JESSE

6:42 Yeah.

SEAN

6:43 Cool. So, yeah, we'll get... a 30 minute call scheduled at nine 30 10 day, the second. So click can just have a chance to talk to you all about exactly... where you wanna grow in terms of, yeah, what you're looking for and then how, yeah, we'd be able to work into that. So I can get that invite sent over to you and then you can either give me over the phone right now. Anybody else you'd like for me to have included or you can just, okay, yeah, go for it.

JESSE

7:01 Okay.

JESSE

7:13 Yep.

JESSE

7:15 I think I have your e-mail do you want me to just e-mail it to you? I think I have an e-mail from you from right? For CA, I think.

SEAN

7:20 Yeah. I sent you over a few. Yeah, it looks like the last was October twelfth, so you can feel free, to look me up in your e-mail and just send that over. That probably be easier honestly.

JESSE

7:29 Okay.

SEAN

7:35 So, I can get the invite sent over and then you can just get that over to me and then I'll include those additional people. Yep, Sean dot Jenkins at service trade.

JESSE

7:40 On Jenkins, right?

JESSE

7:44 Okay. Yeah, I'll just, I'll put these e-mail addresses in for you and send it over to you. I'd like to be in the meeting. So... okay.

SEAN

7:52 All right.

SEAN

7:55 All right, great. Jesse. Well, I appreciate your time, man. I'll let you get back to it. I'll give you a quick ring on Wednesday just to touch base because I know how things are and I know things change quick. So just give you a shout and if you have any other questions, feel free to send me over an e-mail and we can go over that on Thursday. And then, yeah, we'll go from there. All right. Appreciate it. Have a good one bye.

JESSE

8:14 Sounds good. Appreciate it.

JESSE

8:16 You too. Bye.

The End