



Call with Record Energy Concepts Inc - Norm Record Jr

Chris Resta with Record Energy Concepts Inc
Recorded on 8/2/23 via SalesLoft, 8 min.

Participants

SERVICETRADE

Chris Resta

Associate NorthBoundary Account Executive

RECORD ENERGY CONCEPTS INC

Norm Record Jr

CEO

Shawn Bavender

Sales Exec

OTHER

Phone Caller #1

Topics

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Transcript

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

PHONE CALLER #1

0:00 Thank you for calling record energy concepts. If you know, your party's extension, you may dial it now, if you need to schedule service or need an estimate, press one for installations and project management, press two for accounts payable and billing, press three to dial by name, press four for all other calls.

PHONE CALLER #1

0:23 Please wait a moment while we connect your call.

PHONE CALLER #1

0:31 Record energy. May I help you?

CHRIS

0:38 Yeah, it's Chris rests, trying to get in touch with like a service manager.

PHONE CALLER #1

0:45 One moment, please?

CHRIS

0:47 Thanks.

PHONE CALLER #1

0:54 This is Shawn. How can I help you?

CHRIS

0:56 Hey, Sean. Good afternoon. It's Chris. Rest, I'm reaching out a service trade. Did I catch you at a minute this afternoon?

PHONE CALLER #1

1:05 Yeah. What's set?

CHRIS

1:08 Yeah, it's a fair question.

PHONE CALLER #1

1:09 What, what it?

CHRIS

1:12 To give you an idea, we are the like software platform for commercial and mechanical contractors and we actually work with Crawford mechanical out in the area, but, we just focus on a few things like technician productivity, things like sales, success, customer loyalty, and a pretty big emphasis on, you know, growing your profit by improvement operations.

--- Accounting integrations ---

CHRIS

1:35 But I was just reaching out to kinda see, you know, what you guys are using in terms of like service operations that was like pen and paper software.

PHONE CALLER #1

1:42 We are using a ancient form of software called ESC.

CHRIS

1:47 Yes, familiar.

PHONE CALLER #1

1:52 And, I'm not talking about the new version. I'm talking about the 15 year old. Yeah, 2013 was when we started this thing.

CHRIS

2:00 Man. Okay.

PHONE CALLER #1

2:01 It's the old version that it still has the maintenance and project management software portion in it, that they got it when they, when FieldEdge took over.

CHRIS

2:07 Okay.

CHRIS

2:10 Huh.

PHONE CALLER #1

2:12 And we, we're looking at BuildOps, but to put it bluntly, that whole implementation turned into a shit show.

--- Type of work ---

CHRIS

2:22 Man. Yeah.

PHONE CALLER #1

2:25 So, we're looking at the other one was service tighten.

CHRIS

2:29 Okay.

PHONE CALLER #1

2:30 So, we're looking for, basically the software that has the service module where you can, you know, service technicians, you know, where you can with including maintenance program, you know, the maintenance contracts included where you generate your maintenance work orders, generate your purchase orders, you know, monitor your text on the dispatch board, e-mail in their work orders, all that good stuff. But we also have to have a project Installation module with, you know, Aia billing.

CHRIS

2:35 Huh.

CHRIS

2:51 Yeah.

CHRIS

2:53 Yeah.

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

PHONE CALLER #1

3:03 You know, Bill on schedules, internal, do all the Progress, billings, all that stuff with document support, and, you know, uploading.

PHONE CALLER #1

3:14 Sound good or no?

CHRIS

3:15 Yeah. Sorry, I was writing down, I was trying to keep up with everything you were saying. Yeah, it sounds very good. Especially the service module, you know, having the maintenance contracts way to monitor your technicians, you know, the ability for them to clock in, clock out, tell them that they're in route.

--- *Purchase decision* ---

CHRIS

3:35 So that sort of thing, the other thing that you mentioned is the product or project Installation piece. I know we have a project management is that we actually just got into about a, I wanna say it was like six months ago and it's something that we're working on now. So, with everything that you're telling me, I mean, it definitely sounds like it would be relevant and that's why I was, you know, open, to set up a demo just to show you exactly how, the software platform works with one of my territory managers. And then, you know, obviously it gives you the time to kinda ask any questions and, you know, just see if it would be something aligned with what you guys are exactly looking for. That makes sense?

PHONE CALLER #1

3:25 Huh.

PHONE CALLER #1

3:43 Yes.

PHONE CALLER #1

4:17 Okay.

PHONE CALLER #1

4:19 Right now, I couldn't give you any TAM, we're going to be sitting down for a demo. We're still in the middle of trying to strangle the people from BuildOps.

CHRIS

4:28 Yeah.

PHONE CALLER #1

4:29 The, that just look, that was a year of time wasted?

CHRIS

4:35 Yeah. Man. I'm sorry to hear that. I, you're not the only one either of them here in BuildOps more and more frequently with, you know?

--- Purchase decision ends ---

PHONE CALLER #1

4:43 They must, they must have some killer, good software because when you go to look for negative results or reviews can't find them. I mean, you really got to, you really got to dig to find anybody, that says negative, you know, things about them because they just somehow, they get it all squashe.

CHRIS

4:44 Being integrated.

CHRIS

4:51 Yeah.

CHRIS

4:53 Interesting.

CHRIS

4:56 Yeah.

CHRIS

5:03 Yeah. I'm trying to see... the only things that I've heard from like other customers that are kind of looking into BuildOps was like there's no real like custom customer portal time. And then the other thing that you mentioned is like the implementation time is absolutely ridiculous.

PHONE CALLER #1

5:04 So...

PHONE CALLER #1

5:20 Yeah. So the way they worded is your implementation, is we're supposed to show you how the software works. We're gonna get in, we're gonna fiddle with it and then we're gonna customize it for you. Well, that never happened. All they did was start training you on how to use it... but they can't really train you because they have no.

CHRIS

5:30 All right.

CHRIS

5:36 Yeah.

PHONE CALLER #1

5:40 Demo companies to work within. So you have, when, they go to do the demo, you log in and you're logging into an empty company file and then they try to train you into an empty file.

CHRIS

5:48 Yeah.

CHRIS

5:52 Yeah, man. That's tough. Sorry, you guys had to go through that.

PHONE CALLER #1

5:55 So... we will be interested in, did you already send me an e-mail I probably deleted it.

CHRIS

6:03 I don't know. I don't think I sent one to you to be honest, looks, yeah, I did not.

PHONE CALLER #1

6:11 If you want to send me an e-mail do you have mine already or?

CHRIS

6:14 I do not. No, it looks like I've only got norms.

PHONE CALLER #1

6:17 Okay. Yeah. So mine's just sbavendar and then a record energy concepts dot.

CHRIS

6:25 Okay. How you spell in the.

PHONE CALLER #1

6:29 And...

CHRIS

6:32 Okay.

PHONE CALLER #1

6:33 Yeah. Send me that and just say, hey, thanks for talking. And then I'll keep that one. So when we're getting close to want to look at another one here, hopefully soon, then I can drop you a message and we can sit down and do a demo.

CHRIS

6:46 Yeah, yeah. For sure. And then you said that the second half of the e-mail is still record energy concept?

PHONE CALLER #1

6:51 Record, yes, exactly.

CHRIS

6:53 Okay. Cool. So, I will go ahead and shoot you an e-mail...

CHRIS

6:57 Now, the e-mail that I was going to send you it's got like a link to our website.

--- Purchase decision ---

CHRIS

7:01 So obviously, you can kinda go in, and take a look. And, yeah, I mean, it seems like a good fit. I did want to ask, you know, I'm not sure as timeline right now, but, you know, when are you guys kinda looking to go through, you know, like, you know, demonstrations and stuff like that.

--- Purchase decision ends ---

PHONE CALLER #1

7:18 It's probably because we're summer right now and we're getting spank, it's probably going to be about a month and a half before we were going to be in a position where we even have time.

CHRIS

7:22 Okay.

CHRIS

7:27 Okay.

CHRIS

7:30 No worries, man. Well, I'll go ahead and shoot you that e-mail I appreciate the time. Hope you have a good rest of your day and just so you know, the e-mail is gonna come from Chris server straight? Do.

PHONE CALLER #1

7:40 Got it. Okay. Keep an eye out for it. Cool. Thank you. No problem.

CHRIS

7:41 All right. Sounds good. Thanks, John. Appreciate it, alright?

The End