



Call with Atlantis Services - Rob Stuckey

Brooke Caskey with Atlantis Services
Recorded on 1/8/24 via SalesLoft, 7 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

ATLANTIS SERVICES

Rob Stuckey
General Manager

Topics

<i>Implementation and ongoing support</i>	1:02
---	-------------

Transcript

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

ROB

0:00 Llo.

BROOKE

0:01 Hey, Rob, this is Brooke from ServiceTrade.

ROB

0:04 Hey, what's up, Brooke?

BROOKE

0:06 Hey, how was your weekend?

ROB

0:09 It was good. How about yours?

BROOKE

0:11 It was good. I've been, my family has been out of town for the past couple of weeks and they got back this weekend. So it was funny adjusting to having a full house again.

ROB

0:21 So, you had to let me guess, take the trash out, make sure they're all the beer bottles, make sure there was like no evidence of you having a good time.

BROOKE

0:26 Something like that.

ROB

0:31 Is is that safe to say?

BROOKE

0:34 Something along those lines, more or less just keeping the house clean, but...

ROB

0:39 We'll go. I'll let you slide with that. We'll go with that one.

BROOKE

0:42 Yeah, but I wanted to, yeah, I wanted to give you a call. I have a quick update from our conversation on Friday.

ROB

0:43 What can I do for you?

BROOKE

0:51 So, essentially, the first thing I did this morning was I reached out to my onboarding team for Northboundary just to see the soonest that we could get you in because I know that you weren't too thrilled about this scenario of waiting till march, which is completely understandable.

--- Implementation and ongoing support ---

BROOKE

1:04 And what I got back from our rep, Steve Parker was that if you guys are, if you can sort of execute and agree this week, they can get you at the very least an account set up for you and spun up in the next two weeks. And I said that was sort of the timeline that you were looking for me having an account ready to go in the next two weeks.

ROB

1:02 MM. HMM. MM...

ROB

1:26 MMHMM.

ROB

1:28 MMHMM.

BROOKE

1:29 That being said, the access to our team still wouldn't be until mid march just because, we simply don't have the availability but you can have your account get inside of it, get going. And then come mid march, you'll have the access to our team and sort of the official training, right? In the meantime, you'll also have access to the support site if you wanted to do some self taught training for your team, you can do that, but we're sort of trying to meet you in the middle in terms of getting you an account. Does, does that sound like an okay plan?

ROB

1:35 Huh.

ROB

1:38 Uhhuh...

--- Implementation and ongoing support ends ---

ROB

2:04 I like it. I like to play in Brook. Why don't we go ahead. Why don't you shoot me over what you got as far as numbers wise?

BROOKE

2:07 Okay.

ROB

2:14 I really don't want, I really like E...

ROB

2:20 What, what do you want to call it? The integration of the software? Like, the whole hands off our hands on tight training and all of that. I like to not pay for that. That's just me being transparent with you.

ROB

2:37 I feel like that could be something that again as we continue to build our relationship, it will come back 10 fold. However, you know, obviously, I know you guys do what you gotta do. So shoot me over your best numbers.

BROOKE

2:51 MMHMM.

ROB

2:53 That 4,000 that wasn't the number that I was getting originally from, you know, Jimmy over at Jackson. So let's get the numbers and then let's go from there. But I like everything that you had to say, definitely like everything you have to say.

BROOKE

3:05 Okay.

BROOKE

3:08 Okay. Sure. Yeah. And then just to clarify there, Jackson obviously has their own pricing that they've worked out with their account manager. And so your price isn't gonna match theirs just to be fully transparent, but I will see what I can do. The, the person in charge of the numbers is out of office until tomorrow. We did message her this morning. We haven't gotten a response yet. So it might be tomorrow that I give you a final update on that. But at the very least I wanted to give you an update on the timeline today.

ROB

3:29 Yeah.

ROB

3:35 No, I love it. I love the timeline. Let's wait for the, yeah, the pencil sharpener to show up tomorrow because we are basically Jackson. Okay. Just a different name. We're a different, were another company operating in Texas, but we are a tuckin under Jackson. So just look at it as the same. I mean, that's basically how it is.

BROOKE

3:42 Okay.

BROOKE

3:52 MMHMM.

BROOKE

3:56 When you say you're under Jackson, what does that mean? Are you sister company? Go ahead?

ROB

3:59 So, yes, exactly. So basically, a lot of times when you start to grow your business organically, you buy little companies and you cut them in, right? The, the challenge is you can't necessarily change their name because they're in a different market or a different location, however, I am tucked in under Jackson.

BROOKE

4:07 MMHMM.

BROOKE

4:15 Okay.

BROOKE

4:22 Gotcha. But in terms of you guys have like your own.

BROOKE

4:28 Like...

ROB

4:29 Statement, correct. Yes, we are in our own office, different location, different union, all those different things, but we're still affiliated with Jackson and the astro network, correct?

BROOKE

4:39 Okay. All right. Well, that's helpful to know. And the other question that, my manager had had is, are you open to a multiyear agreement because that definitely will help us in terms of price point.

ROB

4:40 All right.

ROB

4:59 Just do the with and with the out let's do the with and without.

BROOKE

5:03 MMHMM.

ROB

5:03 I'd like to say yes, however, I'm not 100 percent sure on that.

BROOKE

5:09 Okay. I guess, what factors go into not being totally sure just for my knowledge?

ROB

5:14 The, the factors is the software that we currently use for our day to day, which is BuildOps is working on something themselves. And right now, they don't have that availability. There are multiple companies that are all using Northboundary, we're all trying to make sure we keep Northboundary, but I can't give you the answer to be quite honest. In other words, you know, I don't have the answer and I don't a, I just know that's the factor.

BROOKE

5:22 MMHMM.

BROOKE

5:28 MMHMM.

BROOKE

5:38 Okay.

BROOKE

5:45 Okay. So, you mean you're potentially considering looking at what BuildOps may or may not have to offer in terms of the CRM?

ROB

5:53 Correct. They're working on a CRM tool now and a lot of that has to do with the integration possibilities, getting the two to talk to each other, that's where the

challenge is. I'm just trying to simplify and streamline everything.

BROOKE

6:06 Getting BuildOps and Northboundary to talk to each other or?

ROB

6:10 Correct. Yeah. And the problem is it would have been great however.

ROB

6:16 Obviously service rate is a big competitor of BuildOps, so I think that's gonna be the challenge.

BROOKE

6:21 Yeah. Well, considering ServiceTrade owns Northboundary, I don't see that.

ROB

6:25 100, I, I'm with you 100 percent.

BROOKE

6:29 Yeah. Okay. Cool. Well, I'll draft up something I'll draft up something with and without year just so you can compare it. But yeah, that'll be tomorrow that I get back to you or not if that's all right.

ROB

6:30 I'm with you 100 percent.

ROB

6:40 Okay. Sounds good.

BROOKE

6:43 Okay. Thanks, Rob. I'll talk to you soon. Okay?

ROB

6:46 Hey, you have a good one. All right. Thank you, Brooke. Bye bye.

BROOKE

6:48 All right. You too. Bye.

The End