



# **Call with Allied Fire Protection - TX - Kyle Connelly**

Matt Hetrick with Allied Fire Protection - TX  
Recorded on 5/9/23 via SalesLoft, 7 min.

## **Participants**

### **SERVICETRADE**

Matt Hetrick  
*Field Manager*

### **ALLIED FIRE PROTECTION - TX**

Kyle Connelly  
*Director of Service and Inspections*

# Topics

<i>Purchase decision</i> .....	3:05
<i>Purchase decision</i> .....	5:40

# Transcript

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

MATT

0:00 Yeah.

KYLE

0:01 There's no one in line last time I was here, it took me 45 minutes to go through your phone on the halo.

MATT

0:02 Through that click.

MATT

0:07 No.

MATT

0:13 I don't think so straight to our LinkedIn.

KYLE

0:17 Harlogen, Texas like to get to corpus or mcallen. Yeah. So, I've been stuck in the security line one time there was like maybe 20 people. It took me close to 45 minutes to go through.

MATT

0:21 No, I've never been out that way.

MATT

0:34 Man.

KYLE

0:34 So that's like, yeah, I'm gonna call you back because there's literally, no one. I was like, I need to take advantage of this.

MATT

0:39 Yep.

MATT

0:44 Yeah. Okay. No good for you. Good call.

KYLE

0:49 So, yeah, but back to.

MATT

0:50 Well, yeah, you were saying, yeah, go ahead.

KYLE

0:55 Now, I was gonna say back to the conversation we, the functionality of sold off like from a over overarching view of it looks very similar.

MATT

1:07 Huh.

KYLE

1:09 But again, like there's so many different nuances where you're just like, okay, what is this for? What, what reality is? This, is this, you know, there's certain things are red flags for me like, hey, what's the, based on the conversation we have, I asked, you know, one out of time, what's? this? What's this? And a lot of the questions I received, I was responded to with was, well, you know, you tell us how long you want to roll out to be? Like, I don't know you can tell us.

MATT

1:41 Yeah, that I'm well, I'm glad you're picking up on that red flag.

KYLE

1:42 So, so, yeah.

MATT

1:51 That, I mean, the feedback that we've heard is, I mean, and a lot of our team as much as we hate to admit it, they're really good on the sales side. Build out is for whatever they're telling their customers that they're good at getting them through it's. It's the delivering part that we've heard there's a lot of trouble and there's a lot to be seen there, so.

MATT

2:13 That's my concern for you guys is that, you know, you may fall for that. I'm hoping you don't but I know that the all in one stuff speaks volumes. And, you know, people are definitely drawn to, that forbidden fruit. So it's easy for them to market that for sure.

KYLE

2:30 Yeah, for sure. So, so you...

MATT

2:32 But yeah, I just was kinda curious to hear from, your perspective on the service side, what you saw, you know, what you were thinking and if you had any inkling as to, you know, what direction, your team is leading in, you know, a service trade is still the front runner... you know, and what basically what we need, what do you think we need to do, to win the business and get it in your hands?

KYLE

2:41 Cool.

KYLE

2:57 I think it really is gonna boil down to the conversation with Michael and Billy.

KYLE

3:04 I think it's I think at that point, I think from a... performance perspective, I think it's now a numbers game and then to, with the rollout time line with everything looks like.

*--- Purchase decision ---*

KYLE

3:16 So I think those are the conversations that need to be had.

MATT

3:05 Okay.

MATT

3:20 Hum.

KYLE

3:21 And then also from their perspective, which or are we gonna go with and does that roll out timeline coincide with the roll out for a service rate, or BuildOps?

*--- Purchase decision ends ---*

MATT

3:34 Gotcha.

KYLE

3:34 So...

MATT

3:36 Okay. Are you guys still in conversations with procor?

KYLE

3:41 Yeah, but that's like to your plan that's not an initial, like we're gonna go right now that's kind of just like, yeah, we're entertaining it just for some of the nuances of, you know, the issues we've had with estimating and not having enough automation. So, it's just.

MATT

3:45 Okay.

KYLE

4:02 That, that's not even like on the back burner until we can get the shit sorted.

MATT

4:07 Right, right. Service. That's why I remember Michael and Steve saying service is the priority.

KYLE

4:09 So...

KYLE

4:13 Yeah, I mean, I have been very boisterous about the priorities.

KYLE

4:19 To say the least, so.

MATT

4:19 Yeah.

MATT

4:23 Okay. Well, that's good to know. Are they as far as the ERP go? Are they just really drawn to NetSuite over intact or is it still like a tight game there?

KYLE

4:35 I think next week from an ERP standpoint, I mean, from a straight ERP, no functionality for job costing or anything like that in terms of Construction hands down the better option from a technology standpoint? But if we're not going to anytime soon get a bold in Construction software, then it's like, well, do we go with Sage or do we go with something else? So those are the conversations they're having right now this week. So I've already voice my opinion and which way I would go on the service software, which is reason why I'm still talking to you?

MATT

5:15 Well, we appreciate that.

KYLE

5:15 So, but... yeah, I mean... so it's a waiting game. I'm gonna touch base with Michael probably tomorrow or Thursday and just see where we're at. I know he needs a call, Billy, and like that, I think it.

KYLE

5:34 Apples to apples. I think it's right now, it's a numbers game. So.

--- *Purchase decision* ---

MATT

5:40 Okay. Well, that's good to know. And by the way, I could tell Billy was very impressed by you. You just, you definitely understood right away, a lot of stuff that he was talking about and you could just tell that you're very season and know your stuff. So, and he's not impressed by many people. So, I just wanted to pass that along, that was a pretty big accolade to you.

KYLE

6:00 Sure.

--- *Purchase decision ends* ---

KYLE

6:04 Well, I appreciate that.

MATT

6:05 Yeah. Keep doing your thing, man. People notice.

KYLE

6:07 So...

KYLE

6:09 Well, I'm trying, I was just got a problem is right now, I know what I'm doing, the problem is I'm flying blind there's no data analytics. We have no capability impact decisions without data, and you can nothing's timely. So I'm used to having, you know, stats on, I can at least still have BI reporting live time.

MATT

6:18 Yeah.

MATT

6:25 Yeah.

KYLE

6:32 So, customer experience, so, but I still have analytics so I can manage my business.

MATT

6:33 Yep.

MATT

6:40 Yeah, exactly. Yeah, without the numbers, you're like you said perfectly, you're flying blind, so.

MATT

6:48 You can't measure it. You can't grow it.

KYLE

6:51 Exactly. So well, I'll keep you posted. If I talked to Michael this week, I'll holler at you.

MATT

6:57 Okay. That sounds good. I appreciate you giving me a call back.

KYLE

6:58 But I think.

KYLE

7:01 Yeah, man. I was in the middle of a meeting with the branch manager here, so I can talk.

MATT

7:08 Yeah, no worries. All good. I figured you were tied up.

KYLE

7:11 Yeah. So as safe travels to you Bud.

MATT

7:13 But yeah, man. That sounds good.

MATT

7:17 Hey, right back at you, buddy. We'll be in touch.

KYLE

7:20 Sounds good. Talk to you.



MATT

7:22 All right. Let's see. I.

KYLE

7:24 Bye.

*The End*