Call with Power Pros Electrical Ltd. - Kirby Sewell

Brooke Caskey with Power Pros Electrical Ltd.
Recorded on 3/2/23 via SalesLoft, 8 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

POWER PROS ELECTRICAL LTD.

Kirby Sewell
President

Topics

Transcript

BROOKE

0:00 Hello?

KIRBY

0:01 Hello? Brooke.

BROOKE

0:04 Hi, this is broke.

KIRBY

0:06 It's a curb Kirby with Power pros.

BROOKE

0:09 Hi, curvy. How are you?

KIRBY

0:11 Good. How are you doing?

BROOKE

0:13 I'm doing well. Thanks for asking what's going on.

KIRBY

0:16 That's fine. Are you? Sorry, is it, what time is it for you? Are you still working?

--- Purchase decision ---

BROOKE

0:22 Yep. I'm working it's about five o'clock for me, but I usually work till like six or seven eastern just because all of the people I work with are on your system.

KIRBY

0:29 Okay. Okay. Brooke, look it's...

KIRBY

0:38 I know we've kinda get a little bit quiet.

BROOKE

0:41 Hey...

KIRBY

0:42 And we needed some time to break apart the program. So, and I hate, I'm not gonna drag this out. Unfortunately, we did decide to go with BuildOps... and.

BROOKE

0:47 Sure.

KIRBY

0:58 The amount of time that you spent with me, I'm more than willing to give you the time if you would, if you would like to know why we made that choice.

BROOKE

1:06 Huh.

KIRBY

1:08 We're more than willing to take another call or to chat with you now or later whenever you wanna, if you want to set up a time, even if some of your team wanna hear why... we did decide to move on, we're gonna move forward with BuildOps. Okay?

BROOKE

1:11 Okay.

BROOKE

1:23 Okay. Well, I'm definitely interested to know what went into to the decision criteria there. And I know that Anna would be too.

KIRBY

1:25 Okay.

KIRBY

1:28 So...

KIRBY

1:32 Yeah. Okay. Yeah.

BROOKE

1:33 If you'd be willing, if you'd be willing, I think we would really like to sit down and hear from you on one more Zoom call.

KIRBY

1:40 Sure.

KIRBY

1:42 Yeah, absolutely. So, it'll just you'll just need me in the room I was fully involved in and...

BROOKE

1:47 Right.

KIRBY

1:51 You know... from all aspects of deciding which program... I was the key factor in the decision for sure. So, I'm away with my son right now. He's at a ski race for the next few days.

--- Purchase decision ends ---

KIRBY

2:07 I was just, I'm just sitting waiting for them to come back to the truck. So, I thought I'd give you a call. I didn't want to leave it out there any further... than need be. So, why don't we set up a time for next week if you want to get Anna and yourself in the room, and I can go through on our reasoning for going elsewhere, okay?

--- Purchase decision ---

BROOKE

1:56 Go ahead.

BROOKE

2:01 Yep.

--- Purchase decision ends ---

BROOKE

2:06 Okay.

BROOKE

2:20 Sure.

BROOKE

2:27 Yeah, that would be super helpful. Let me pull up her calendar... what day next week would work best for you care?

KIRBY

2:30 Yeah.

KIRBY

2:37 The best day and I'm just gonna pull up my calendar.

KIRBY

2:51 How does the ninth look for you?

KIRBY

2:55 The ninth that let's say?

KIRBY

3:00 I don't know 11 am noon.

KIRBY

3:05 Pacific Standard Time, my time.

BROOKE

3:08 We could do the ninth at 12 30 your time. Does that work?

KIRBY

3:14 Yeah, that works fine.

BROOKE

3:16 Okay. Let me log that down.

BROOKE

3:22 And quick question. Just because I'm curious, did you speak to BuildOps references?

KIRBY

3:25 I think.

KIRBY

3:31 We, we did well, yes, we did. We are familiar with a few of the companies. The one big company that uses BuildOps is Matt electric, which is probably one of our biggest competitors.

BROOKE

3:37 All on.

BROOKE

3:42 Okay.

BROOKE

3:44 Interesting.

KIRBY

3:46 And it comes down to Brooke. It just came down to reporting. It was the reporting that, that's what you're gonna hear next week is the big one. The programs are extremely similar.

KIRBY

3:58 Very, very similar, but it was the reporting and it was something that we've been lacking is something that we thought we had with service manager and it's something that we believe as a team is extremely important to know what clients all we needed because we focus on so many, you know, we're just, we're so diversified and we're doing, we got our hands in so many different cookie jars and we just need to see what clients we need to be working with and which clients we shouldn't be working with and where we need to focus our attention. So that's what we'll talk about next week for sure.

BROOKE

4:19 Huh.

BROOKE

4:31 Okay. Well, service trade has some of that functionality too. Exactly what you're talking about? Have you signed a contract with BuildOps yet?

KIRBY

4:44 Well, that's where we would do with Anna, that was with the.

KIRBY

4:54 What was the, there was a necessity for the reporting? Brooke was we had to go to the, what was the name of it was like a third party?

--- *Implementation and ongoing support* ---

KIRBY

5:04 It was the...

BROOKE

4:58 Okay.

BROOKE

5:05 The you're talking about the Amazon quick site?

KIRBY

5:11 Yeah. Like the...

KIRBY

5:14 The BI, was it the BI, was it called a BI? Yeah... yeah. And that was just another tool that we, when we started to explore that path?

BROOKE

5:16 Yeah, yeah... yeah.

BROOKE

5:26 Yeah.

KIRBY

5:27 I just wasn't keen on having another piece attached to it externally from... the program because then we're now adding another piece to the step and that was gonna get in between us setting up Sage intact... and we just felt the process was gonna be too far driven down the road like to get everything integrated and up to speed and that was a concern.

--- Accounting integrations ---

KIRBY

5:54 Yeah.

BROOKE

5:43 Huh.

BROOKE

5:49 Okay. Now, that's fair. So just building does BuildOps have that sort of like BI level reporting within their system or how are you working around that with them?

KIRBY

6:04 They do, they do it's integrated into their system?

BROOKE

6:08 I see. Okay. Well, I know Anna and.

KIRBY

6:11 And I know you guys, I think you guys are working on it.

--- *Accounting integrations ends* ---

KIRBY

6:14 I think Anna said that that's something you guys are working on and I tell you if it, I tell you if it, if you guys had that reporting, we would be with you. There's no doubt in my mind, there was no doubt in my mind, but the reporting was such a key factor for us and it's something that we're missing right now and I can tell you we have clients hell, that we do hundreds of thousands of dollars with and we don't know how profitable we are with these people and it's no good to us.

--- *Purchase decision* ---

KIRBY

6:47 It's just an awful way. It's an...

--- *Purchase decision ends* ---

BROOKE

6:14 Yeah.

BROOKE

6:27 Well, that.

BROOKE

6:35 Okay.

--- *Purchase decision* ---

BROOKE

6:46 Right.

KIRBY

6:50 It's an awful situation to have ourselves in when we're trying to run a multi 1,000,000 dollar business.

BROOKE

6:56 Absolutely.

KIRBY

6:58 Yeah.

BROOKE

6:59 Yep. Well, I'll tell you that's. Bitter, sweet, feedback, curvy, but of course, I appreciate the transparency and your willingness to sit down with Anna and I next week and dive a little bit further into your decision.

KIRBY

7:03 Let me know.

KIRBY

7:10 Yeah, absolutely.

--- Purchase decision ends ---

KIRBY

7:12 Yeah. Absolutely. You guys gave us a lot of time and... it was, yeah, like I say... it was that one key. There was just one key thing sitting there and it's way to the other side, but we were ready to sign. We were ready to sign and it was just, it was just by flute that my partner got a phone call from BuildOps and they just asked us for one more look because they became Sage 300, they could now integrate with Sage 300, which they couldn't a few years back... but let's get Anna in the room and we'll talk next week, okay?

BROOKE

7:13 But thank you for calling me back.

BROOKE

7:16 Yeah.

BROOKE

7:45 And it...

BROOKE

7:50 Okay, perfect. I'll send out an invite here shortly.

KIRBY

7:53 Okay. Very good. Okay. Thanks. Yeah. Okay. Bye bye.

BROOKE

7:54 Okay. Thanks, Cory. So, right, bye.

The End