Call with Consolidated Controls, Inc - Tom Cleary

Aaron Ward with Consolidated Controls, Inc
Recorded on 4/18/22 via SalesLoft, 37 min.

Participants

ServiceTrade

Aaron Ward
Territory Manager

Consolidated Controls, Inc

Tom Cleary

Topics

Transcript

TOM

0:00 Hello?

AARON

0:01 Hey, is this Tom? Hey, Tom, this is Aaron from service trade. How's it going?

TOM

0:02 This is...

TOM

0:06 I'm doing well. How are you, Aaron?

AARON

0:08 Pretty good. So, last time we talked, you were going to add it for about a week.

TOM

0:09 Good.

AARON

0:16 And so I was just giving you a call to kinda touch base and see where you stood with your evaluation process.

TOM

0:24 I...

TOM

0:27 I haven't made a decision.

TOM

0:30 I'm kind of between a couple of softwares right now.

TOM

0:39 That I'm looking at, let me see. It's getting your name.

TOM

0:58 Yeah.

TOM

1:01 Yeah, I'm still kind of on the fence.

AARON

1:06 Which ones where you kind of lingering on because I know you want to get away from ServiceFusion since they don't have any kind of connectivity.

TOM

1:15 Yeah, that's already done. Remember that was a very short-lived the, you know, one week experience didn't really didn't even get to, you know, sucking in my customer list from Quickbooks or anything like that. I literally, I said, yes, do days later, I went out with the application to the job site and wasn't able to do anything with it. So, I called them up and said, hey, what the hell's going on? If you guys can't that this needs, then I'm out and that was pretty much the end of it.

TOM

1:53 Yeah. So that was that, I mean, so that's really what that is.

AARON

1:56 Okay.

TOM

1:58 So that, you know, from then on I've been looking, you know, you happen to reach out to me, you know, right around that time seeing that the timing.

TOM

2:10 I'm looking at.

TOM

2:12 Two other ones right now, one called razor sync, and another one called BuildOps.

AARON

2:17 Hello?

TOM

2:21 Build apps is really nice. However, it is a significant price increase over you guys.

TOM

2:31 So that's one of the things that I'm a little reluctant about.

TOM

2:37 But they check all the boxes. I literally walked away with nothing, not wanting anything else that their software couldn't do.

AARON

2:47 Right now, I am not supposed to what's the word I'm looking for here. Say bad things about other software competition. I see it does not want us doing that because it doesn't want professional. So I can just tell you what I've heard from other people that I've talked to you.

TOM

3:01 Of course, of course.

AARON

3:11 And I think BuildOps is actually really good software. The one thing that I did hear about them was a very long implementation time and not very great customer support especially during the implementation process. Honestly, I haven't heard a lot about the outside of that, but I know that.

TOM

3:21 Right.

TOM

3:27 Really?

AARON

3:34 You know, they do a lot of the same things that we do like with scheduling and side and stuff like that for razor sync. I've only heard bad things just to be honest with you. I think that there was someone completely give me not too long ago about a loss of connectivity as well, but it wasn't from the self signal. It was their like their app itself wasn't loading. I don't know how, you know, how long that's been going on, but... that's and the other thing is, I think they're pretty made for the residential market.

TOM

3:42 Right.

TOM

3:46 Yeah.

TOM

4:00 Okay.

TOM

4:04 Right.

AARON

4:14 So, I don't know what that means.

TOM

4:16 I don't feel that they offer a like a free two week trial. So I decided to just, you know, hop in and mess with the software that's really where I find that deficiencies if I can't figure out how to use it without any training in a, and I understand it's a very basic. They're usually there's some setup required to get into the systems. But if I can't figure it out, I consider myself to be... pretty good at solving problems and finding might raise to do stuff when I come upon a deficiency. I'm like, well, wait a minute, how come it doesn't do this or do that? And if you say, well, it doesn't do that. You know, like, well, I can't do my job, so.

TOM

5:08 You know, it's either here nor there.

AARON

5:11 Yeah. I do a suit heard, you know, they kind of target like, you know, like the markets and like landscaping residential plumbing and like appliance repair companies. And so, I, you know, I don't run across them that much.

TOM

5:23 That's very possible... it's possible.

TOM

5:30 Roof...

AARON

5:31 Yeah. I did have someone come over not too long ago that was complaining about them actually told me that they went with it because it was the cheapest thing they could find at the time, but they were prepared to pay more for something work manage now. So they switched over to us but, you know.

TOM

5:42 Hello?

TOM

5:47 Yeah, I don't think it's that she could be honest with you. It's still...

TOM

5:54 It's like 300 bucks a month. It's not, you know.

AARON

5:58 If that's super cheap.

TOM

6:00 It's not that's not, you know, my, in my world, you know, when there was a guy who told me he was going to do 25 dollars a month for, you know, my entire company. Okay? Thank you. Have a nice day.

AARON

6:13 Right.

TOM

6:14 You know, I just, it's not, you know, it's not something I'm interested in the BuildOps. I could definitely see that there are a newer company. I mean, they've only been doing this in 2018 and they're growing and bounds with everything. They haven't even admitted that they were lacking support. And, you know, that they're selling more systems and they can support and they've got, you know, they're trying to hire, you know, people to come in and, you know, we all know what that takes to get trained on stuff like this. So, what I liked about their support is that you get assuming they stay with the company person who onboard you becomes your support person.

AARON

6:51 Right.

AARON

7:02 Okay.

TOM

7:03 So, like they become, you know, so once that person gets, you know, 50 or 100 accounts, whatever they get assigned, that's it like those are their account that they support for ever. Essentially. So I kinda like that, you know, and I'm talking to somebody who was part of the process with me, who understands like business a little bit more versus me talking to somebody who's never even looked at what my company or how it's set up in the system. And all these other things like what are you doing? I don't understand why are you doing this? Because that's how we set it up because that's what works for me.

AARON

7:17 Right. Got. Ya.

AARON

7:40 I see. Yeah.

TOM

7:41 Right. So that's it, you know, that was one of just one of those kind of like, you know, check but that's you know, it add some value. In my opinion. I think that there's some value to having the support and onboarding person being seen, right?

AARON

7:58 Yeah. I don't know honestly like the project manager that you're assigned with us, they're in the same department as I mean, that's all like the company segment. Is it a certain way that's the same areas the project managers have that support live people? If there was something really unique, you probably could still talk to the project manager down the line, but honestly, they're not usually the person would you call our support line. If you have problems, they're usually not the same. It's usually the support line people, they move up into the project management role after they have more experience at the project manager that you're assigned, usually has been with, you know, service trade for some time. So, you know, if you wanted to reach out to them in the future, that might still be an option and a half of that happens though, but usually, you know, from what I can tell our project management team is pretty professional and, you know, we've been doing it for over 10 years now. So we have a fair amount of guys that are pretty experience.

TOM

8:08 Right.

TOM

8:11 Sure.

TOM

8:22 Right.

TOM

8:39 Right.

TOM

9:03 Nice.

AARON

9:04 So, but.

TOM

9:06 Okay.

AARON

9:07 Well, I wanted to just touch base and see where you stood. You know, if there was anything else, I was hoping I'm outside of the text messaging side to your

customers that are automated. We, I think we checked most of all the other boxes.

TOM

9:17 Right.

TOM

9:21 Yeah. Why isn't it?

--- Pricing ---

AARON

9:26 Just kinda wanted to see, you know, how it was going with you, is the evaluation, so.

TOM

9:26 Or is it fine?

TOM

9:32 Let's see.

AARON

9:36 I do. There is a several companies that use that Twyla integration, but that would, you know, be.

AARON

9:45 Another account. I don't know. I have no idea what quite low cost. I know it's become a very popular software companies that have recently.

AARON

9:55 There's only two see ads within when I open you to come times and things like that. So, but I know we do have some customers on that, use it for like more advanced automated messaging back and forth. So.

AARON

10:10 If you wanted to go that direction, we have that, you know, integration there for you.

TOM

10:16 So, is it just through Twyla, or is there something else other than Twyla that gets used?

AARON

10:16 To help with that?

AARON

10:24 If you want to just more advance, you know, messaging, you could pick up Twyla, there are.

AARON

10:34 That would probably be the primary one that has like a integration that we have used in is, you know, successfully working, there is something called zap year and we use zap year internally.

--- Pricing ends ---

AARON

10:49 And what zap year is, it's basically an integration slight tool. And every you can build custom, they're called zaps. So if you sign up for a zap, your account, you can actually make like custom integrations between software civil communicate. So like we use it for like slack like internally in our company. If you know, things that will move into other softwares will come over and we'll get, you know, we created like if you wanted to do like a custom integration with other communication tool that you find out there, you might check the zap your website because they have like integrations with hundreds, actually think it's thousands of different software apps. So, I'm not, I'm just saying it might exist out there. I don't know though.

--- Pricing ---

TOM

10:42 Okay.

TOM

10:47 Okay.

--- Pricing ends ---

TOM

11:39 Right.

AARON

11:41 But we do have companies that use zap year to connect different internal tools. I just know the Twyla one that, you know, we have current customers using. So that's like the one I would recommend because it's you know, proven to work. So.

TOM

11:56 Yeah, it's just, it's one of the, you know, I don't know, you know, I feel like it's important on my side of things that my technician get an alert when I was scheduled them for a job because that's what I currently do.

AARON

12:13 Over text.

TOM

12:16 Right. Get a text versus an email.

AARON

12:17 So, there is a way there's a kind of a workaround for that. The thing is you would kind of have to choose if you want all the communications be doing it like that or over email. But if you know their service provider, you can actually.

AARON

12:36 There's actually a support article for this. If you come open until explained how you do this, but you would enter in, you can send it over email and then they'll get it as a text message.

TOM

12:49 That's true, that's right? Yeah, everybody's on horizon, we have a company, everybody at the company phone. So, right?

AARON

12:50 It's like.

AARON

12:55 Okay. Yeah. So if you, if like you enter your phone number in and then it's at and then it's like.

AARON

13:03 Or iz dash, something dot com or dot net, and then there's a different, you know, at blank for, you know, T mobile has 118, ti, has a different one, but pretty much everyone has like the same, the top three providers. So, but you would enter in, into the service trade account for the technicians, you would just enter that like their number and then the ads whatever as under their email. And then instead of them getting the email, they would get the text message alert.

TOM

13:07 Right, right...

TOM

13:35 Right, right.

AARON

13:36 So, you could do that if you wanted to. But anything more advanced than that, like if you want automated messages with your customers and things like that, you'd probably have to get a special message messenger app.

TOM

13:40 Okay.

AARON

13:51 Like.

TOM

13:51 Right.

TOM

13:53 Okay. Alright. I have to look at that.

TOM

14:02 Yeah. And I wasn't a fan of your quotes... really?

--- Pricing ---

AARON

14:07 Yeah. Unfortunately, they're not really customizable, but.

TOM

14:10 You're not alone, you're not the only one globally coats.

AARON

14:14 Right now, you know, if you did break down our, the forties, the price like on a monthly basis, I mean, it comes out the less than 400 it's like, I think it would be like 390 a month. I mean, you would be build annually, but I'm just saying if you wanted to compare like apples to apples us versus razor sync, he said they were charging like 300 ours is, I think it's 390 if you just take a 47 40 divided by 12.

TOM

14:32 Okay.

TOM

14:43 Thing?

TOM

14:54 And, you know, for right now, where I'm at with this, you know, it's coming down to kind of the nitty gritty. You know, I've gone through a whole lot of software

systems is me and...

                    TOM

15:10 But that a lot of different things that, you know, prioritize some things that I like. Some things I don't like with everybody and.

                    TOM

15:20 So, so price, this is kind of the last thing where I start comparing, right? Like the BuildOps guy called me today and gave him a 20 percent discount.

                    AARON

15:29 Okay.

                    TOM

15:31 Pretty significant, you know, it's still a lot of money.

                    TOM

15:37 If it's still a lot of money.

                    TOM

15:42 So, you know, it's all and you guys, you know, for this for the initial, you're not going to be far off from where they are, right? I'm essentially at 6,500 dollars for the first year, 4,800 bucks after that.

                    AARON

15:47 Okay.

                    AARON

15:57 Okay.

                    TOM

15:59 Right. At least that's what I'm...

                    TOM

16:02 That's what that's what I was quoted when I first went through the demo with which I forget his name. I don't have it written down.

                    TOM

16:12 So there's...

                    TOM

16:19 What else was there?

TOM

16:39 That was clean that's for that? I guess most of it, you know?

AARON

16:46 Well, is there a number where, you know, hey, if you guys did it this much then I would definitely sign up. Does that number exist in your mind?

TOM

16:57 No, no, because I'm not at that. I'm not at that point where I'm looking where I have all three of them. They're like which one do I pick? I'm not really there yet. I'm I mean, I'm not where the dollars are, you know?

AARON

16:58 Okay.

AARON

17:05 Okay.

TOM

17:13 If build off came down to five, 6,000 dollars, I'd probably say yes, absolutely because it has all of that.

AARON

17:22 It does customized voting or like customizable yet?

TOM

17:23 There.

TOM

17:25 It's kind of it's really just got everything.

TOM

17:34 It has, it has so much in the way of.

TOM

17:45 You know, you can, I can really manipulate things and make them look and act and do almost whatever I want. They have some workarounds for things, you know, I touched on the recurring how important that is for recurring, you know, annually to make sure that stuff pops up every year they own, they limited to three years.

TOM

18:16 Hey, I thought that a strange number to pick.

AARON

18:20 Yeah, because you're not losing your customer base every three years. So you'll have to go, you'll have to go back in each every three years, it manually recreate the templates.

TOM

18:23 Well, right.

TOM

18:29 Right. Well, no, you can just, you literally would just change the like every year. I could literally just change the date and add a year to it.

--- *Pricing ends* ---

TOM

18:41 So, you know, so there's some, you know, and all the software kind of have different things. So to speak like different ways that, you know, a workaround for this or a different way of doing something. And so, wrapping my head around all the different, you know, all that stuff is what it is.

TOM

19:04 So, it's just, you know, when I can make it a look and act the way I want that's a big plus tonight, right? And I hope that their support on the backside of it.

AARON

19:13 Yeah.

AARON

19:18 Right.

TOM

19:24 What else? What else? Yeah. So, you know, it's not, you know, sure. I'd like to spend less money.

TOM

19:34 So, maybe let's see. Where do I have?

TOM

19:39 Where do I have a question?

TOM

19:43 Generic, non customizable.

TOM

19:53 You know, like you guys have the mass create jobs that's a big one.

AARON

19:59 Yeah, especially as you grow, you getting more texts, you know, it's going to be more work orders that you're wanting to create and bulk, you know, if we make it so easy for you to keep track of all your PMS you might be selling board and, you know, you'll be the easier, have an easy way to track those. So.

TOM

20:08 Right.

TOM

20:16 Darn...

--- Pricing ---

AARON

20:28 Okay.

TOM

20:28 I haven't I have, so, so let, let's why don't we run through? So we're talking about money, let's run through the money, right? So.

TOM

20:41 There's an onboarding fee, and then there's a monthly fee, right?

AARON

20:45 It's an annual. So we just Bill once a year.

TOM

20:49 Okay.

AARON

20:51 But yes.

TOM

20:52 So, you're one is 6,500 year two and they're out there's 4,800. Is that correct?

AARON

20:58 Yeah, it's a 47, 48 to be exact. Is the annual subscription.

TOM

21:01 Okay.

AARON

21:03 And up on the onboarding total, 1,750, it's the one time charge. So those two together make it 64 90 for the first year. And then every year after that, yeah.

TOM

21:04 And that is.

TOM

21:15 Now, I get.

TOM

21:29 Now, I get... with that quote, I'm getting you guys have service forms?

AARON

21:37 No service for service forms is the extra module that you pay for it additionally. But I don't remember talking with you about that. I don't think you really need that. Honestly, it's like specialized custom forms. Usually, it's for.

TOM

21:43 Okay.

AARON

21:57 Like companies that do maybe a lot of extinguishers and they want to be able to scan the barcodes rapidly it pull up. You know, things like that. I don't think it's necessary for your business model. So, I didn't I don't think ever mentioned it, but it's also a module that you have to have a premium deal for us. So it's it would be a lot, a much larger quote to, for our service works, but I don't think you really need it, so.

TOM

22:12 Okay.

TOM

22:29 So, we don't have.

TOM

22:33 You know, the equipment we work on is all very similar even across brands in time.

TOM

22:43 Even within itself and sizes and all that. So we have a semi standard form that we use. No, I have and I'm giant library of forms for, you know, pretty much every manufacturer and style. We've come across.

TOM

23:02 I don't...

TOM

23:07 I have a note here. We have paperwork that's what you guys refer to it internally, right?

AARON

23:10 Yes.

AARON

23:14 Right. So, if you have a form like a checklist for your text to fill out when they do a certain job, you know, if you want those, it's one of those people do have them converted into syllable PDF. So, there's a digital version of that form. We can do that for you can also do it yourself. We will do it for you, but we'll charge because it's a time consuming process just to turn the forms to digital PDF or up syllable PDF. But if you wanted to do it yourself and upload the images service trade account, you can do that too. Most places just want us to do it for them as part of the onboarding process because it is so time consuming and a lot of business owners don't have time to do it. So, we charge 149 per page.

TOM

23:31 Right.

TOM

23:43 Right.

TOM

23:53 Yes, it is.

AARON

23:59 But that's up to you don't have to do that if you don't want to. So.

TOM

24:04 Well, no, I like that idea. And I've tried to make syllable PDF with my forums and I don't have the time to do so.

AARON

24:13 Exactly. Yeah, I understand. Yeah. So, yeah, that would just be, you know, you just tell us before onboarding, how many pages or forms you want us to convert.

We'll just do that. It'll be worked into the onboarding George.

                    TOM

24:16 Right.

                    TOM

24:29 Right.

                    TOM

24:32 And then...

                    TOM

24:37 The customer service portal, the premium service portal as extra as well, right?

                    AARON

24:43 Yeah, the service portals extra, you have to have a premium membership for that, but also, you need a Wordpress website. And if you don't have one, we can help you have one built maintained.

                    TOM

24:57 Wordpress website.

                    AARON

24:58 By yet, the service portal has to go along with a Wordpress website.

                    TOM

25:06 What is a Wordpress website cost?

                    AARON

25:10 That's a good question.

                    AARON

25:13 I know it's like 800 dollars a year for maintenance, but the charge to build that out, not 100 percent sure. I'd have to, I'd have to look into that service portal something you really?

                --- Pricing ends ---

                    TOM

25:28 I would like it. It's more of a like, then I need, you know, I know you guys have the service link.

AARON

25:35 Right.

TOM

25:36 But I kinda like, I like the idea of giving my customers access. Let them do what they wanna do.

AARON

25:47 Right. Well, I always like to recommend to people with the candidate like land and expand method, you know, get it. You can always upgrade from select to premium plan. You can always add in, you know, service portal down the road if you want to. But making sure that, you know, you're comfortable with service trade, it service management software first.

TOM

25:53 Right.

TOM

26:10 Sure.

AARON

26:11 Before you think, you know, a lot of money to something that you don't maybe feel comfortable with down the road. So.

TOM

26:16 Well, exactly that's you know, I'm just kinda asking that question.

AARON

26:20 Yeah.

TOM

26:31 That's a large thump.

TOM

26:36 I'm kind of clicking through to.

TOM

26:41 The website to look at like screenshots and stuff. So.

TOM

26:49 Right.

AARON

26:49 I mean, yeah, everything we've showed you so far as the company select plan though, you know, base the base level plan. It is service trade core. It just doesn't have all the extra is yet. So.

TOM

27:03 Right.

AARON

27:03 But you get service straightforward for 47, 40 years, so.

TOM

27:10 Yeah.

TOM

27:14 Okay.

AARON

27:15 I think originally, you know.

AARON

27:24 We, well, you did the original demo with John, so.

AARON

27:29 I can't remember the most specific things you were looking for at that time. I know you, you've been using a lot of paper and a Google calendar and stuff like that. So, will, you know, be able to get you away from all that, at least, so.

TOM

27:40 Correct.

TOM

27:45 Yeah. I mean, at the core of it, if it, you know, to... trim the fat per SE, you know, I need, I would look, I really need a scheduling system that will give me and my technicians, you know, the information to do scheduling. I need to have them alerted about jobs. I need them to have full visibility of the schedule that's come up a few times where that's not always possible.

TOM

28:20 So, I, just because we're a small company. So there is a, there is some cross talk between my guy with jobs. And sometimes even, hey, I've got to do something, you know, next week on a Wednesday afternoon. Can I just take that morning job? And I'm like, yeah, sure. No problem.

TOM

28:40 So, you know, having that flexibility which I believe you guys have that built into the mobile app, they can see on assigned or unscheduled jobs versus assign jobs, right? All that, yeah, so.

AARON

28:51 Yeah, they can, yeah, they can see the unscheduled jobs?

TOM

28:59 And then, you know, getting, you know, if I can get rid of the service paper that we use and attach it with that mobile application that's huge, you know, quoting to me, it's kind of like a bonus feature. It would be nice to be able to incorporate it with the software and being able to spit out a quote for the customer that's kind of like a bonus. But the scheduling part, the view of the schedule between everybody and having my guys finish off, do an entire job paperless. You know, if, and that report has to be something that is tangible, hey, and represent the company I work that I own and the services that we provide for my customer. I don't I'm not really happy about just a data dump into a PDF that's not gonna suffice for me. It has to be and they have to be able to use the software and fill out these forms in some type of manner. So.

AARON

29:11 Okay.

AARON

29:53 Okay.

AARON

30:02 Yeah.

TOM

30:06 Those are really the core requirements. Everything, right? Everything from there, I have.

AARON

30:08 Okay. Well, it sounds like all things we can help with.

TOM

30:15 I have a 50 gigabyte publication library that I wanna make sure they have access to that comes up quite often that they don't so I have to decide, do I make a customer and the software and attach all of those documents to that customer? The problem is, how do I sort, you know, I have my manufacturer, then by model, then by size, then by control, like some of these obligation libraries or six or seven sub folders deep?

TOM

30:50 You know, how do we get? How do I, how do I give that to them? Or do I just say screw it and, you know, by a multi use your Dropbox account?

TOM

31:00 Right.

AARON

31:01 That's for basically the service history that already exist.

TOM

31:05 So, these are publications, basically information about various manufacturers and products that we come across. You know, you can't remember because we work on so much different stuff. It's generally older equipment, not so much newer equipment?

AARON

31:15 Right.

TOM

31:26 So, we come across things that sometimes we haven't seen in a long time or we, if we're looking for something very because they're not always built the same way.

--- Small Talk ---

TOM

31:35 So you can pull up a drawing. I just ran into an issue last week, we're putting a brand new controller and that we don't normally work with and needed to wire in an option on it. And they're like how do you do it? I'm like, you gotta understand, I'm like I was sitting in the middle of New York City and the sub basement of a building and they were, you know, if there were three Miles away and like I can't help you.

--- Small Talk ends ---

TOM

32:01 I think I'm not at my computer. I can help you. You're going to have to go out to your car, open up your laptop and find it. I don't know what to tell you.

TOM

32:12 So, you know, these things come up so that ServiceFusion was the only one that had a solution for that now, but they called fusion drive which is just a essentially an attachment that's global. It can be accessed from anywhere within the software.

AARON

32:31 Wonder if there's anything we can do for you on that? I mean, obviously, you know, yes you saw before probably during the demo, you can attach all that stuff, all

the, each of the locations, but it sounds like you kind of what the central area where all that stuff's located?

TOM

32:47 It doesn't make sense to attach that 50 gigabytes of information. And like I said, there's well here, I can tell you there's the way it's built on Dropbox, right? This is what we use as our current platform for everything. So my publication library properties real quick. It had 148 folders with just under 2000 files... that's what I'm sorry, not 54 and a half gigabytes. It doesn't make sense to attach all that to a customer that may only have three or four transfer switches that are all relatively new and have no access reason.

AARON

33:05 Right.

TOM

33:36 But the cut, but my technicians need to access that information, sometimes not always. So how do I make a customer and attach it? But then I can't have my samples and then it's just a giant dump of information. Now, they're scrolling through to find that that's not, you know, this is very well organized. The way we have it, we have like set it's broken down by manufacturer and then it's further broken down into models and that's some of that stuff is even further broken down and separated into manuals, installation drawings. Like, yeah, it's electrical equipment. It's physical and electrical. So.

AARON

33:36 Yeah.

AARON

34:17 Is, and that's what you're doing right now with Dropbox.

TOM

34:21 Correct. That's. What's been done since 2008. That's how we, that's essentially... our repository of everything other than emails.

AARON

34:31 Yeah. Well, I can say that there is a zap your integration with Dropbox, but I, I'm pretty sure that's mainly for sending automatically job people or to the Dropbox when you guys do it through straight to your kind of adding to that depository. I don't know if there's any kind of reverse situation.

AARON

35:00 Yeah.

AARON

35:02 I'll have to kinda get back to you on that because I'm not sure. But, yeah, like I said, I mean, I think most places just kind of put the equipment specific information on each of the location pages typically. So.

TOM

35:16 Right.

TOM

35:21 Yeah. I mean, I would probably need to, you know, find a YouTube video of how of what the options are between zap year and Dropbox right?

AARON

35:32 Yeah... probably going to the zap your site, they have a ton of information or like articles, so.

AARON

35:47 But, okay. Well, it sounds like you're kind of on the fence here.

TOM

35:49 Yeah.

TOM

35:51 I still am, I still on.

AARON

35:54 You know, but it's really, it doesn't sound like for you. It's price, it's more like the functionality of things that have you on the fence, so.

TOM

36:02 Yes.

AARON

36:03 Okay.

TOM

36:04 Yes, that's where I'm currently struggling with finding which one of you can do it the best so to speak, and then that's where I'm heading.

AARON

36:13 Yeah.

AARON

36:16 Gotcha.

AARON

36:20 Well...

AARON

36:22 I think I said before we still have a spot left for June first. I know you wanted to get it done as soon as possible.

TOM

36:27 Yeah.

--- Wrap-up ---

AARON

36:31 So...

AARON

36:35 I'll call you back later again, probably tomorrow. Do you think you'll do, but.

TOM

36:41 I'm not really sure. I'm I've got a little bit of a short week.

TOM

36:49 This week.

TOM

36:51 To think about it, I'd probably say, give me another week.

AARON

36:55 Okay. Alright.

TOM

36:56 And, you know, if I lose the spot, I lose the spot.

AARON

37:00 Okay.

TOM

37:02 Yeah.

AARON

37:03 Okay. Well, good luck with everything, Tom. Do you have my email? Do you want to send me anything? But it works, I'll talk to you later.

TOM

37:08 Thank you.

TOM

37:10 I appreciate your time, Aaron. Thanks a lot.

AARON

37:12 Yep. Yep, bye.

The End