Quick call with Bob @ Accordant re: Machinery Services

Kurt Dillmeier with Accordant Company, LLC
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Participants

SERVICETRADE

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Topics

Transcript

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TANYA

0:00 How are you?

KURT

0:03 Good. Just there, I.

BOB

0:07 Is my video there we are. Hello? Can you hear me okay?

TANYA

0:13 Yeah. Hey, how are you?

BOB

0:16 Hi, new. It's a new background or is that?

TANYA

0:18 Virtual my virtual background. It's amazing people are like, I really like your shells. I sit very still. It looks very realistic.

KURT

0:35 Tim accepted the meeting, Tony. I think you were just on the phone with him.

TANYA

0:41 He was, he said he was coming.

KURT

0:43 Okay.

BOB

0:47 How's your vacation cart?

KURT

0:50 It was, it was nice. It was nice. It was good to, we ended up driving them back up to Miami, spent the night in Miami. And my God, the amount of Construction and I

actually never flown out of Miami international airport place is dump, but I guess you've got fort lauderdale which is 30 Miles north which most people use... for lordale over Miami, just more convenient. But the amount of... the amount of Construction and... the amount of wealth, I mean, you see these islands and, you know, I was just looking at zillow 75,000,000 dollar homes just.

BOB

1:35 Yeah. Yeah. I mean, that's I mean, everybody's moving out of New York, New Jersey, northeast states, right down to Florida or Texas.

KURT

1:46 You know, what they do get, they make up, right?

--- Accounting ---

KURT

1:49 So no state income tax, but they make it up by taxing the people that visit, right? The amount of, right? Whatever, you know, the tax is, the sales tax is just much higher down there, right? So there's no free lunch. You're they're going to get it somehow.

BOB

2:05 Yeah, thank you.

--- Accounting ends ---

KURT

2:07 Even like the, what is it their turnpike, right? If you're in the left Lane and you don't have some pass, they charge you 50 bucks. Yeah. So it's it was too cheap to get the... I think we're gonna, but anyway, thank you for asking. So I just kinda wanted to get the team together and speak briefly about the opportunity and see if it's something that works. Bob and I spoke briefly about it last week. I want to get more granular with time.

BOB

2:46 Yeah. So let me give you a little background on it because it's an interesting opportunity. So machinery services, there's actually two companies... two tax ID'S they do integrate in that they, their employees or move between companies. Now, 12, 13 years ago, they bought Sage 300, we implemented and had them live.

--- Accounting integrations ---

BOB

3:10 And then they just stopped using it and went back to peach tree, Sage 50 today or peach tree at the time. They ran that for another year and then bought Viewpoint tremble Viewpoint. Vista implemented that and then stopped using that, went back again to Sage 50. Then bought a product called motor base in Google motor base.

BOB

3:38 It is, it's it looks old. I mean, it's as old as Viewpoint and Sage 300 for sure, maybe even older looking. But it appealed to the principal, Rich Taylor who is a he's like a workflow nut. And that was the issue with 300 and probably vista as well in that he's got both a service business and a Construction business. And just by example, when I was visiting with him this past month... he again walks me through what this process is. And this is my number one concern for ServiceTrade BuildOps, Sage field operations, or custom system, whether any of these products can really handle it. He, so one more thing about the firm, they were, he sold the business to a private equity firm, hidden harbor capital partners, last of all, and hidden harbor capital partners has a few other clients of ours and they have one, they have a client using service trade too, but it's a fire protection company. So my contact at the private equity firm was, hey, let's look at service trade goes well. I, Bob, that's a fire protection package. I don't think that will fit. I said, no, I think so, it doesn't it's not just mechanical. So it was kind of a pull to get you guys in. But the decision making is not in riches hands anymore. It is in the PE firms hands. He want Sage intact last week. He said Bob, let's just move ahead with Sage intact without making a decision on the service product. I said, no, we can't do that because everything you know, has to, they have to have service at the same time. So it's definitely gonna be Sage intact on the ERP side. And by the way, we did consider Accumatica there as well that just the UI wasn't as clean as what they wanted with that intact offered. So I did show him sfo is not a great fit as you would suspect mostly because it's not done.

TANYA

5:54 There's...

BOB

5:54 Just a lot of features that aren't there. The biggest issue with sfo and maybe with service trade too is that the way they want their workflow now, Ryan is suggesting that we can change the workflow requirements as well. We might have to because I'm not sure any of these products really conform.

--- Parts management (purchase orders) ---

BOB

6:13 They create a job. That job then has sequential work orders and this is what they did with motor shop. They actually have a, so they have a job and that job by the way, it can be a Construction job or a service job. But then they create work orders sequentially off that job number, dash one, dash two, dash, three, dash four.

--- Recurring maintenance ---

BOB

6:32 And they track them as trips. And in each trip has all the detail of what happened on that. And then they'll Bill all four of those trips together under... one job one job billing, not the individual trips are nothing more than tickets. Now, their current workflow is they do it completely paper based.

BOB

6:55 So they have this motor shop product that simply creates paper tickets sequential. And then their field right on the ticket. They actually have, I think three or four part forms and the pink goes out to the field or orange here and it's highly manual. But the principal Rich is automate about the sequencing of those tickets because that's the only way he can be assured of not losing information. I said bridge you're not gonna lose information when it's all digitized and...

TANYA

7:27 We...

BOB

7:27 Do in the field, we'll be tracked and on the bell so, but...

TIM

7:33 That...

BOB

7:34 That's the issue. I think the number one is.

TANYA

7:36 Yeah, I can see why they are so adamant about it right now because it's paper and that's the only way that they can keep up with it.

--- Paper process ends ---

TANYA

7:43 But to your point, it's all gonna be electronic because I mean, there's not a way that we can do that, I mean, but it does, that overall structure conforms to us that you'd have a job and then you'd have appointments underneath it, and it would fit that structure. But the numbering structure I think would be the hard part.

--- Parts management (purchase orders) ---

BOB

8:00 No, I asked specifically how the motor shop handled it. And they actually created a custom field on their ticket. So they just key it in. Now do a look up and see what the next number is. Don't know that, but they actually key that number in and then that becomes the document that they're tracking everything on. And everything they talk about now is that custom field work order number? So.

--- Recurring maintenance ---

<div align="center">TANYA</div>

8:28 Yeah.

<div align="center">BOB</div>

8:30 So that, that's the only that's the big issue. And then they have these master contracts that are maintenance that include multiple jobs. So they'll have a contract with track for an annual contract. And then they'll have jobs below that and work orders. Now, the job number is assigned by amtrack. And then they track work orders on each of those jobs and then either build a whole master contract or they build individual jobs. So again, they have a track service contract. By the way, when I say service contract, it's not like maintenance preventive maintenance. It's actually a contract. Amtrack gives them issues like work orders, and then those work orders are in the machinery services world jobs.

<div align="center">*--- Parts management (purchase orders) ---*</div>

<div align="center">TIM</div>

9:23 Yeah.

<div align="center">BOB</div>

9:23 And then they track tickets on each. And then they go a combination of ways that's the other workflow that's kinda tricky.

<div align="center">TIM</div>

9:31 That we should be able to do because there is a, there's a place on a job and there's a couple of places on location as well. We could just create and track as a link in the job number to those jobs.

<div align="center">TANYA</div>

9:49 I was thinking too, like there is a place when you create a new job, which would be like amtrak calling them and saying, hey, go repair this thing. They could create that as a job in service trade. And then the po number could be amtrak work order number, ticket number.

<div align="center">*--- Parts management (purchase orders) ends ---*</div>

<div align="center">BOB</div>

10:04 Yeah. I don't know why that wouldn't work. So, let me give you just a little bit about richest. The guy is, I think like 70 now... and in a year and a half, he's out. So our, we're selling not to Rich. We are because we need his buy in, but we're really selling to a 30 year old PE guy.

<div align="center">TIM</div>

10:25 Yeah.

<div align="center">BOB</div>

10:25 That's that wants the latest technology.

TANYA

10:27 Yeah.

TIM

10:28 What PE group did you say it was?

BOB

10:30 Hidden harbor capital partners.

TIM

10:34 Okay. And...

BOB

10:35 I'll find out the name of the client that you share today with.

TIM

10:40 I remember those guys I'm trying to remember which one it was, but I remember, I talked to them back when they were figuring that out for that or company. Hang on. Keep talking. I'll figure out.

BOB

10:50 Ryan paskin is the HHCP guy.

TIM

10:55 Okay.

BOB

10:56 I'm working with.

TIM

10:56 All right... portfolio.

BOB

11:07 And there are other, I mean, they acquired another one of our clients, island pump and tank PE, I contractor that's on Sage, 300 and SS.

TIM

11:20 Super hero.

BOB

11:22 Super hero.

TANYA... no

TIM

11:23 Yeah.

TANYA

11:23 Really? They're big.

TIM

11:26 Yeah. We just did a big upgrade with them. So.

TANYA

11:29 Interesting. They're Sage, 300 as well. Interesting. They're not making them move to intact.

BOB

11:35 It's an interest on Ryan's and ultimately that will happen.

TIM

11:41 Yeah. I...

BOB

11:45 This is the one that needs immediate attention. I mean, this product they're on is so old and I know want to tell you their time capture is time in the field is recreated six times?

TIM

11:59 It's horrible.

BOB

12:00 It is, it's unbelievable scheduling is a interest for sure because I don't have anything now. Trying to think what else there's also, there was some comments about like on an am track job, if they put in certain number of hours, the rates automatically change for what they could build.

--- Tech time tracking ---

TANYA

12:27 They put it in like if they go over five hours or something that the rate is different than if they build it under.

BOB

12:33 It's bigger than that. It's like if it's over 30 hours, they have to pay, I think they have to pay wages at a prevailing wage rate if it's over some amount floor, and if it's under that, they can pay... their direct non union wages. But then when they get to a certain amount of hours on a job ticket, they have to then pay a prevailing wage rate.

TIM

12:58 Yeah, I...

TANYA

13:01 No. So, like that total job, like if they went out there four different times to service it, if that tallied up once?

--- *Tech time tracking ends* ---

BOB

13:09 Problem that's the problem because right now ticket one, they don't know ticket two, no, they haven't hit it, ticket three, they hit it. Now. The whole job has to be built at different rates.

TIM

13:20 Yeah. Fox valley fire in Chicago deals with all this too. Because they got all that prevailing weight stuff. I don't know how they do it, but they only use ServiceTrade to figure it out.

BOB

13:30 I mean, I don't know of any product that does that.

TANYA

13:32 No, especially when, have you paid part of that time last week?

BOB

13:37 Yeah. Yeah, that's a good point. But I did ask that these tickets don't last long. They're...

TANYA

13:43 Okay.

BOB

13:44 They're a couple of days.

TANYA

13:47 Gotcha.

BOB

13:48 And then, but that could certainly happen. You got a payroll cut off, you know, Wednesday or Thursday, whatever it is. I mean, see if there's anything else on those notes I sent you that are issues. I think you got all that handled.

KURT

14:04 Hump companies, we.

TIM

14:09 We have pumps of Houston, we have a bunch of pump companies.

BOB

14:12 That's great. Wanna talk about that. Especially Rich loves that kind a story line.

TIM

14:20 Okay. I saw that.

TANYA

14:22 A, I, a billing, but is that?

BOB

14:23 That's in intact? Yeah, yeah.

BOB

14:33 From what I know, I think service trades a fit. I think we could leverage the already existing relationship you have?

--- Invoicing ---

TIM

14:45 Yup.

BOB

14:46 Certainly. I think you guys have the best intact integration.

TIM

14:53 All right. Nice. Good to hear. It's. Getting better with you all help too.

TANYA

14:58 Yes, it really is.

BOB

15:00 Yeah, build ups sucks on integration by the way, really?

TIM

15:03 Yes, yeah.

BOB

15:06 Let me just give an example. If you enter receipts and BuildOps, customer receipts, which I have to the check number doesn't post there's no inventory integration.

--- Invoicing ends ---

BOB

15:18 I mean, there's so many areas that it's just not integrated. There's no look up of jobs. I mean, some of the things you guys don't do yet, either, but there's is actually hurting some client satisfactions at when we have a company with a CFO involved and they want to run a Construction ERP, and then a operational application BuildOps is trying to do it all in their product and then they don't have the integrations and it's a problem.

TIM

15:48 Yeah, yeah. We, we've heard that of late and Kurt has one that's coming trying to come back around. So with us. So... we just signed up another one and the same thing it's private equity group. They bought just bought two people down in Texas and they're putting them on. We gotta get you Northboundary, we gotta get you show you Northboundary, which is our new CRM CPQ front end, right? Yeah.

BOB

16:16 Was describing that last week, but he was on vacation, so he was, yeah, gonna spend much time with me and I understand.

TIM

16:26 Yeah, but I...

TANYA

16:28 Our agenda for when we come up. So we'll have to talk about that.

BOB

16:31 Okay, great.

TANYA

16:31 Very cool.

BOB

16:36 Right. So you, I mean, does this interest you guys?

TIM

16:41 Yeah. I mean, I think with your help, kinda saying the same thing with the sequential like if it's if that's what you got to have, I mean.

BOB

16:49 No product. Does it?

TANYA

16:50 Yeah, no, exactly. Nobody does that unless it's a custom field that you, that seems so counter. Productive, you know?

--- Paper process ---

BOB

16:57 Yeah. In the.

TIM

16:59 I think with your help, we could probably work through some of those things.

BOB

17:03 I think we set the nail home that look, any ticket you create on a job, it's gonna be built and that's his number one fear that he's gonna lose something and not Bill it. Well, yeah, it's all manual and you're waiting for yellow tickets or pink tickets to come back. I get it.

TIM

17:19 Yeah. And typically, they're probably billing like a lot of our old customers do and they have a paper process. Is the Bill on Friday? You know, everybody who does everything all during the week, they drop it on the office on Friday. They get them all on Friday, put them in the system and they Bill on Monday?

BOB

17:33 No, no, no. They're not nearly that efficient billing. Is that, that's a big plus we wanna talk about how quickly we can turn around the billing?

TIM

17:44 Daily. I mean...

BOB

17:46 We gotta say that.

TIM

17:48 Yeah, yeah. Yeah. We had a company down in Charlotte in time and they literally started billing as soon as the tech started leaving because it used to take them like weeks and the customers were like, wow, you guys are on top of it about time. So, yeah, no, you're right? The thing. All right. So, you wanna email me?

--- Paper process ends ---

BOB

18:07 Some times?

TIM

18:11 I'll leave that up to you and.

BOB

18:14 Hey, and Kurt, this week... I've got these pro core Sage intact luncheon learns Tuesday, Wednesday, Thursday, which is jamming up my week. So, I don't know if you have any times on Friday and then into next week would be preferable actually.

KURT

18:33 Yeah, I was going to send you. So our Northboundary demo is twice a week and I think it's once this week, if I looked at the calendar correctly tomorrow at 11, so he's on this kind of auto schedule right there's. Nothing bespoke, right? He doesn't piecemeal his demos. I guess, I don't know. Can we send a?

TIM

18:53 Can record it? I think.

BOB

18:58 No. What I wanna do is set up a meeting with you and machinery services?

KURT

19:03 Yeah, yeah, no, I will send you that. Yeah, I've got time Friday and Monday afternoon, but yeah.

BOB

19:12 So, just in the next week is probably Friday afternoon would be good or any time next week?

KURT

19:17 Okay.

BOB

19:18 Any time, but I have to submit that to Ryan over at hidden valley. And then.

TIM

19:23 We'll get an answer.

KURT

19:25 Yeah, I'll send you some times right after this meeting.

TIM

19:27 Okay.

BOB

19:30 Harbor not in.

TANYA

19:31 Valley?

TIM

19:32 Yeah, I think Brian, let me see. Let me check my email. I'm pretty sure Ryan was the one I was talking to you too.

BOB

19:39 Skin P a SKIN.

--- Dispatch ---

TIM

19:49 Yeah, it's not showing up, but that name rings a bell. Okay?

BOB

19:54 I mean, I think his feelings about service trade are all very favorable.

TIM

20:01 Okay, good. All right.

BOB

20:05 All right. So, I...

TANYA

20:06 From you cart?

KURT

20:08 Yep.

BOB

20:10 And... Tanya, what day do we have that meeting?

TANYA

20:17 Tuesday the seventh, I think it went.

--- Dispatch ends ---

BOB

20:21 Yep. You're right? I got it in here. Perfect. All right. 10 o'clock perfect. All right. Well, thank you.

TIM

20:31 Same...

TANYA

20:33 A good day.

TIM

20:34 Go...

TANYA

20:34 Sell some software, right? Yeah, definitely, right.

BOB

20:38 I...

TANYA

20:38 Talk to you later bye.

TIM

20:39 Bye.

The End