



Call with ACME FIRE AND SAFETY CO - Dave Esau

Ben Bilhorn with ACME FIRE AND SAFETY CO
Recorded on 8/30/22 via SalesLoft, 8 min.

Participants

SERVICETRADE

Ben Bilhorn
SDR

ACME FIRE AND SAFETY CO

Dave Esau
Service Manager

Topics

<i>Call Setup</i>	0:00
<i>Call Setup</i>	4:11

Transcript

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--- Call Setup ---

DAVE

0:00 Hi, Anthony. Fire and safety.

BEN

0:02 Hey, this is Ben and I'm calling for Mike, can only.

DAVE

0:06 He's not here. He really don't come in.

BEN

0:10 Okay. Gotcha. Do you have like a service manager or someone like that? I could speak with. Thank you, Ben.

DAVE

0:16 Okay. Who is the sticky?

BEN

0:18 Yeah, Ben.

DAVE

0:20 From which company?

BEN

0:22 Service trade?

DAVE

0:25 Okay. Let me transfer you to.

DAVE

0:43 This is Dave with acme.

BEN

0:44 Hey, Dave. This is Benjamin with service trade. How you doing good? Did I catch you at a decent time?

DAVE

0:48 Good.

DAVE

0:52 Maybe, yeah, we'll try.

BEN

0:54 Cool. Well, yeah. Like I said, I'm with service trade, I don't know if you remember, would have been about a little over a year ago, but we met with you guys were a field service management software field for fire and life safety companies like you guys?

DAVE

1:05 Yep.

--- Call Setup ends ---

DAVE

1:09 Yeah. We bought a company that uses it.

BEN

1:12 Really gotcha. Who did you guys end up? My?

DAVE

1:17 New tech Phoenix?

BEN

1:19 Okay. Gotcha. Yeah. With them.

DAVE

1:20 So, you probably know Bob from new tack up in Kalona, kamloops, area.

BEN

1:25 Okay. Yeah. Yeah. Gotcha. Cool. So, you guys are that, so that branch, I guess that company you guys buy up is using service trade, but the rest of acme, fire and safety, you guys are running, I know you're running Foundation for accounting. What are you using?

DAVE

1:43 Yeah. Well, we're using Foundation for everything and we're in the midst of our company is looking at new software.

BEN

1:50 Gotcha. Okay. Do you know I have you guys made a decision yet?

DAVE

1:56 They have not, they've narrowed it down to two service trade was service trade made it into the top four, but didn't make it to the top too. There was, there were some accounting. There were some things they want to because we are going to be going national. So we're looking at it from a national level. We want it to be more ERP, to run us accounting and warehousing, and stuff like that. So, there were some things about that service trade wasn't able to do in the way, but they ended up contacting somebody in the service trade put together in a presentation for them and stuff they.

BEN

2:03 Gotcha.

BEN

2:22 Okay.

BEN

2:32 When, when would that have been? Because that, I last, I knew we met with you guys last year and I know a lot of steps changed in terms of one of the things you were mentioning actually the...

DAVE

2:32 And I...

BEN

2:46 Accounting connection with Foundation as well as the, a lot of the parts management stuff. We've got a lot of kinds of different stuff going on there.

BEN

2:59 Now, I guess who?

DAVE

3:01 Yeah, I don't so, Bob set it up. Somebody at service trade created like us because we already had an account with them, created a bit of a sandbox for the team that's looking into it to play with. And they just felt it didn't quite meet their needs. I'm not a part of that team. So, I don't know, I just heard, but.

BEN

3:06 Yeah.

BEN

3:13 Gotcha.

BEN

3:16 Gotcha.

BEN

3:20 If I didn't want to get in contact with someone from that team, who would I want to reach out to about that?

DAVE

3:28 A gentleman named John laps, and who's on vacation this week?

DAVE

3:35 His email would be John at acme, fire, dotcom. So, JOHN.

BEN

3:39 Gotcha.

BEN

3:43 Perfect. I can definitely reach out to him. He said he's on vacation.

DAVE

3:45 Yeah, I can't even remember who, I know Bob made it seem like anything to see who Bob's set it up if I go inbox, if I go, Bob.

BEN

3:51 Yeah.

BEN

3:54 Because we keep, we typically key in terms of if you, if they had met with one of the, one of the people who does demonstrations of our platform over at service trade, I would have had a record of it, I thought, but I don't have a record of.

--- Call Setup ---

BEN

4:11 Anything besides we met back in early 2021 but a lot of different since then.

DAVE

4:21 Yeah, I don't know. I mean, part of it is we actually have, we actually have a whole branch or using it. So they were able to actually like play with it and ask Bob to do things and whatnot? So I don't know. I'm trying to remember who Bob reached out to?

BEN

4:35 Gotcha.

DAVE

4:39 Yeah, but I mean, Bob's kinds of our go to for setting up because Bob had somebody he with working with?

BEN

4:49 I see.

DAVE

4:49 And I just don't know who that in front of see if there's an email that link somebody's name or because I know Bob setup saying, hey here's, a guy from service trade and he put a connection together and then caught a bunch of, are they spend a bit of time taught some of our people how to use it, not me. So I just didn't care.

BEN

4:52 Yeah, probably not a bad. I was saying.

BEN

5:02 Yeah, I was just thinking.

BEN

5:09 Right.

DAVE

5:11 I'm not trying to learn how to use it, but.

BEN

5:14 Understood. Understood. Yeah.

DAVE

5:17 Okay. It's Charlie riddle.

BEN

5:21 Okay. Gotcha. Yeah, yeah, I know, Charlie.

DAVE

5:24 So, code, Cody made a connection between I'm John. So John has spoken with Charlie rental.

BEN

5:31 Okay. Gotcha. Cool. Yeah, I know. I actually.

DAVE

5:33 So that's the person from your end. I guess they were talking to whoever that is.

BEN

5:38 I see. Gotcha.

DAVE

5:39 Not, was, may, this email was from Charlie? Hi, thanks for the introduction Cody, and that was, that may, eighteenth.

BEN

5:48 Okay. Interesting. Gotcha. I'll have to ask Charlie about that, but, yeah.

DAVE

5:53 Yeah, I mean, yeah, I mean, if something's changed and you have a good have him, are you guys reach back out to the people he was talking to and let them know, hey, we've made some updates or I don't because I don't even know exactly what, I know they're looking because we're going national, they're looking for to do some very specific things and I don't know.

BEN

6:15 Right. So, what exactly all of that entails?

DAVE

6:18 Yeah. I mean, I know the two software that they're potentially thinking about is service tighten and...

DAVE

6:27 Something bid a bid with a guy I don't know?

BEN

6:30 Yeah, build ups, devops. Yeah, I...

DAVE

6:31 BuildOps. Yeah, those are the two that they're kind of looking at for the moment because they need.

BEN

6:38 Interesting.

DAVE

6:40 Is one of the things they're it's in all of the software. One is better at one thing that another.

BEN

6:43 Yeah.

BEN

6:47 Right. Right. Well, I'm here, I'm surprised that service tightened because I know that they're pretty good on like the residential H, back side of things, but in terms of stuff like, you know, like fire life safety that's like our bread and butter.

DAVE

6:48 But...

DAVE

7:03 And, you know what though we're get while we're getting so much bigger than that. Now, we're we've been acquiring new companies were doing a lot more. I'm selling safety almost like a store selling safety equipment. So, the warehouse and the sales side of things like cost customers just walking in and buy an off the shelf. We have a like that is just we're going crazy with that. We just purchased another five branches and I'll Berta that most people don't know about yet. So, and I don't know if that's part of it that's why? Like I'm not a part of the team, but anyways, just see, you know, your guy, it's Charlie rental from your end is the one who was talking to our people, so.

BEN

7:14 Interesting.

BEN

7:28 Yeah.

BEN

7:37 Gotcha. Gotcha. Cool. Well, I'll get up with Charlie and also get up with I'm John last, and kind of go from there. But either way, Dave, I appreciate kind of the pointers in the right direction.

DAVE

7:43 Okay.

DAVE

7:50 Yeah, no, good luck.

BEN

7:52 Yeah. Have a great rest of your day.

DAVE

7:54 You too. Yeah.

BEN

7:56 Yep. Bye.

The End