



Call with Ars Mechanical Llc - Joseph Miller

Brooke Caskey with Ars Mechanical Llc
Recorded on 9/13/23 via SalesLoft, 10 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

ARS MECHANICAL LLC

Joseph Miller
Project Manager

Topics

<i>Purchase decision</i>	0:25
<i>Purchase decision</i>	1:27
<i>Parts management (purchase orders)</i>	4:56
<i>Purchase decision</i>	8:18
<i>Purchase decision</i>	9:00

Transcript

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

BROOKE

0:00 Hello?

BROOKE

0:03 Hello?

JOSEPH

0:03 Yes, yes, this is Joseph returning the phone call.

BROOKE

0:07 Hi, Joe. It's Brooke from ServiceTrade. How are you?

JOSEPH

0:10 Hey, Brooke. How are you doing?

BROOKE

0:12 I'm doing well. I just thought I'd try to call you today to see if it was a better time to talk.

JOSEPH

0:17 Yeah, we, actually, I think we're on the customer making a decision. I know that all. And because we have a management meeting today, Al.

--- Purchase decision ---

JOSEPH

0:27 And...

BROOKE

0:25 Cool.

JOSEPH

0:31 All all and Dean, a brain for all, and Dean, we're looking at you all and one of the other vendors and I think all was like going over the video or something. So I was

gonna look at a couple more things tonight and I think we're getting close to making a decision, so you should hear, from one of them.

--- Purchase decision ends ---

JOSEPH

0:51 I think pretty soon, I think they get rid. They were just going over a couple of just, the viewing beings and then they decide from that.

BROOKE

0:53 All right.

BROOKE

1:02 Okay. Can I ask it's between us? And then which other vendor?

JOSEPH

1:07 It was service trade and some would be.

JOSEPH

1:23 Gosh. What's the name of?

--- Purchase decision ---

JOSEPH

1:27 Building apps? Yeah, I think building apps.

BROOKE

1:29 Okay.

BROOKE

1:32 Great. So, what I guess, for you guys, what is the like the decision gonna come down to between the two of us?

JOSEPH

1:40 I'm not sure. Like I said, I know that they were going, Alan, Dean were looking more at it, you know, when we left when I left the meeting and so, but, you know, just, the end result, from the group perspective, you know, they were gonna just make the decision because I think price wise, I think you guys were both about the same. So it may have been just...

BROOKE

2:01 No.

JOSEPH

2:05 Ease of usage or something like that. I don't know, but I know at the time, I know I was going back and he was looking at, because did, you, did you record your?

JOSEPH

2:18 Your presentation? He's going back and he's going back and looking at somebody's presentation that was recorded, and then I think he said that, the building ops, they didn't so he didn't really have a comparison. I think he might have been reaching out to them after he walked something on the video. So I couldn't tell you right off hand, but I'll be in touch with them and I can ask and find out. I'll let you know.

BROOKE

2:20 I did.

BROOKE

2:25 Yeah.

BROOKE

2:36 Okay.

BROOKE

2:41 Okay. I'm just checking our workspace real quick to make sure that the recording is in here. It should be.

BROOKE

2:55 Actually, don't see it in here, but do you want me to send that over to the three of you? Just so actually, I might have, maybe I emailed it to you separately. Let me see.

JOSEPH

3:05 Let me see.

BROOKE

3:07 Because I remember him mentioning the recording. So I just wanna make sure demo recording, yeah, I did send it.

JOSEPH

3:12 I think he's...

JOSEPH

3:14 Yeah, you did. Yeah, because I know we received yours but I don't think we be building up. I'm pretty sure that was the case.

BROOKE

3:19 Okay. Is there a direction that you're leaning right now?

JOSEPH

3:28 No, I think he said right now because I know especially, from Dean's perspective, you guys will probably like neck and neck. So, but again, I left them when they were still having, you know, more discussion about it than watching the video, so.

BROOKE

3:37 Okay.

BROOKE

3:43 Sure. Okay.

JOSEPH

3:44 But, I know you guys were probably neck and neck. I think I wanna say that. I wanna say that Dean might have been leaning more so towards you all.

BROOKE

3:57 Yeah.

JOSEPH

3:59 And I think all, I think he was just, you know, just getting the last little bit of the critique and for himself before he made a decision because he's going to be, the end, all that pulls the trigger.

BROOKE

4:09 Sure. One thing that I know about BuildOps is that they are willing to get very aggressive on price and we are willing to do the same. And so all we ask for from you guys is just a.

BROOKE

4:24 Seat at the table when it comes to pricing and negotiation conversations.

JOSEPH

4:29 Okay. All right. I'll let him know that I'm sure he'll be glad to hear that too. So I'll let him know.

BROOKE

4:33 Yeah, yeah. Good for all parties. But yeah, as you guys go through and rewatch the demos if there's anything from a functionality standpoint that you realize we might have missed, I'm more than happy to sit down with you and go through it and

hopefully me filling out that template you sent me was, is helpful as well in knowing who's the better fit for you?

JOSEPH

4:54 Yeah.

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

JOSEPH

4:56 Sure. I'm definitely sure they use that.

BROOKE

4:58 Yep.

BROOKE

5:00 On the template while I have you here.

BROOKE

5:05 Let me pull it up real quick.

BROOKE

5:11 So, there were a few things that there's kind of multiple ways to do it within service trade.

BROOKE

5:20 Such as... like purchase orders.

BROOKE

5:27 Right now, are you guys having your technicians initiate purchase orders or is it all done through the office?

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

JOSEPH

5:33 It's done. It's all done through the office.

BROOKE

5:37 Okay. That's helpful. And so like stuff like that will probably stay the same but just full transparency there. There's a few things where there's multiple ways to do it, but...

BROOKE

5:48 We can likely uncover that as our conversations Progress, if that sounds fair to you.

JOSEPH

5:52 Okay. Yep, sounds good.

BROOKE

5:55 Yep. Okay. Well, when are you guys looking to make your decision?

JOSEPH

6:00 I don't know. I'm getting ready to send them both a message right now and I'll ask the question and find out and let you know.

BROOKE

6:08 Okay.

JOSEPH

6:09 One thing I know the one thing, so, and this is something that I didn't know, but, perfect war was what we used and told us that I think building ops actually bought purchased bought out purchased, bought perfect war or something to that effect. And so maybe, from a transition standpoint, I don't know if, that makes it easier. But I know that wasn't anything that was missing. But that was just something that I was not aware, that they were, that they had actually bought perfect where. So I don't know if that gives them advantage. It seem like he gave the advantage or anything like that because again, I think ServiceTrade was favored by Dean for what he does and, you know, it's not, you know, from a project side, you know, I, I'm pretty so and it's not a whole lot, you know, differential, from what you can get, you know, project standpoint anyway, but I'll just let him know. I'll let the all know that I did speak with you, and that.

BROOKE

6:10 Do you?

BROOKE

6:16 All right.

BROOKE

6:27 Yeah.

BROOKE

6:30 Huh.

BROOKE

6:47 On...

BROOKE

6:55 No.

BROOKE

7:07 Yeah.

JOSEPH

7:20 You just kinda want an idea of, when you can expect to know the results.

BROOKE

7:25 Yeah. And with, the purchasing perfect, where, I was aware of that, it really doesn't make a difference because at the end of the day, it's about which product is gonna help you achieve your goals. And as long as perfect where we'll let you pull out your information, loading it into service trade versus BuildOps, it's gonna be the same thing.

JOSEPH

7:38 Yeah.

BROOKE

7:49 And so...

BROOKE

7:51 Do you know if perfect were, has, if you can export your information out of there?

JOSEPH

7:57 I believe you can.

BROOKE

8:00 Okay. Yeah. As long as you can do that, then we'll be good but that all sounds good. I do, you think I would, could expect to hear back from you this week or will it likely be early next week?

JOSEPH

8:04 Okay.

JOSEPH

8:14 I couldn't see it, may be maybe this week.

--- Purchase decision ---

JOSEPH

8:18 Like I said, we, I know it's narrowed down to the two of you. I know it's been like a process, so, I think, you know, they're ready to kinda push forward with something so.

BROOKE

8:19 Okay.

BROOKE

8:25 Okay.

BROOKE

8:31 Okay... great. And did you ever speak to any references of ours or is that something that you're interested in doing?

--- Purchase decision ends ---

JOSEPH

8:41 I have not per SE, and I don't know, if they have, but if you've provided them or if you want to provide them to us so that we can reach out and that's fine too.

BROOKE

8:44 Okay.

BROOKE

8:52 Yeah, because we definitely have, I would have to run a report but we definitely have a few names in your area that.

--- Purchase decision ---

BROOKE

9:00 Be, they might be your competitors, but they're near by you, that you service, right? And so that would be helpful. We're happy to set you up to have a conversation with someone.

JOSEPH

9:10 Yeah. No, no competitors or not. I mean if it's something that they're using it, I think is a good product, then yeah, it is worth to hear for sure.

BROOKE

9:17 Sure.

--- Purchase decision ends ---

BROOKE

9:20 Okay. Well, I will go see what I can pull up on that someone near by you. And then, yeah, if I, I'll just, you know, if I don't hear from you by like let's say, end of the day Monday, I might give you a call to see where things are at. But until then, I'll just wait for your feedback. Okay?

JOSEPH

9:36 Okay. Sounds good.

BROOKE

9:38 Okay. Thanks, Joe. Talk to you soon bye.

JOSEPH

9:39 All right. Thank you too. Bye bye.

The End