



Call with S Conley Support - Dan Polen (Demo)

Meda Piner with S. Conley Sales
Recorded on 9/20/23 via SalesLoft, 6 min.

Participants

SERVICETRADE

Meda Piner
Territory Manager

S. CONLEY SALES

Dan Polen
Dan Polen, Senior Service Technician

Topics

<i>Purchase decision</i>	0:38
<i>Pricing</i>	3:28
<i>Purchase decision</i>	4:11
<i>Accounting integrations</i>	5:08

Transcript

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

DAN

0:00 Good morning. How's calling sales one?

MEDA

0:02 Hey, it's Meda. I was calling for Ryan.

MEDA

0:06 Thank you.

DAN

0:18 Good morning. This is Ryan.

MEDA

0:25 Hey, Ryan. It's Meda pioneer with service trade. How are you doing this morning?

DAN

0:30 Yeah. Hi, Meda doing okay. How are you?

MEDA

0:32 Good, good. I'm doing well. So, Dan mentioned you guys were chatting last week.

--- Purchase decision ---

MEDA

0:38 So I was just kinda seeing where we're at in the process and, you know, kind of what our next steps are from here?

DAN

0:45 Yeah. So we had, yeah, we had a big quarterly meeting last week meeting and we definitely talked about service trade and actually, you know, just full honesty and transparency, there is one more company that we are also looking at and considering, and so we're gonna vet that one out a little bit here and kinda do a comparison and see what's gonna fit for us best.

MEDA

1:14 Yeah, absolutely. I think that's a great plan.

DAN

1:17 So that's what we're doing.

MEDA

1:20 Cool. Who are you guys looking at?

DAN

1:24 Let's see.

MEDA

1:24 I know you were looking at like field report and tighten earlier, I wasn't sure you were still looking at those or maybe someone else creeped in.

DAN

1:33 No, this is called.

DAN

1:39 BuildOps.

MEDA

1:41 Okay.

DAN

1:45 Is what Jamie ended up finding? So, yep, that's BuildOps that's what they are.

MEDA

1:52 Gotcha. Yeah, anything that you guys are liking about them or have you all started at evaluating them?

DAN

1:59 I have not, we actually got a scheduled date here coming up soon for a demo kind of something similar to what you did with us and that'll be my first take on it. I think Jamie's been doing a little bit more than anyone else right now, so.

MEDA

2:09 Okay.

MEDA

2:17 Okay.

DAN

2:19 Yeah. So that's exactly where we're at right now.

MEDA

2:23 Awesome. Yeah. I mean, BuildOps is definitely great. You know, we hear that name a lot in the industry. I think it just goes with anyone is, you know, onboarding and, you know, start up how that looks is super important. So, I definitely make sure you guys kinda hold their feet to the fire on that and they're just not like we'll give you X amount if you get started at this point with no really idea of onboarding. It's just one thing that we've seen a lot through BuildOps is, and I'm gonna be totally honest with you here's. What's going to happen? Have you told them you're in conversations with us yet?

DAN

2:52 Sure.

--- Purchase decision ends ---

DAN

3:05 I don't know if Jamie has, I haven't talked to these people at all. So I don't know if Jamie has or not.

MEDA

3:09 Okay. Got you. Well, I'll let you know what's going to happen. You're gonna mention you're in conversations with service trade and all they're gonna do is give you guys a discount and beat our price out so they can't beat us out on value, but they throw out while discount to be able to cut that.

--- Pricing ---

MEDA

3:28 So just give you a heads up. If you guys are going, you know, price by price, they're gonna beat us out all day long because they're willing to give 50 60 percent off just to get you guys in the door. And then, you know, that's where the onboarding trouble comes in, right?

DAN

3:41 Sure.

--- Pricing ends ---

MEDA

3:46 So, just look out for that, you know, BuildOps is definitely great in the industry. So I'll just kinda touch base with you. When did you, do you know when that meeting is gonna be?

DAN

3:57 Let me look at.

DAN

4:04 Looks like the 20 fifth. So next Monday.

MEDA

4:09 Okay. Awesome. Well, I'll touch base with you guys after that and we can do kind of a comparison run through, but, you know, just keep notes, let me know, you know if there's anything that you guys like about them and we can discuss, how we handle that in service trade.

--- Purchase decision ---

MEDA

4:25 But I appreciate you giving me the low down. Is there anything else that you guys need from me in the meantime?

DAN

4:11 Yup.

DAN

4:28 No, Meda. You've been very responsive, and following up with us great. So I appreciate the service there. I think we just got, you know, some hesitations on service trade as far as, you know, the reporting function and how our parts department would fit in. And just some, I mean, minor things like that. But yeah. Well, I guess after next week, we should have a pretty good idea, of, you know, side by side comparison and, you know, I'm happy to be honest with you, and share with you what we're thinking.

MEDA

4:46 Huh.

MEDA

5:02 Hum...

MEDA

5:06 Yeah... yeah.

--- Accounting integrations ---

MEDA

5:08 And just to remember, the package that we talked about was one of our base packages. So we do have another part side and another reporting side that I shared with Dan originally and he discussed going down and package because he said that wasn't a priority to you guys. So since, you know, hearing that it is, we can definitely discuss those other avenues as well.

DAN

5:31 Yeah, okay.

--- Accounting integrations ends ---

MEDA

5:35 Okay, cool. Awesome. Well, I appreciate it. You reach out if you need anything, and I'll touch base with you guys after meeting.

DAN

5:43 Sounds good, Meda. Thank you. Yeah, bye.

MEDA

5:45 All right. Thanks so much. I appreciate it.

The End