



Call with Independent Mechanical Contractors Inc - Samuel Yuan

Brett Griffith with Independent Mechanical Contractors Inc
Recorded on 12/4/23 via SalesLoft, 9 min.

Participants

SERVICETRADE

Brett Griffith
Territory Manager

INDEPENDENT MECHANICAL CONTRACTORS INC

Samuel Yuan
Project Manager

Topics

<i>Implementation and ongoing support</i>	<i>7:16</i>
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Transcript

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SAMUEL

0:00 Good afternoon, independent mechanical.

BRETT

0:01 Hey, this is Brett with service trade. Again, is Sam available?

SAMUEL

0:05 I can keep it around one moment please.

BRETT

0:08 Thank you.

BRETT

0:21 Yeah.

SAMUEL

2:55 Or, and...

BRETT

3:15 Cool.

BRETT

4:37 I do.

SAMUEL

5:46 Hello?

BRETT

5:47 Hey, Sam. I'm Brett from ServiceTrade. Do you have a few minutes?

SAMUEL

5:51 Hey, Brett. Good. How are you?

BRETT

5:53 Good. How are you?

SAMUEL

5:55 Good. Yeah, I just got back from, I've been out all sick last week and... a little bit.

BRETT

5:58 Yeah, you feeling better?

BRETT

6:01 A little bit. Did you?

SAMUEL

6:03 So that's a good start?

BRETT

6:05 Yeah, yeah. I've kind of been talking to people and everyone seems to be a little sick right now. Did you have COVID or something else?

SAMUEL

6:11 No, just cold or flu, I don't know. So.

BRETT

6:14 Yeah, it's that time of year, man, you know, it. I'm glad you're feeling better. The reason I was calling you is I wanted to see if since your return, you and Trish have had a chance to discuss the ServiceTrade agreement.

SAMUEL

6:18 Yeah.

SAMUEL

6:28 We're working on it. We did just bite the bullet on Quickbooks enterprise. So that is currently in the works right now as we speak, hoping to have that done by tomorrow morning, obviously. And then we were gonna review all that service at stuff and get that sent over.

BRETT

6:36 Okay.

BRETT

6:41 Okay.

BRETT

6:47 That sounds perfect to us. Yeah, I totally understand that's. Why I didn't want to call you this morning, so I figured you were slammed. All that. Sounds great to me. The only things I have to let you know, is on the agreement, I did, I changed it from a 1,215 to a one one start date. We have three spots left at a one one right now. If that changes, I will let you know the agreement that Trish has in her inbox, you have it as well. Does expire tomorrow? Do you think that's enough time for you guys?

SAMUEL

6:48 I'm just catching up right now?

SAMUEL

7:14 Okay.

--- Implementation and ongoing support ---

SAMUEL

7:16 Yeah, we'll try and work on it this afternoon and tomorrow and just review it and I'm getting caught up. Now. What do you mean? By one one start? You mean like starting implementation, right? Not actually going live?

BRETT

7:28 Correct. Yeah, that's the beginning of implementation. We just have slots in which we can start you guys so our project managers can get to every account. So one, yeah, you guys are... you guys are going to have 120 days to onboard typically a company. Your size is getting live and onboarded in probably 80 to 90 days. That way, you have a month buffer with our team in case you need it, but you don't need to use it. Yeah.

SAMUEL

7:36 Okay. What's the time frame for that? We never really spoke about.

SAMUEL

7:55 So, you say on average, it's about three months. So we'd be looking at... April first live.

BRETT

8:02 Approximately, yeah.

BRETT

8:05 Service trades goals to get you live, yeah, at the end of March there, but if anything happens, if you need that additional time you have.

SAMUEL

8:06 Okay.

SAMUEL

8:12 Okay.

SAMUEL

8:14 All right. It's good to know. Yeah, let me review it all.

--- Implementation and ongoing support ends ---

SAMUEL

8:19 We also have to get back with BuildOps as well because they did finally reach back out to us and we got a deal with them as well.

BRETT

8:27 Okay. The, the plan is still, I mean, you guys are moving forward with service trade and you're just gonna get out of that agreement?

SAMUEL

8:33 Yeah, we're not gonna do the build up. So I got to get out of that area.

BRETT

8:37 Okay. Gotcha. Cool. Well, all this sounds great. Sam, I do, I'm super glad you're feeling better if you or trist need anything while you guys are discussing this, whether it's this afternoon or tomorrow morning, just call myself I'm pretty free so I should be able to pick up right away and get you the answers you guys need.

SAMUEL

8:52 All right. No problem. Sounds good.

BRETT

8:54 Awesome. Sam. I appreciate you.

SAMUEL

8:56 All right. Thank you. Take care. Bye.

BRETT

8:57 Bye.

The End