



Call with Steadfast Electric - Jason Leboeuf

Alec Ashby

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Participants

SERVICETRADE

Alec Ashby

Territory Manager

STEADFAST ELECTRIC

Jason Leboeuf

Owner

Topics

<i>Small Talk</i>	0:00
<i>Pricing</i>	2:13

Transcript

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

--- Small Talk ---

JASON

0:00 Hello, this is Jason.

ALEC

0:02 Hey, Jason. This is Alec. How are you?

JASON

0:05 I'm good. How are you doing?

ALEC

0:06 Doing good, doing good. Happy Friday to you, man. You got any plans for the weekend?

JASON

0:11 Not really. I just left the office. So I was just driving. My wife had a nail in her tire or something. So I got to go meet her at the tire store one of those days but nothing too bad.

ALEC

0:26 Yeah, no, that's funny to say that because I actually had to help out one of my family members because his starter failed out on him. That's always fun. It always feels like it happens at the weirdest times. So I definitely get that.

JASON

0:38 Yeah, yeah.

ALEC

0:41 Well, you know, since you're dealing with that, I can keep this pretty brief.

--- Small Talk ends ---

ALEC

0:44 I know we touched base on Monday. It seems like you guys were still looking at some other things still kind of uncertain the direction you're going. So I just want to call you to see kind of where you're at as far as, you know, softwares, whether it be field management or other softwares you're evaluating.

JASON

1:00 Yeah... it's kinda the same. We did. We saw the Sage.

JASON

1:08 Intact stuff which I like it is kind of expensive.

ALEC

1:12 Yeah.

JASON

1:14 So, I, I'll be honest, I think right now we're leaning towards BuildOps for our field management because with us being pretty heavy Construction, they had a, they had a nice Construction management project and then they're... their service dispatch, I think is pretty more than adequate for what we need. And then I'm just contemplating whether to switch to go with stick with Quickbooks online for ERP or make a move to Sage intact?

ALEC

1:52 Yeah, yeah, no, I get that. Yeah, I mean that's tough because I mean, Sage is, you know, that is probably the best ERP out there, but I'd say whether it's you know, service trade or BuildOps or whatever else you're looking at, I mean, that's obviously gonna bring you the most ROI but I could see how it be important to lay a good Foundation.

--- Pricing ---

ALEC

2:13 Now. One thing I did kinda wanna touch on a bit because I was actually talking with my manager a little bit about you and your company. And I just wanna make sure we're on the same page. So, like when you guys say flat rate pricing, are you just meaning like sending the customer like a grand total whether it's the quote or the invoice? Are you meeting like panel retro grade 320 every single time? I just wanna make sure we're on the same.

JASON

2:37 Yeah. So, yeah, I just wanna be able to like provide a quoted price to them. So like I, I'm not saying like service tighten, for instance, you can load your catalog in there and I can say replace ceiling, you know, like a tech can go in, replace ceiling fan and automatically pulls a price out of a flat rate catalog. And it says, okay, replace ceiling fan, 250 bucks. I'm not necessarily looking for that. I'm looking for.

ALEC

3:04 Hey.

JASON

3:09 You know... because of the fact that we're gonna be doing quite a bit of residential work... mixed in with commercial work and I wanna be able to provide a customer with a quote whether it be a TM or like a, just a quoted price. And I don't know saying I have to pull it out of a flat rate catalog, but I would like to be able to say replace seal fan and he could type in 300 bucks, you know, and then provide that to the customer on the spot as a.

JASON

3:41 As a, as a quoted price, do the work and then provide an invoice to the customer on the spot too.

ALEC

3:49 Like on site?

JASON

3:50 Yes, on site. Yeah, yeah, yeah.

ALEC

3:52 Okay.

ALEC

3:55 So, I'm sure. I mean, we can do that in our platform. Now, we don't really push quoting on site or invoicing on site just because we're not designed to do that, although you can do that, but I just want to be clear. I mean, we can send quotes and invoices out that way. I think we just got a little bit.

JASON

4:06 Yeah, yeah.

ALEC

4:15 A little bit confused a little bit on because I thought you were saying more of the ladder but we can do grand total only. I just want to make that clear.

JASON

4:20 Yeah.

JASON

4:24 You can. Okay. Well, and like I've said, I mean, I have 100 percent made up my mind.

--- Pricing ends ---

JASON

4:30 We've kinda got a bunch of stuff sitting on that we're going through. I mean, we just finished up like kind of the Sage stuff actually this morning. So I hadn't even had a chance, like we kinda got that. Now we're like, okay, let's figure out kind of the direction we wanna go and I like, I liked your product. I think the only thing that BuildOps kinda had for our particular... was the fact that we could use BuildOps for the project management side and the service side too.

ALEC

4:38 Huh.

JASON

5:06 Which, you know, is important for us since we're you know, right now, we're really heavy new Construction and growing our service business. So we still have to manage that part of our business.

ALEC

5:20 Yeah, yeah. That makes a ton of sense. Honestly, I mean, if that's the priority, I mean, is there anything that you like about service trade that may be build up, didn't have to offer or something that what's kind of a little bit more sticky about us?

JASON

5:33 I'd have to go back through my notes, you know, having seen... service tighten, I saw a couple of weeks ago, but seeing service trade, BuildOps and then Sage with their, we looked at their.

JASON

5:49 Their, their field management stuff too. I wasn't too impressed with that.

JASON

5:54 And it all kinda runs together but I have my notes. I have my notes back... in my computer bag here. So I'd have to kinda go back through, but no, I thought overall.

ALEC

5:57 Yeah.

JASON

6:08 The only, you know, the only thing I thought on yours was if I was doing totally commercial work or vast majority commercial service work, I think you guys would have the best product. I think for us. It's just looking at our, of business and telling that we're still gonna do some Construction projects. And I kinda see just.

JASON

6:32 From our folks who we have on staff in the service that we're probably like commercial, which we're probably also gonna target the residential market too. I just think that's kinda, and so just kinda looking at the products that best, you know, suit that because the customer experience is obviously different for your typical residential and versus commercial, what kind of how you have to present it to the customers? And, you know, we want to be able to put ourselves in a position to invoice and collect payment on site as we grow that residential. I think that's important that we're able to do that.

ALEC

6:42 Okay.

ALEC

7:12 Yeah. And you know, we can do that, but it's not a thing like where they can take a square, but, you know, your technician, if you want them invoicing in the field, they can build an invoice, sit it out in the field. I could send you a link on how that's done.

JASON

7:23 Okay, fine.

ALEC

7:28 But it's not going to be like tight and we're tight and that's like their bread and butter they got, you know, like, but you can do that. I mean, I would just be curious to see what BuildOps told you about how they do that because I believe BuildOps is primarily a commercial project management software. Now, I know that they're building out their service side, but what did they kind of tell you about the residential side? How they would handle that?

JASON

7:32 Yeah, yeah.

JASON

7:52 Similar to you in... today, you'd have to kinda do a little bit of a work around. I mean, you can do all that. I'd be very similar to how yours is.

JASON

8:06 And, but they are, they've got, they've actually got some releases with some this calendar year... that would.

JASON

8:18 Pertain a little bit more to the residential side. So again, I know it's like something that's not there yet, but they say is coming is always you have to take that with a grain of salt. But they were pretty specific in what some other things they're working on that would address that with some.

JASON

8:37 You know, with a little bit more, I'll call it a little bit more like service tightened experience on the residential side. So... but if you took their package today, it would be similar like we could create a kind of like you said, just a total price and kinda create like a proposal for the customer with a quoted price and I could, they could invoice on site but it would require.

JASON

9:14 It would, it would require a little bit of work for a technician and the technician would have to have an iPad which they're going to have anyway but they could do it, but I would say it's not nearly as seamless as what service tighten is.

JASON

9:30 But we're not looking for just that. I mean, if it was just residential stuff that I would do, I'd probably bite the bullet and, you know, spend the money for service tighten, but I don't think that's exactly what we're looking for. And it does sound like they have some development in the works, it's gonna.

JASON

9:51 Help help with that for someone like us who's doing both.

ALEC

9:55 Yeah. And like you said, I mean, you already knew, but like you always take that stuff with a grain of salt. I mean, the only thing I'll say about BuildOps, I know they have a great product like, no doubt about that. And, you know, they definitely got that like projects, you know, mid tier project market pretty down. Only thing I have heard is, you know, the implementation experience. I think about half their customers have not successfully implemented it now that's not mean that they're not gonna eventually, they're just a younger company. You know what I mean? And I don't know what that's worth to you, but I mean, as far as your projects, I think you told me last time, you know, you're looking for some like Aia billing, you know? Yeah. Okay. Yeah, cause I mean, what I would say is, I mean, if, you know, projects to be all baldwe're, probably not the vendor for you. But if you're really looking to scale your service department, I mean, we're going to help you do that where that's our bread and butter. So it just kinda depends on where you're at with that.

JASON

10:26 Yeah.

JASON

10:39 Yeah. Yup.

JASON

10:56 Right.

JASON

11:00 Yeah. Yeah. And I think we're still, we're about another week, kinda reviewing all that. So, but yeah, I mean, I appreciate the call back. I just pulled up here at the tire shop. So I better run.

ALEC

11:14 No worries. No worries. I'll send you that video, maybe either today or Monday, probably Monday. I did you got some stuff and then I'll follow up with you next week. I mean, are you real quick? Are you planning on making a decision on your accounting system first or your SM first? Or is that still up in the air two?

JASON

11:19 Okay. Yeah.

JASON

11:30 That's still up near too because I, you know, I went into it, you know, obviously say just like you need to do this first, I kinda went into it honestly thinking if I was looking at products that... if I was looking at products that... linked to Quickbooks, that I would do that first.

ALEC

11:50 Yeah, every software company you talk to BuildOps or, you know, probably us to be honest with you will be like, yeah, you need to do us first because every company's gonna believe that whatever they're doing is the most important. So, I get that I'll follow up with you on Wednesday, see what I, you know, potentially could do. Because one thing I will say is that if you're looking at BuildOps, that gives me a lot of flexibility internally. If this is something you know, really see yourself doing especially with the end of the quarter, so to speak, I mean, there's stuff I could do, but at the same time, I don't want to rush you to make a decision if you're not there yet, but that is an option for you too with, you know, you going, you know, considering BuildOps and then also next week being the end of the quarter, but I mean, also, I wanna make sure that you're making the right decision. I'm not trying to rush you or anything like that.

JASON

11:50 But...

JASON

11:58 Yeah, yeah.

JASON

12:12 Okay.

JASON

12:34 Okay. Yeah, yeah. Feel free to follow up and I'll have like I said, we'll kinda, is it that by next week? We're really hoping to kinda nail down kind of what we're thinking and as far as softwares and time frames and all that?

ALEC

12:49 Okay. Okay. Cool. Well, yeah, I appreciate your time, Jason. I'll let you get to the audio issue and look forward to talking to next week. Okay?

JASON

12:50 All right.

JASON

12:56 Okay. Thank you.

ALEC

12:57 All right. Bye.

The End