ServiceTrade Demo with Spectrum Security Group

Jonathan Middlemas with Spectrum Security Group
Recorded on 11/9/23 via Zoom, 1 hour 10 min.

Participants

ServiceTrade

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Chris Resta
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Spectrum Security Group

Chandler Potts
Manager, Operations

Other

Topics

Pricing 28:31
Pricing 1:02:34
Pricing 1:04:50
Wrap-up 1:09:08

Transcript

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JONATHAN

0:00 Yeah. So pretty much, I mean, first of all, my name's Jonathan, obviously, I'm with service trade, you know, really all I kinda wanna do this morning is just, you know, learn a little bit more about the business, you know, challenges that you're running into that got you kinda looking for a software. Then after that, I'll give you a background of what ServiceTrade does for our customers. Then we'll look at the actual platform itself and, you know, hone in some on some things that are going to be like, you know, most important to your business. Then basically, at the end, if you feel like it's worth, you know, an additional conversation or meeting, we can get that scheduled afterwards if that works.

CHANDLER

0:37 Okay. Yeah, yeah.

JONATHAN

0:39 So I mean, I know you spoke with Chris and he left me some notes. I'll tell you what I know. And then if you could just kinda fill the gaps in, but basically, you know, you kinda obviously fire life safety industry, you doing, you know, inspection service and maintenance, but no system in place, kinda just pen and paper right now. Trying to, looks like you've got five guys out in the field. So, is that all fairly accurate?

CHANDLER

1:05 Yeah, that's accurate.

JONATHAN

1:07 Yeah, man. So, you know, I'm gonna make some assumptions based on, you know, just talking to, you know, hundreds of people, in your kind of same situation, but, you know, what are you guys running into? Kinda kinda going off pen and paper and what's got you looking for a software?

CHANDLER

1:23 Yes. So, well, I used to use a kind of a field service management software at my previous company. And so when I came over here, you know, going back to the pin and paper thing I was like. So it kinda brought up some flash bags of implementing the software that we use back then and it's mainly my focus is on the efficiency side and then a little bit of oversight on how work orders are flowing through because with pen and paper, obviously things get lost or it takes too long to get that paperwork back and then end up having to backtrack or, you know, go back and figure out what the details were with the technicians and then hope that they remembered it correctly. So trying to eliminate some of those headaches and so that it can improve our flow workflow as far as, you know, the, when the technician goes out of the job, they immediately post their work order and then we can start doing the back end work right after they're done. So those are the, is that I'm looking.

JONATHAN

2:29 Yeah. Excuse me. So, yeah, that, I mean, that's pretty standard stuff, right? Like pen and paper just slows everything down, right? Your, your text got to turn it in first of all, and then you gotta try to decipher the handwriting. Maybe you probably have to rekey it at some point anyhow... but, you know, on the front end of that, usually there, there's some issues but just kinda tracking services, and getting them, you know, scheduled out in the first place. Are you all, you know, experiencing any issues, on that end of the business as well?

CHANDLER

3:10 I didn't catch all that.

JONATHAN

3:13 Yes, did I cut out?

CHANDLER

3:17 Yeah, I don't know if it's my connection or what, but audio is going kinda not doing too good this way.

JONATHAN

3:26 Interesting. No, I was just asking, you know, basically, you know, with pen and paper systems, usually, we hear that there's issues, with tracking the services and getting them scheduled out, you know, in the first place, are you all running into, you know, any issues, on that side of the business as well?

CHANDLER

3:46 Yeah. So as far as like our dispatching goes, it's definitely one of the areas that we need to improve on because as it is right now, we'll get a work order for like say our school systems, which is one of our biggest customers. And we'll print it out and put it in a box. And then essentially, it's up the technicians to come in and grab what they're gonna be close to for that day. And, I want a little bit more management involvement on that and in designating, what our technicians are going to be doing throughout the day rather than just leaving it up to them. So kinda seeing a scheduling standpoint, as far as, you know, we've got these jobs on the board and this is what we need to get to this day and then have a little bit of for site on what's coming down after we get that done. So.

JONATHAN

4:40 Yeah, absolutely. Why, why do you kinda wanna get management more involved in like the scheduling of the day to day rather than just having, the guys kinda go out and knock the jobs out?

CHANDLER

4:52 Well, I mean, as small as we are, it's not necessarily the worst thing, you know, the guys are pretty good about being proactive about it. But like I said, the efficiency portion of it like kinda grouping jobs together either geographically or time wise, like if we got a bunch of little jobs we can do to group those together or if we've got some jobs that are right next to each other, grouping those together so that we're eliminating some of the drive time that's not billable. And, you know, just kinda doing better with managing our limited resources because we are a smaller company.

JONATHAN

5:30 Yeah. Okay. Yeah. So, that makes sense. And that's something we can definitely, you know, dive into in the platform then, you know, what's you know, what else is kind of top of my mind for, you know, a service management platform? Is it, is it quoting? Is it just, you know, making sure services aren't getting missed? You know, what, where are you at? You know, priority one or two?

CHANDLER

5:56 Yeah. I think the main priority is just... making sure that we're managing the work order flow and that we're actually billing for the work that we're doing. And we're not missing anything because I think there might be a little bit of lost billables there, you know, something minor gets goes on unnoticed also managing our time, making sure that we're billing for all of our time. Because right now, we're just depending on the technician to write down what it is that you're doing or are asking after the fact how long they were out there. Estimating is a function that I wanna explore. We do have a okay, decent estimating platform right now, but it's based in excel. So, it's you know, you gotta type out the proposal and send it out. Then you gotta remember to check back in with the customer if they don't immediately approve it. So that could be something that, you know, we're looking at as far as making sure that we're staying on top of, our quotes and trying to close as many jobs as possible?

JONATHAN

7:06 Yeah. Absolutely. Who's who's really managing those quotes right now? Is it, is it you, or is there other people in the office?

CHANDLER

7:14 Yeah, it's between Pam and Michelle. She's our office administrator. So it's between the two of them right now. I'm trying to get involved to kinda help streamline that process. So I guess where we go on, the quoting and proposal side is a lot about which platform we choose and what functionality that offers to be.

JONATHAN

7:32 Gotcha. Yeah, that makes sense. Yeah. So, Chris has, some notes here as well about that. Who else are you looking at right now by chance other than service trade?

CHANDLER

7:47 Yeah. So I'm trying to kinda evaluate the best fit for us as far as I've looked at service tight and they're obviously, the big ones but they're super expensive. Then there's some smaller ones like build pro max and blue folder. And then also another big one that I looked at this commercial focused is BuildOps and then you guys?

JONATHAN

8:14 Yeah. Okay. So gotcha.

JONATHAN

8:21 Familiar with a couple of those not familiar with for pro max to be honest with you, definitely no blue folder and BuildOps and then service tighten as well. But I don't know kind of, what they're up to. I know that they're residential focused as far as you typically, but good to know you know, anything you saw on any of those platforms that, you know, specifically liked or didn't like.

CHANDLER

8:50 Well, the biggest thing that I could tell at least between like service tighten and BuildOps was their user interface was pretty streamlined. It was pretty easy to navigate and change things up. The other smaller ones. While they had functionality, it was kinda clunky and difficult to use. They didn't have some of the features and granted service tighten has a lot of stuff that's focused on the residential market, which I'm not saying that we wouldn't use it entirely but it was just so so much that we probably wouldn't see a lot of value out of right now. So maybe in the future, it would be helpful. But for the most part, we're since we're doing a largely commercial right now. About 80 percent of our business is commercial. I, it was fancy and it was nice, but I didn't know that it was necessarily something that we would need to utilize right out of the gate.

JONATHAN

9:55 Yeah, absolutely. That all makes sense. And what about, you know, BuildOps that's the only other one I, I'm kinda familiar with.

CHANDLER

10:05 Yeah, BuildOps actually like them better, than service tighten. When I saw their demo being commercially focused, their ability to manage projects and kinda the assets that we're installing. And that way we can go back and reference, you know, what? Like for instance, if we inspire install a fire system at one school with a certain type of panel in it, that might be different than what the rest of the schools are, we know exactly what kind of devices are compatible with that panel so that we can take the right devices out the first time instead of having to make a return trip and saying, hey, the devices I had on the truck didn't fit this panel. So that kind of thing?

JONATHAN

10:51 Yeah, absolutely. Okay. Well, that's good. It just gives me a kind of a good idea of some things maybe, to show you in service trade... unless there's something else they kinda, you wanna just bring up before we get into, you know, the actual tool, I can jump into it but, you know, is there anything else you're kinda thinking of or we'd like to mention or see today?

CHANDLER

11:13 No, I mean, I think, our needs, are relatively basic. Obviously anywhere we go from pen and paper, I think we're gonna see improvement on. I just, I wanna kinda evaluate what options are out there because I don't want to start with one platform and realize that it's not really a good fit. And then we build all that data and have to start over it, you know, a year or two. So.

JONATHAN

11:37 Absolutely. I think you'll like service trade. I don't know how much you do or don't know about us. But basically, we are, we're geared for the commercial fire and life safety industry. So, a lot of what, we built, our platform around is probably going to match up to your workflows pretty well.

CHANDLER

11:53 Okay. I...

JONATHAN

11:56 So, I'll share my screen, give you a quick rundown of what we aim to do, and then we'll look at the tool.

CHANDLER

12:03 All right. Sounds great.

JONATHAN

12:15 You can see that correct?

CHANDLER

12:17 I can.

JONATHAN

12:19 All right. So just really quickly about us, been in business for over 11 years. We're we're actually local to you. So we're out of Durham, North Carolina, have over 1,300 customers all throughout North America. Last year, they were able to service over 10 percent of all the US commercial and industrial buildings and accounted for 13,000,000 assets under management through service trade. And then they were able to generate seven and a half 1,000,000,000 dollars worth of revenue using our platform. And again, we are focused around the commercial contracting industry, specifically mechanical, and in fire life, safety contractors.

CHANDLER

13:01 Okay.

JONATHAN

13:01 Pretty much what we aim to do is just help control costs, grow quality revenue. So we do that pretty much just by, you know, improving your operations in your office and then setting your tech up for success in the field. What that tends to do is just, you know, free up some time for, you know, office personnel and everybody else. So you can actually sell more work agreements and just really increase your customers loyalty, and just build your brand within your local markets. Pretty much what we aim to do. We've developed this profit platform. It's five key ears of the business where we're gonna really focus in try to drive efficiency and, you know, just help you all pull more revenue out of the business. So just to kinda quickly run through them first as office coordination. So basically ServiceTrade is going to help, you know, manage and execute on all of your work orders will automatically create work orders when work comes due. And just allow you to just, you know, completely manage that job from scheduling and dispatching it out all the way through invoicing. It. Once it's complete... your technicians are going to be clocking in and out of jobs. So you'll be able to, you know, track their time. They can log any parts used in the field. And really, so it's just gonna keep you really good visibility and this the ability to, you know, more accurately track and project, you know, labor in parts cost with each project... for your text out in the field. Basically in the app, they'll have all the information they need to do really good high quality work for your customers. They'll have task lists, location contacts as well as a complete equipment and location service history. They're taking reference. We make it easy for them to log their, or record their labor and really any other information. So if there's comments about the job or the location they want to leave for the next technician, they can do that. They can take photos of any deficiencies that they run across as well as just attached, their paperwork at the end of the job. They can also grab a signature from your customer. Just having them sign off on the fact that, you know, they did the job as required... your customers experience. So it's going to be pretty heightened from you all using service trade. Basically, you'll share real time updates from the start to finish of each job. You'll send notifications for when you're text in route, you know, anything that's collected on the job site, as far as paperwork photos, you know, things like that. We'll basically take at the end of the job, consolidate it. For you into, you know, and after job port that you can then send off to your customer, you can do your quotes through service trade and send them to your customers and they'll be able to actually approve them online as well. Same thing for invoicing. You can send your invoices through service trade, and your customers can actually pay them through service trade. You know, there's just gonna be different options for you within the platform. And then, you know, as far as management goes, basically, we'll give you good visibility into the whole business. So since we'll kind of move everything into one place, the goal is for you to be able to just to reference what's going on with any given account as quickly as possible. So, you know, if there is an issue, all you have to do is pull up their service trade information, see what's gone on out there in the past and get back to them quickly with a resolution. You know, the last thing you wanna do is lose an account over what might boil down to be a simple miscommunication. And then the last thing is just overall sales success. So again, your text will be reporting, you know, the efficiencies in the field. We'll tie it back to their work order and service trade, where you can go in quote it, you know, you can see all the deficiencies you have out there that you could potentially quote for some pull through revenue. You can build templates out to kinda get those on and off your plate as quickly as possible. So you can focus on other areas of the business. But basically, you know, server trade is gonna act as, you know, a sales automation tool for you allowing you to do that. Once your customer approves the quote again, we'll turn it into a work order for you. And all you'll have to do is go in there, schedule it out to your technician and get them dispatched to that job, so you can invoice it once it's completed.

CHANDLER

17:18 Yeah.

JONATHAN

17:18 Excuse me now, that or before I kinda get into, the product, any one or two of these five areas you know, stick out more than another.

CHANDLER

17:30 I think, the customer communication piece and the technician productivity that's something that I know the guys, are looking forward to something to be a reference work order history so that they can not have to make a phone call to the guy who was out there last time, and that way they know exactly what was going on beforehand because, you know, the technician might not be the same guy who was out at that job last. So.

JONATHAN

17:56 Yeah, absolutely. So, is that typically what they're doing is they're calling each other or calling into the office?

CHANDLER

18:02 Yeah, yeah. And then they'll ask questions and then try to figure it out from there. But something that's a little bit more structured will reduce the need to that. I mean, obviously for the finer details, if they get into the weeds, they can still make that phone call, but...

JONATHAN

18:15 Right. You.

CHANDLER

18:15 Know, just to understand about, you know, what was done out there last, so that they can pick it up where the last technician we left off. I think it will be a lot more helpful for their productivity.

JONATHAN

18:28 Yeah, absolutely. Then I mean, it'll just it'll kinda circle back to what you were referencing earlier. Like I mean, you said basically windshield and drive time, which I'm sure gets terrible in the Charlotte metro. I used to live down there and it got increasing.

CHANDLER

18:42 Or, yeah.

JONATHAN

18:47 But, you know, so then just on top of that besides drive time, you know, it's just time on site that they could, you know, cut down on and get to that next job.

JONATHAN

19:00 As far as service trade goes, so basically Chandler and I don't you know, suspect this to really be an issue, but kind of how I run like to run these is just keep them as conversational as possible. So as I'm kinda going through it, feel free to interrupt me, ask questions. You know, I want it to be as beneficial for, you know, as possible.

CHANDLER

19:20 Okay.

JONATHAN

19:21 So basically though service trade is a there's three views. So there's the office view, there's the tech view, which is the app and then a little bit of a customer experience that's, the quotes and invoices. I'll kinda jump through, a mock workflow and we'll look at each of them. Excuse me, this is, so this is the office view. So kinda starting out. First thing is, your service dashboard. It's say high level bird's eye view of what's going on in the business. There's five buckets first one self explanatory, it's just your daily schedule. It, you know, it's who's working, where clickable link to their work order that's got. You know, all the granular details of what they'll be doing out there and a quick description of the job. So, you know, it's both happen to be inspection jobs. But if it was a service call or something like that, you know, that's what it would say here. So you can have good idea of what they're doing before you can click into the work order... overdo jobs without appointments. So basically underneath each of your customers properties, you know, can be building specific. Obviously, you'll put all your recurring services in there. We'll track them in service trade. This is just going to be a bucket letting you know, anything that's passed do. So maybe these jobs were supposed to be, you know, do sometime during the month of October. Obviously, you know, we're a weekend in November at this point. So we're late on them. We'll flag those, let you know that those have been missed and we need to get them, you know, on the schedule... jobs out appointments do in the next two weeks. So same concept based off those jobs. We'll just let you know what's right around the corner. You can run a report showing you, what's a month out. You can set a custom date range. But as far as, the bucket on your dashboard goes, we'll let you know what's coming up next. So you can kinda get ahead of that on the schedule... past jobs you mark complete. These are the jobs that your technician marked as completed on, their work order in the field. So once they complete in the field and market as completed, we'll drop it in this bucket letting you all know an office that, hey, this job is taken care of. What we'll want you to do is just kinda go in there, you know, review it for accuracy, make sure, you know, the paperwork is completed and attached to any parts that were used have been accounted for the labors, correct? You know, everything's right? Prior to, you know, marketing as completed on your end in the office and sending any information to your customer. That way you can be, you know, fairly certain that by the time it reaches your customers eyes, you know, it's 100 percent, right? And just has that polished look, you know, that you want cut down on any back and forth. And then completed jobs would be invoice. So basically, it's going to be any of these jobs up here that you come in the office, you mark as completed and corrected yourself. But, you know, for some reason we didn't invoice it or create an invoice for that job. If that happens, we'll just flag it down here at the bottom. We'll just let you know, hey, this job is done and mark is everything being correct, but we never actually build for it. So we'll just, it just kinda helps act as a quick catch all, make sure nothing's slipping through the cracks and then gives, you know, a pretty good opportunity just to communicate with your customers about, you know, anything they might need to know that's going on at their properties.

CHANDLER

22:40 Okay.

JONATHAN

22:41 And then you'll have like recent clock events. So, as your text are clocking in and out of the jobs for the day, well, you know, time and date stamp that and let, you know, basically, you can kinda know where they're at, you know, not to really monitor them. But if you ever, you know, needed to call, you won't have to call and say, like which job are you on? You, you have a pretty good idea of where they're at.

CHANDLER

23:01 Okay.

JONATHAN

23:02 Any, any initial, you know, thoughts or questions on this dashboard and how, you know, you or your team might, you know, utilize it for, your daily operations?

CHANDLER

23:12 No, I like, the view and especially, the jobs that, you know, were marked complete and haven't been invoiced like that. That. It puts it in a spot so you can make sure you're staying on top of your billing. I guess my question is like what with the tech is really the only difference between when in the technician marks it as complete and the office personnel marks it is completed, just making sure that everything's put in there or is there any sort of like prep work that needs to be done like as far as creating or setting it up to be invoiced?

JONATHAN

23:51 No. So, and I'll show you this a little later on because I'll complete a job in the field and basically, yeah, all the office is gonna do is you'll just scroll through the work order, you know, double checking anything you want, pricing, line, items, paperwork. And then there's just a button that, you click just saying complete job, which is essentially just, you know, saying that everything's good to go. And then from the right, the next screen off of that, you can create the invoice, you know, in one click if you wanted, to go ahead and just build a job.

CHANDLER

24:21 Okay. Sounds great.

JONATHAN

24:23 Yeah, absolutely. So let me, I'll hop into, the scheduling tool really quickly since it's something you mentioned... it's pretty simple by design. So excuse me, first thing that's gonna come up, is your filters like so, you would obviously just have one office but you can filter your jobs by date range. So I've got anything to do for this month but, you know, you've got these preset options and of course, custom service lines. So that's just anything you would, you know, be working on we'll just make these specific to, your business. So we won't put, you know, the extensive list of service signs that ServiceTrade offers. It would just be, you know, whatever you'll actually worked on and then job type, of course, you can filter by job type, whether it's an inspection on an emergency call, you know, whatever it might be. But basically you'll set those filters. And all that's going to let us know is which pins, to drop on the map. So these pins like you referenced earlier, these are the locations of jobs that we have upcoming based on those filters. Now, kind of the way it works is basically your text are on the left. Each tech will have a color, but, you know, we'll just let you know what's close to each other. So you can most efficiently schedule your technicians at a really quick glance. This is super accurate. It's Google map based. You know, we would probably take, you know, maybe these three jobs right here, and definitely assign them off to the same technician, obviously reduce windshield time and reduce time on the front end of putting the schedule together. Trying to figure out like where are these jobs? What's close to each other? So on and so forth. You know, a lot of these have been scheduled. These light gray ones, are unscheduled. So really just to schedule a job, you know, you can click on the pin, pick the date, click on the little person icon to assign it, to a technician. At that point, you know, it would change it the color of that technicians, you know, little balloon over here as well as just put it on their app for that day. So when they got up in the morning and hopped in their truck, pull up their app, they'll know exactly where they need to go.

CHANDLER

26:41 Okay.

JONATHAN

26:42 So really simple. And then, you know, you can hover over the pins and it'll give you a kind of a rundown of the type of job. So, we know like this is going to be an inspection on, you know, service line. This is a sprinkler system. So we would kinda know, you know, the fine details of that job when we want to schedule it as well. So, you know, pretty easy, to kinda see where it works at and get it scheduled, to keep your guys, you know, working on a certain geographic area. Is this kind of, what you had in mind when you referenced that earlier?

CHANDLER

27:16 Yeah, yeah, I think so.

JONATHAN

27:19 Okay. You think, your team or your technicians would benefit from having just a simple scheduling tool like this, to help run things?

CHANDLER

27:28 Yeah, absolutely.

JONATHAN

27:31 I'll go ahead and skip out of it then, and then basically what I kinda want to show you before we get to the work order and then to the app is, you know, service that, this is how we organize your customers information. So, you know, I showed you the information on the dashboard. This is kinda where it all gets kept. So top of Charlotte, right? This is gonna be, this is the property where you actually do work at. So services, this is where you would put in, you know, what services you do, those reoccurring services. You can put a rundown of what you need your technicians to actually, you know, take care of while they're out there. And so I've got this setup as a quarterly. Really I'll click on this pencil just to kinda show you what, the initial setup looks like. And then you can build out service templates to quickly set these up because you're doing the same services everywhere. Again, you give quick rundown of the description.

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JONATHAN

28:31 You can start putting estimated durations on jobs as you're kinda collecting data over time. So when you put your schedules together, you know, realistically, how many jobs a technician can fit. And then this is where you kinda just set the service window. So I'll change this to a whole month. We just need to do it any time during the month. You would just select when the service starts. And then for a quarterly, obviously, we have it set to occur monthly and for it to repeat every three months. If it was an annual, you would just select annual and have it repeat, you know, every year.

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JONATHAN

29:07 And then of course, you can, you know, kind of work ahead and set your line items up as well for the stuff, you know, you're definitely going to be billing for, you know, that trip, charge the and inspection fee, stuff like that. But that's how you set the services up and where we'll try track them in the background, and just let you know what's coming do... on the dashboard. Okay? Also, you know, jobs. So this is just a work order of everything we've ever done out there. You can pull it up if your customer needs it or anybody else needs it... assets. So this is kind of what this is where you can build out the equipment that's you know, on site. You can put a lot more details in there than, you know, what I've got. You can basically, you know, it's going to be good, for installs, or any other. You don't even have to do the install, but you can just build it out on. Site. So that way, you know, what your technicians walking into for an inspection. And if you do have to quote, you know, a repair replacement, you know, exactly, what you're quoting for what's on site. Again, it'll all be site specific. So the Charlotte top golf might be different from, you know, the role top golf... deficiencies, anything reported as deficient on site, any quotes you've sent out comments will be, you know, anything really about the location. So we've got gate codes. We know that there's a new point of contact as of July. And then you can just kinda put miscellaneous attachments underneath each property as well. The main goal is really to get your technicians on and off site as quickly as possible. But just by giving them all the information that they need because they will have access to a lot of the same information in the field through the app.

JONATHAN

31:03 You know, what questions or, you know, what thoughts do you have regarding, you know, how we organize customer information and, you know, what, you would like to see, or wouldn't want?

CHANDLER

31:15 The only question I've got is so obviously top golf has, for this example has a lot of locations, but I'm assuming this is set up to a parent company and this would be the child account. So you would build to top golf corporate. And then this would be the sub location that you're actually doing the work at. Is that right?

JONATHAN

31:40 Yes. And so that's a great question. And so the way that kinda looks in service trade is you're right? So like, the parent account that's what this page kinda looks like, this would be like the billing address. And then each location, you know, has its own file, which is that the Charlotte ones that's that file that we looked into, where it gets a lot more specific about that building. But, you know, any location around the country, you know, that we want to tie it back to this billing address. This is kinda how we organize that hierarchy if you will. So like you all with like the school systems, you know, would have, you know, I don't know who those bills go back to, if they go back to the county or the board of education, but, you know, that, that's who would be up here wherever you Bill for the job and then, you know, you could actually break down, you know, each school or each school building, however you really wanted, to set it up for yourself?

CHANDLER

32:35 Okay. Yeah, sounds good.

JONATHAN

32:42 And then basically really quick before I get into the app, this is what the work were looks like pretty standard stuff just, you know, customer information, when the job scheduled for tech on the job, you can assign multiple technicians if it's a larger project line items. And then I'll revisit these tabs down here because I'll collect some information I feel, and I'll just show you how it all kinda moves back and forth.

CHANDLER

33:07 Okay. So.

JONATHAN

33:09 So, this is just a screen share of my iPhone ServiceTrade works on app on android. So like no device limitations is just going to be an app out of the store and, you know, this is your where your technicians are gonna live, right? So this is their daily schedule. You know, I just have the one job for the day. But if I have multiple work orders, just be able to stack a scroll through, essentially all they'll do is just click into the work order. I've already clocked in and route. So what they would want to do is clock on the, click on the orange banner. You know, they can click, notify customer, pick their eta and fire off an e-mail, to the contact, let them know we're still coming and what time to expect us on the property. Once they're on site, they'll click clock out. We'll ask, are you on site? They'll click? Okay. And at that point, we'll clock them in on site and just start tracking their time on site for you.

CHANDLER

34:05 Okay.

JONATHAN

34:09 This is their version of the work or it, right? So they'll have these eight tiles services is just kind of what they're out there to do with a breakdown of, the service. We need done... comments again will be, you know, anything particular to the job or the location. So point of contact access code, they can add comments if something changes and they can make those comments specific to this work order or for the location as a whole. That way, the next technician that's out there, you know, he knows maybe that the gate code change and he doesn't have to, you know, call you in the office and have you call, the onsite contact and waste some time on at the gate. Contacts will be any onsite contacts they want to reference job items will be, you know, any line items we've set up. If they use something that we didn't anticipate you know, they can add the part. So we can set your line items up in ServiceTrade for, you know, during onboarding, if you were to become a customer, and they can just note whatever they use. So I'll just use a fog also because it's a up top. The only other piece to I'll have to put in is the service line. So I'll just, you know, I'll put fire hose just for the example. And then they can note the quantity. So say we used five, they can just add that to the work order. Again that way when you all go back, to build a job... you know, you're billing for everything that was used. There's no parts leakage, you know, if we had set this job up for two hours and it took us three, you know, they could, they can actually adjust the labor on the front end of the job for you as well. You, of course, we'll have, you know, control over that back in the office and then assets. So this is where a lot of that service information is gonna live. So this is the piece of equipment we have tied to the actual appointment itself. They can click into it. They can pull up that service history, this is going to be every work order that's been completed on this piece of equipment at this specific property all the time. So, you know, if they weren't the last person out there, you know, they don't need to be, they can pull up the work order and see, what happened out there. They can pull up any deficiencies that have been reported on it all time, you know, get a really good background of what's happened out there. Versus what they, they're out there to look at.

CHANDLER

36:38 No one quick question, if say, for instance, if we set up a job in the office, but we're not sure what piece of equipment the customer is referring to or what asset. I mean, can the technician add the asset when they get out there?

JONATHAN

36:55 I'm not sure. So we'll click add asset. I don't know that they're going to be able, to add... an asset per SE. Like the, this add an asset. For the way I was just looking at it is going to be... you know, to build out an asset. Now what they can do, what they will actually have access to rather than, you know, adding it to the work order. Like they would probably just have to put that in through comments and be like, this is what I ended up actually working on. But as far as assets go, they can switch it from the one for the appointment to just all and that's all the, as assets at this particular property. So say they find out that they're out there to work on... you know, just like maybe just, the fire extinguishers on the second floor, you know, they can open that up. And at that point, you know, they could view the history about that specific item. So even though they went out there not knowing exactly what they were going to be working on, they can still get the history while they're on site and deliver, you know, the service to full competency and just let you all know back in the office, you know, which piece of equipment, to put on the actual work order.

CHANDLER

38:11 Okay. So then in the back office, we could add that asset to the work order and copy their comments into that. And so that way they'll be able to access it the next time.

JONATHAN

38:21 Yeah, absolutely so. And then that way it all ties back to that piece of equipment. So next time somebody goes to work on that piece of equipment and it's known that that's what they're gonna work on, all that service history is gonna still be tied back to it.

CHANDLER

38:33 Okay. All right. As long as they can be done in the back office, I think that.

JONATHAN

38:37 Yeah, absolutely. So you are obviously in the office, we'll have a lot more, you know, functionality and flexibility than the technicians in the field.

CHANDLER

38:45 Okay. Fair enough.

JONATHAN

38:47 Other than that, really... a lot of the value for service trade is gonna come through, you know, deficiencies, basically, you know, when you're on site, if you come across a deficiency, you know, they can see anything that's still open. So we haven't fixed it yet. But you know, they can also add a deficiency. So they can put, a... quick just description of what they're seeing. I'll just put that, the lights are out. They don't need to be super descriptive because we will second prompt is going to be for them to add attachments. So that's going to be, you know, take a photo or a video or audio, whatever they wanna do photo is probably going to be, you know, most helpful. They can take a quick photo of it. We'll click add. This is gonna add it to the work order. And then there's a, and they can take multiple photos or videos. There's no limitations on that. So different deficiencies or same deficiency from different angles. They'll click next. And then basically the so small issue they'll put suggested red tag. They'll put like inoperable. I'll just mark in operable for the sake of example, what we are gonna want them to do is, you know, tie it to the piece of equipment that they're reporting it on. That way we can just again create that history while we're out there looking at it. Next page will pre populate, they can edit it if they need to. And then really just the status. So we just found it. We'll we'll mark it as a new issue fixed. Obviously once we repair it and then verify it will be like we send a quote to a customer. They, they approve it, just agreeing and verifying that it's an issue that needs addressed. At that point, the status would get update to updated to verified. And then the last thing we'll ask is for your technicians that may be put in their proposed solution. So we'll just put replace. And basically, you know, it's going to be saved. You can see there's a, been 190 deficiencies reported on this property all time. And really everything that we've you know, logged in the field is being sent back to the office and, you know, recorded and saved to the work order as well. So before I kinda, you know, hop out of the app. I know I kinda went through, you know, a lot of information but... you know, what are the questions you have regarding the app or how do you think, your technicians would? Would benefit from having this information in the field.

CHANDLER

41:18 Definitely like, the visibility on the work or the history. I think the technicians will find that valuable. And then obviously like the ability to be able to see what they do in real time once they complete a job back in the office, I think is going to be helpful. That way we do end up having to talk to the customer or if they call back and say, hey, what was done out here? We don't have to be like, you know, let me call the technician, and find out what they did. You know, we can just pull, that straight up.

JONATHAN

41:50 Yeah. So, you'll be able to do that, but then, you know, and I'll show you this. We'll so we'll also take everything that they, that we just did and we're going to put it into an after job report for you that you can send to your customers so they can see exactly what you all did and hopefully save you that phone call.

CHANDLER

42:05 Sounds good.

JONATHAN

42:07 So I'm gonna hop out of here just really quickly onto the work order... as I just told you, I'd revisit some of this information. So basically a couple of things I want to highlight is, you know, those pieces that we added, you know, they're now on the work order. So, you know, in the office, that we added those and we Bill appropriately, we change that labor rate from two hours to three... clock events. So very useful. Basically, you can see I was in route for 15 minutes. I'm still on site. So even though this information is moving back and forth, I'm actually still out there working. And you can also see we don't track your technicians. But, when they clock in and out, we take a snapshot of, their latitude and longitude. So, you can see, you know, I'm 300 Miles away from the Charlotte top of when I clocked in nowhere near where I was, you know, supposed to be same thing when I clocked out. So you have some quick visibility onto, you know, any activity like that going on out in the field... the deficiency. So the deficiency that we logged it's back here on the work order. You know, you can run a report in service trade showing you all your deficiencies that, you know, have been reported. You can set it up for like if it's a red tag, it kicks an e-mail to whatever e-mail address you assigned it for, you know, letting, you know, it's high priority that we get this quoted out because it's essentially gonna, you know, get auto approved, by the property owner. Not necessarily but, you know, best case scenario we get ahead of it and fire marshal doesn't force them to do it. But, you know, that way you don't have to kinda click into each individual work order. So, you know, that e-mail for example would have a link in it and it would bring you straight to here. It's just the deficiencies details page is showing you who reported it, where the piece of equipment and what they're saying about it. And obviously a link back to the work order. But, you know, what's really cool is related deficiencies. So we'll pull over anything reported deficient on this specific piece of equipment. Historically. That way you in the office have a really good idea of what's happened in the past with it. And you can just make the best recommendation to your customer of it of it's opportunity to repair or, you know, it might be time to actually look into replacing this particular unit as well. And then we'll also pass along, any photos or videos that your technician took in the field. So you can kinda see and, or here, you know, what they're experiencing in the field and not have to, you know, take their word for it or worst case scenario, drive out there yourself to, put your own eyes on it. You're looking at this, you know, like this is a great opportunity for us, to make some pull through revenue. You know, you just click add a quote. You don't have to do anything on this screen. You can just click create quote. And really, you know, what's going to happen is we'll just pull up a blank template for you to work off of. So we will pull over the photos. You can put your description of work in. And then, you know, you can just start adding your line items. So, you know, we can set all these up for you if you've got them in like Quickbooks or something like that, and you can just build your quote out. You can set up set markup rules. So basically, maybe we don't use our same vendor for, this particular light. For some reason. I have them in stock. And then the guy we had to get it from doesn't charge 15 dollars. He charges this 18 dollars. You just change that. And according to your markup role, it's gonna change, you know, whatever you pass off to your customer. That way we can, you know, we'll calculate your margin for you, but that way we can just make sure we maintain that margin and kinda vice versa. You know, if it's 18, but you're kinda locked in with pricing for, you know, for your customer, you know, you can just change this back to 30. This will obviously stay at 18. Of course, your margin is gonna go down but, you know, if you've got locked in pricing, with the way, you build your customers, you can kinda manipulate it either way... for more common quotes for those deficiencies that we're running into everywhere. You can build out quote templates just to kinda speed this up.

JONATHAN

46:36 You know, I've got, we've got an emergency light Bob replacement, right? So we built this template. It's just gonna pull over the description and, the line items that we typically, we're going to anticipate for this repair just to kinda quickly get this thing filled out so we can send it to our customer. You can obviously make edits with the pencil same thing down here. So we'll take this ball off from earlier, which you can come, you know, adjust, your quantities. And then the last thing you can really have control over is how you display the pricing. So a lot of options because different accounts might require different detail. You know, how are you all typically sending quotes? Is it just grand total or do you bring?

CHANDLER

47:19 Yeah, it's a lump. So typically request to be broken down by line.

JONATHAN

47:26 Perfect. So you just pick a grand total only you can set up your account to default this to grand total only. So you don't have to worry about selecting it every time. And basically, you know, once you build it out, you'll send it to your customer from service trade. That way we can track it in the background. So do you have access to your e-mail by chance?

CHANDLER

47:46 I do.

JONATHAN

47:48 I'll fire this off to you and we'll just, I'll pull it up on my screen and we'll take a look at it, but I just kinda want you to get maybe your customers experience from it.

It shouldn't take too long. I have it pulled up on my screen, but you just let me know whenever, you see it come through.

CHANDLER

48:05 Okay. You.

JONATHAN

48:13 What it's gonna look like is, you know, this will be, your company's logo, of course. So it's going to be branded for you. Obviously that description actually set it up. We'll display the pricing how we, you know, decided on that drop down. And then, you know, you'll put your terms and conditions in the service trade. We'll attach them to the bottom of each quote. And then we'll pull over and we'll send, those photos just helping drive urgency behind your customer approving, this quote for repair that we sent over so they can see exactly what's wrong with their property. And then for their experience top right request chain. So say we sent this over grand total only they do require it to be broken down by cost. You know, they can just type this back, type that in and send that back to us. We would just pull the quote up, change the option in the drop down and then just quickly resend it to them in the format that's required for approval on their end. Or if they, everything is good and they want to approve it, they can just click, approve... throw their po in, click that they agree to your terms and conditions, and at that point, they can actually approve the quote for you. And then it will just kick it back to your inbox, let you know that it was approved and you need to, get it scheduled out.

CHANDLER

49:30 Sounds good.

JONATHAN

49:33 If you, if you have it open, can you go ahead, and approve the quote for me?

CHANDLER

49:48 All right. I prove.

JONATHAN

49:50 All right. I appreciate that. I know the quoting, you know, we kinda, I went through the like the process and being able just to view the deficiency kinda put a quote together quickly and then get it to your customer thoughts on that process. I know it's not something you're really involved in today? What you said you were looking to move into. But as far as PM and I think you said Michelle go... is that you see this being beneficial and speeding their day up a little bit or, any takeaways on just the quoting process in general?

CHANDLER

50:23 Yeah, I definitely think that this is, it's definitely better than the process we have in place right now. And I think it's a little bit more streamlined. The only question I have is, I know you can add the images that the technician takes on site, but you have the ability to add like stock photos, for instance of like if it's trying to think of something, you know, something that you can pull like from a manufacturer's website as an image, and add that in there.

JONATHAN

50:54 Yeah, absolutely. So like under the attachments. Basically, this is the photo we took but you could just click add attachment and it's gonna be the same thing as any standard attachment. You would. Just once it's on your computer, you would just click choose file and upload it and it's gonna be included on that quote too. Yeah.

CHANDLER

51:14 So that can be like a PDF or so. Like if it's maybe a cell sheet that has more details on product, you could add that in there.

JONATHAN

51:22 Yeah, absolutely. It does. It definitely does not have to be a picture you can send over, you know, PDF or I don't know any other file types, but yeah, it doesn't have to be a picture.

CHANDLER

51:32 Okay. Yeah, perfect.

JONATHAN

51:35 Yeah. So, and then basically once it gets approved, let me refresh this. So obviously gonna change to approve. Like I said, you'll get a kick back kind of granular information but it's good insight like there's a history button, so you can actually click on it and see like who of your customer viewed it, if anybody, and when they approved it, things like that. So basically, it's going to be good for if you have a, maybe you have a decent size quote for repair out there... and you just haven't heard back. You know, you can run a quote report, to pull up that quote and you can see if anybody's even looked at it yet. So when you do call to like follow up on it, you have a pretty good idea if somebody's even looked at it, you know, prior to calling it, calling back on it once it gets approved. Basically, we have these two buttons show up. Create a job from work order is going to let, you know, pull up a whole new work order, create a work order for this job, this repair as well as add to existing job. So basically, since we are tracking your services, we'll let you know when you're going out there next and you can just tag this repair on to, you know, the inspection you're going to be heading out to in the next couple of days. Anyhow, that way, you know, you don't have to spend time figuring out when are we going out there next? And you're not gonna make any, you know, go out there, on Wednesday to figure out that, you know, we're going back out there on next Monday, anyhow you can kinda just double down on that revenue in one trip.

CHANDLER

53:05 Okay. If you do it that way when it comes time to invoice that job. So say, if you tied it to an inspection, would that be broken down? Or because I can see where if it's included on the same invoice, the customer might get confused and be like, well, I know I've approved this quote but, the item doesn't work, the total doesn't match up. So I didn't know if that was something that is experience with combining it with another job or maybe it might be better, in our case just to create a new job and just schedule the two together.

JONATHAN

53:42 Yeah, absolutely. So, I mean, you can do it either way. You can definitely do like split billing, when you create the invoice as well. If you were, if you were gonna, you know, invoice through service trade, of course, you, but, you can handle it, you know, whichever way is going to be easiest or makes, you know, the most sense for your business.

CHANDLER

54:02 Okay. Sounds good.

JONATHAN

54:03 That kinda leads me into and I know we're running up on time. Do you have like five more minutes?

CHANDLER

54:08 Yeah, I'm good now.

JONATHAN

54:10 Okay. All I wanna do is I'm just gonna sign out the job. I don't even know why I showed you this but basically just to clock out the job, I guess maybe I'll grab a signature. So say we're done your tech once, you know, you want your technician to get a signature from the onsite contact, they can do that. You can turn this generate invoice button off. And then basically, you know, just kinda run through it. Let, your customer know anything that you did or that you came across. They'll just toggle on and then they can click confirm and sign. I won't send myself a copy of the post job report but we'll take a look at it. And then, you know, obviously your customer just signs off that you all did what you needed to do at that point. Your technician will click clock out. We are gonna ask them to check off any service that they completed this estimated price right here. You may or may not want your technicians to see that you can not include that as well. I just kinda have full permissions and everything turned on in my app, but, you know, they'll mark off that they did their inspection or if they didn't complete it, they, you know, they'll leave it open. So we know we need to get back out there. And then we'll ask, are you done with this visit? So we'll see, yeah, and we'll finish clocking out. But basically what happens is, you know, back in the office, so I just clocked out, it should change to complete it here relatively soon. Let me refresh it. Yeah. So it's completed basically all that's saying is I took care of this job in the field is gonna put it on that bucket in, on the dashboard for you. Again. What you all would do is click into the job just kinda scroll through, you know, make sure everything lines up labor wise, every parts accounted for... you, double check your clock events, double check, you know, any other attachments. This will be that post job report we'll look at and, you know, what you would do from here is you would click complete job. I'll go ahead and complete and create the invoice all at the same time. So, it doesn't move to that funnel bucket. Now, this is where I was telling, you know, if there was two services on this job, you could kinda, you know, deselect and do, that split billing if you needed to. So this is that screen where you would handle that. I will just, you know, obviously invoice this whole job since it's just one. And then what we'll do in service trade is we'll create the invoice a lot like, your quotes. You know, you can come in here and just quantities adjust costs, adjust how we're breaking it down. So we'll just do grand total again. And, you know, you all have two options with service trade since, you know, utilize Quickbooks first is just to send the invoice straight through service trade. This is what it's gonna look like very similar to your quote. You know, your logo, obviously your invoicing terms and conditions will put on the bottom of the invoice. And then that grand total, right? Also on our invoice, this blue arrow is clickable. This is that post job report. Now, we include it on our invoice, but you can send this separately, you know, outside of the invoice as well, if you did not want to invoice through service trade and, you know, just gonna let your customer know what we did. You know, any parts that are going to be obviously reflected back on the invoice attachments is going to be any paperwork? This is that this is essentially the work order with, their colleagues signature on it. Just, you know, showing that the work was signed off on and then deficiencies. So anything we came across, you know, we'll also put on this post job report just so they know, you know, exactly what's going on out there and the property that we worked on... also giving them, you know, the whole story behind this, you know, 1900 dollar invoice that we're sending over just gives them a really good understanding like you mentioned earlier of what we did out there and why we're billing, you know, 1900 dollars, for this service.

CHANDLER

58:28 Okay.

JONATHAN

58:29 I know that was kind of something, you mentioned earlier, you know, what is this? Is this? What you were looking to hopefully accomplish with like, a post job report or just getting the information from the field back to, the office quickly?

CHANDLER

58:44 Yeah. I think that's that checks that box?

JONATHAN

58:49 Right. And then the only other obviously they can pay this invoice from here, credit card or a CH. But... and you can turn that pay now button off if you want a lot of options. But essentially what you all have and most popular choice for Quickbooks users is just send to accounting system, click submit. We'll take all this information, send it to Quickbooks. Two reasons it's beneficial is, you know, first it's just gonna be there so you can invoice your current process rather than through service trade. If you wanted to do that. It will also have these items over there for general business accounting purposes with no need for anybody to spend time, re, keying information from ServiceTrade into Quickbooks. So it will just kinda map it all back over and it'll be in your accounting system for you all, to utilize it in whichever way you want. Okay? I know we kinda looked at a lot. It's it's a high level overview kind of service trade and it's full capabilities. I think we definitely can touch on, you know, everything you guys are looking to accomplish as far as, you know, streamlining and efficiency for the business. And just really, you know, making office a little bit more efficient and definitely making your technicians more efficient in the field. So I think we could be a really good partner, you know, for you but, you know, what are your thoughts after, you know, taking a look at the demo?

CHANDLER

1:00:17 Yeah, I like, yes system. I think it's pretty user friendly and I think it's gonna meet a lot of the needs that we're looking for. One. One question that I thought of when you were looking at this, we're building this invoice out is, does this just do part numbers or do you have the capability to do any sort of inventory tracking or anything like that?

JONATHAN

1:00:42 So basically, I mean we can do, we can do inventory tracking now, inventory tracking at the most basic level of service trade that's going to be like included? Is it's essentially like a, you can run a consumption report. So you can see, you know, for example, how many fog noses we've used over whatever date range you run that report for. And you can utilize that to like reconcile your inventory on a more advanced stage and a add on feature. I'm not gonna recommend it for you because it gets a little bit pricy, but it's something to know that we can offer. We do have more a more robust inventory tracking system where you can incorporate, you know, POS and stuff like that.

CHANDLER

1:01:29 Okay. And if inventory might be something that we wanted to add later as far as, that option, does it like breakdown on like locations as far as like we've got so many here in the office and maybe we've got two on the truck one on trap to that, at least we in the office can kinda see where those items are be.

JONATHAN

1:01:56 Yup, that's exactly, how it ends up breaking down. You can break it down by exactly how you stated it. If your guy uses, you know, a part off his truck, you know, it will remove it from that truck. So maybe on Friday afternoon, you go to count the inventory on the trucks or you have your guys report it back. You know, it should all their account should match up with what's reflected in service trade as well because they're going to be pulling items from specific places.

CHANDLER

1:02:24 Okay. All right. And so that's like you have the base price for service trade and then you just add that additional service and, that changes, the user amount.

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JONATHAN

1:02:34 Yeah, absolutely. And so the way that kinda works is, you know, we do 12 month agreements, you know, for service trade, but really, you can add stuff onto your subscription at any point and it would get like pro rated to say like you're six months in and you wanted to add something, you know, we would just, you know, charge the fees, for six months and that's probably the best recommendation that way you can, you know, not take on too much at once obviously. But we're also got a lot of stuff that you can grow into?

CHANDLER

1:03:05 Okay, perfect. Then the last question I've got is how does the onboarding or implementation work? Is there like a window that you guys set up for us? Or, or kind of how does that work?

JONATHAN

1:03:23 Yeah. Excuse me. So, let me look and see what's most recent on my end. So like, all right. So basically, the way we do it like I'm gonna recommend for you guys definitely starting out like our five tech select package, that will get you everything that we looked at today, I didn't show you anything. It wouldn't include. With that comes 60 days worth of training. And on... we do limited like classes if you will. On the first and fifteenth of every month right now, we are out like soon as like you could get started is December first. There's three spots left for that... way that works is, you know, there's going to be, you know, online training modules.

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JONATHAN

1:04:12 It's going to be like self paced for office versus technicians because, you know, your experience with the product is a little bit different. You also have one 30 minute meeting per week meeting with like your onboarding specialist here at service trade just to make sure that you know, everybody's tracking according to the time line and, you know, we're answering any questions that come up from anybody on your team. And then during that time we'll also, you know, be taking your data from you and setting up your account for you. So we set up customers addresses, contacts, things like that. We just don't set up your services and when they need to repeat it's, too much liability on our end.

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JONATHAN

1:04:50 And then, you know, we can set up your line items if they're like in like Quickbooks and they can be exported into like a CSV file.

JONATHAN

1:05:01 Okay. So put, you live like based off December first probably like... maybe like February first, January, 30 first, whatever 60 days is from that from December first. Of course, you do have access to your service trade account during that time period. But that's when we're really diving in deep, you know, making sure that at the end of that 60 days, you understand how to use service trade to its full capabilities. Of course, beyond that, we have customer service and you'll have a you'll have an account manager you can reach out to, but you know, that that's what the front end looks like.

CHANDLER

1:05:35 Okay. So we could like theoretically, you know, at least start using it to a limited capacity within that 60 day window. Is that right?

JONATHAN

1:05:48 Yeah, absolutely. I can.

CHANDLER

1:05:49 I...

JONATHAN

1:05:50 Wanna...

CHANDLER

1:05:50 Test, with the technician, one of the technicians just to make sure that our processes are, we're kinda refining our processes throughout that, the 60 days that way if we need to get in contact with our account manager and be like, hey, we realized that we may need to change the way we do this based on this functionality. We can kinda figure that out as we're going through.

JONATHAN

1:06:13 Yeah. Like you're like your internal test out maybe like your internal processes versus, you know, with like a software versus how they are today?

CHANDLER

1:06:22 I'm sorry, say that one more time it cut out.

JONATHAN

1:06:24 Are you just referring to like maybe making adjustments to your like your internal processes with a software compared to like how they are today without one?

CHANDLER

1:06:32 Yeah, yeah. Yeah. So just like if we need to change the way that we're doing something to make it fit better for service trade?

JONATHAN

1:06:38 Just for like your, yeah, your workflows? Yeah, absolutely.

CHANDLER

1:06:43 Okay. Sounds good.

JONATHAN

1:06:46 Yeah. So, I know coming into this basically, I mean, I know, you kinda, you know, like service tighten and BuildOps, how service trade kinda stack up, to those guys, you know, now that you've seen it.

CHANDLER

1:07:01 I think, it matches all the needs that we have, and as far as the pricing goes, just make sure I got it, right. It's like 89 dollars per tech for that... on it, right?

JONATHAN

1:07:18 89 dollars per tech per month. And then, the, there's an onboarding. So there's that first year there's a little bit of a lift for training, and setting up like the data. So the first year cost is just if there's a 1,750 uplift on it. So first year cost you're looking at, you know, 7,090, but then, you know, second year it's going to be 53 40. And that's for your five technician log INS in the field in an unlimited, you know, office user log INS. So, you and anybody else, in your office that needed, you know, access to this information can log in.

--- *Pricing ends* ---

CHANDLER

1:08:03 Okay. All right. Perfect.

JONATHAN

1:08:05 How's it compare to other pricing, that you?

CHANDLER

1:08:08 Yeah, it's much more economical compared to especially service tighten and BuildOps. And I think getting the value like a lot of the functionality that they, they're offering, but, you know, for a more economical price, I think that creates the value there.

JONATHAN

1:08:25 Yeah, absolutely. Well, what, you know, what, what's next on your end as far as, you know, either further evaluations or just, you know, making kind of a decision on which direction you wanna move in.

CHANDLER

1:08:39 So, I think I've you know, sat through enough demos to the point where now I can and make a decision. So, I think at this point, I'm just gonna sit down with Pam and kinda talk about the pros and cons of each one. And then the two of us together are gonna decide, you know, which platform we think we're gonna go with?

JONATHAN

1:08:58 Okay. Any idea on when you guys will have that meeting or any information I could kinda, you know, send to, you know, prior to that?

--- *Wrap-up* ---

CHANDLER

1:09:08 I'm not sure. It's, pretty informal. So hopefully we'll have that conversation, you know, tomorrow or early next week and.

JONATHAN

1:09:20 Okay. Well, I know you all kinda, you know, plan and plan on that. Is it fair for me to? Excuse me, give you a call next like Tuesday afternoon, if I hadn't heard from you then just to kinda see, you know, what questions you might have and figure things out from there?

CHANDLER

1:09:38 Yeah, yeah. I think that's perfectly fair.

JONATHAN

1:09:41 All right. Chandler, I appreciate it. I'll send you this recording once I get it, and I'll also attach like a formal quote. I mean, the numbers are going to match up to the ones I gave you, but I just kinda wanna give it a maybe a little bit more professional proposal. I.

CHANDLER

1:09:55 Okay. Sounds great. It sounds like.

JONATHAN

1:09:58 Right, sir. Appreciate your time this morning. Look forward to hearing from you next week, but, you know, enjoy your weekend.

CHANDLER

1:10:04 All right. I appreciate it, you too.

JONATHAN

1:10:06 Bye.

The End