Call with C.B. Strain a Division of Dynamic Systems, Inc - Richard Smith

Chris Resta with C.B. Strain a Division of Dynamic Systems, Inc
Recorded on 7/19/23 via SalesLoft, 8 min.

Participants

SERVICETRADE

Chris Resta
Associate NorthBoundary Account Executive

OTHER

Richard Smith

Topics

Transcript

RICHARD

0:00 Dynamic system.

CHRIS

0:02 Yeah, it's Chris. I was trying to get in touch with the service manager.

RICHARD

0:07 Service manager.

CHRIS

0:09 Yeah.

RICHARD

0:09 Okay. One moment, please.

CHRIS

0:11 Thank you.

RICHARD

0:18 Okay.

RICHARD

0:30 Hello?

CHRIS

0:33 Hey, good afternoon. It's Chris rest ServiceTrade, can you with the minute this afternoon?

RICHARD

0:39 I'm sorry to you.

CHRIS

0:41 Chris, rest over at ServiceTrade.

CHRIS

0:46 I just was hoping I caught you with the minute this afternoon.

RICHARD

0:51 Sure. Chris, what's going on? What are you saying today?

CHRIS

0:54 So, yeah, to keep it real brief for you... the company, I'm with service trade, we're just a software platform for commercial and mechanical contractors and we work with a few companies in, yes area?

RICHARD

1:06 Okay.

RICHARD

1:10 Okay.

CHRIS

1:10 Like Walters company, an air logics, but what we focus on or things like growing your profit by improving operations, technician, productivity, things like sales success and customer loyalty, but I was just reaching out because I was curious, you know, how you guys are handling like service operations?

RICHARD

1:25 Sure. So we're using BuildOps.

CHRIS

1:29 BuildOps. Okay?

RICHARD

1:29 So, kind of, what happened is, yeah, dynamic system. And I don't know if you're recalling think I'm with service mechanical group at dynamic existence, but dynamic existence bought my company service mechanical group and they were already, they'd already launched on with BuildOps the time. So, we are, we're on the BuildOps platform, and that's where they are right now.

CHRIS

1:40 Okay.

CHRIS

1:44 Okay.

CHRIS

1:50 Nice. Okay. And I know that's kinda, the best of, the breed. How long have you guys been on the BuildOps?

RICHARD

1:58 Shoot from start and trying to get be before I even came in the picture. I came in January of this year.

--- *Type of work* ---

RICHARD

2:05 They've probably been messing with it for about nine months. So, you know, some total year and a half or so somewhere in there.

CHRIS

2:05 Okay.

CHRIS

2:12 Okay. So, it's still pretty new for you guys?

RICHARD

2:15 Pretty new to us. Yeah.

CHRIS

2:18 Is there, you know, I know it's you know, fairly new to you, but I was just kinda curious. Is there anything specific that you guys really like about them? Or, you know, really don't like...

RICHARD

2:25 You know, I mean, this is, yeah, it is. I mean, the general answer is when, before we were bought, I went to Ashley probably shoot four or five years ago and I talked to a whole row of software companies. You know, a lot of people have stuff for residential. I said people for commercial and then, you know, what we find out, just like with any software, it does a smaller percentage of what you needed to do totally. But it's a kind of out of the box type of thing and it's hard to accommodate all the request... you know. So, so that's a challenge and I think that's the challenge that we've had and I walked in the middle of the movie because they were already, you know, down weight deep into the process of doing it. So, you know, there, there are some things that you see that, you know, works very well.

CHRIS

2:28 It's kind of a general question but.

CHRIS

2:36 Huh.

CHRIS

2:46 Huh. Yeah.

CHRIS

2:58 Yeah, yeah.

CHRIS

3:11 Huh.

--- Tech time tracking ---

RICHARD

3:17 There's there's quite a few things in my opinion that, you know, Francis, I'll give you an example. Our, our payroll is our week is Wednesday. Excuse me. Yeah, Wednesday to Tuesday, but we have one division in Dallas that's Monday to Sunday and that when you, we do the macros on payroll, they're struggling two different pay periods.

--- Tech time tracking ends ---

RICHARD

3:37 We can't have two different pay periods within the platform. So, you know, that creates some special considerations type of thing. So, but I will say that, the people at BuildOps and the person who we interact with Tom fully, he's really been responsive, an outstanding that the things that he can implement change and get it done. He does it. And if it's something that's going to be like, okay, it's a special project that could be like, you know, six months type deal. He lets us know that and they've met some goals doing that. So that's you know, that's where we are, you know, with it. So... it's just hard at this point to say, you know, the pivot and go in a different direction because we, we've put so much blood sweat and tears into getting going others did before I even got to the picture and, you know, it's just really tough to have to make that transition.

--- Tech time tracking ---

CHRIS

3:24 No.

CHRIS

3:32 Okay. At different times.

--- Tech time tracking ends ---

CHRIS

3:40 Huh.

CHRIS

3:56 I know.

CHRIS

4:06 That's awesome.

CHRIS

4:08 Yeah.

CHRIS

4:21 Yeah, yeah.

CHRIS

4:25 Yeah, I hear you, man.

--- Type of work ---

CHRIS

4:26 And it definitely, you know, to getting back to what you're saying like, I know software is never perfect. Obviously, you know, there's things that can help you guys. But what I wanted to see is like, are you guys considered like doing more, you know, commercial work or residential not? You know, if you would know this.

RICHARD

4:41 We do all commercial. We do all commercial, no residential. Yeah, it's all commercial, no residential.

CHRIS

4:44 Okay. No residential. Okay. And, and the reason, yeah, the reason I ask that question specifically is just because like we're designed for that commercial side of the business commercial service, right? You know, our software was actually designed by a technician himself.

--- Accounting integrations ---

CHRIS

5:01 And the reason why we've you know, stuck around or making a big, pretty big imprint, in this industry is because we're sticking with the people that, we know, you know, that we work best with, which is the commercial side, and that's why we have, you know, 95 percent retention rate. And I know you said you've kind of been looking, you know, at other softwares, maybe not right now, but in the past, is there anything that?

--- Type of work ---

RICHARD

4:58 Right.

--- *Accounting integrations* ---

RICHARD

5:14 Sure.

CHRIS

5:24 You know, would help solve the problems that you guys, you know, might be running into or anything, you know, specific that is kinda like stuck out with you, for other softwares or?

RICHARD

5:33 Well, I mean, here's, the short internet. So BuildOps has it interacts with rivot and pushes into vista. And, you know, so, do you push into other accounting programs or do you also package that's accounting as well?

CHRIS

5:38 Yeah.

CHRIS

5:43 Okay.

CHRIS

5:50 So, that's a good question. I know we have an integration with like Quickbooks. You guys aren't using Quickbooks for like accounting?

RICHARD

5:55 Right.

--- *Pricing* ---

RICHARD

5:56 We use Quickbooks, at our former company, but I will do because they're predominant Construction company that has, is newer into service. They'll do 900,000,000 dollars in Construction this year and out of the 900,000,000 only shoot, I'm gonna say 25 of that is going to be service.

--- *Pricing ends* ---

RICHARD

6:17 So, so, you know, it's not gonna be the tail lag in the dog saying, hey service over here. Once different counting software, they're just not gonna do it. You know,

they're set up on one platform that, that's the best.

--- *Pricing* ---

CHRIS

6:00 Okay.

CHRIS

6:07 Hello?

--- *Pricing ends* ---

CHRIS

6:17 Huh.

CHRIS

6:27 Yeah.

CHRIS

6:30 Yeah. And that makes sense.

--- *Accounting integrations* ---

CHRIS

6:32 Like, it just depends and that's something that I don't know is if vista has, you know, what you guys are using for accounting, if they have an open API, because I do know that we have an open API and based off of what accounting system you guys are running on, we could integrate with them, but it all depends, you know, if they have that certain ability, if that makes sense?

--- *Accounting integrations ends* ---

RICHARD

6:50 Yeah. I mean, it's one of the things right now that it's just, they wouldn't even consider having the conversation, you know? Yeah, because of where they are, but I mean, it doesn't mean don't check back in, you know? I mean, definitely, I'd say, put me on your list. Call me in six months and we'll see where we are for sure.

CHRIS

6:56 Consider it. Yeah, no worries. Yeah.

CHRIS

7:03 Yeah.

CHRIS

7:09 Okay. Yeah, that sounds good. I can definitely do that. I know, you guys are still pretty new to that software. So I can, you know, definitely reach back out in six months and I apologize, man. I didn't even catch your name.

RICHARD

7:11 Yeah.

RICHARD

7:20 It's John gargata, GA. Gotta.

CHRIS

7:25 Go. Okay, cool, man. Well, I appreciate the time, John and the insight and I'll reach back out in six months, see kind of how you guys are doing.

RICHARD

7:28 You bet.

RICHARD

7:34 You bet. Sounds good. Okay. So, thing.

CHRIS

7:36 Awesome. Have a good one man. Appreciate it bye.

The End