



Call with Consolidated Controls, Inc - Tom Cleary

Susan Warren with Consolidated Controls, Inc
Recorded on 4/20/23 via SalesLoft, 5 min.

Participants

SERVICETRADE

Susan Warren
Territory Manager

CONSOLIDATED CONTROLS, INC

Tom Cleary

Topics

<i>Paper process</i>	1:47
<i>Pricing</i>	2:23
<i>Purchase decision</i>	3:21

Transcript

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

SUSAN

0:00 Hello? Hi. Can I speak to Tom please?

TOM

0:00 Hello?

TOM

0:02 This is.

SUSAN

0:04 Hi, Tom. My name is Susan Warren. I'm calling you from a company called service trade. Does that ring a bell from a few months back?

TOM

0:13 You guys do have a service software package? Yeah.

SUSAN

0:16 We do. Yeah, I believe you met with Aaron a few months ago, but I was just curious if you guys find a solution that you love for things like work orders, quote tracking, keeping up with plan maintenance.

TOM

0:28 I have not.

TOM

0:31 I tried and wasted three and a half months of my life trying very hard to get it.

SUSAN

0:36 What you saw that in the nose?

TOM

0:39 With, with BuildOps and...

SUSAN

0:42 I'm so sorry, you deal with that.

TOM

0:45 So, I cancel the whole thing and it just, they, you know, they touted that the best the custom were the most expensive. I was the software. And as I started diving into him saying things up, I'm like what do you mean? You can't do that? Like why can't I just wanna do this. You can't do that. Well, that doesn't help me because I have a, I have a very streamlined system and I consider it to be very basic and the tracking of my customers is very important and customers and for, and the biggest issue I had of all the issues and I know it's gonna sound silly, but so, I track everything essentially by address and building because the equipment stays there for 30 years, buildings get bought and sold. They come under new management. So sometimes we have to change who they are and who owns them and it's in that you can't do that. You have to essentially create a new customer and then you lose all your history, my... all of my customers when they're with or with us a long time.

--- Paper process ---

TOM

1:51 So, there was a lot of our problems but...

--- Paper process ends ---

SUSAN

0:48 My gosh.

SUSAN

1:14 Yeah.

SUSAN

1:27 Yeah.

SUSAN

1:35 Yeah.

--- Paper process ---

SUSAN

1:47 Yeah. It changes the.

SUSAN

1:54 Well, well, I hate that you're going to how many? I mean, are you kinda just come back to kind of like feel, you know, how are you handling it?

TOM

2:01 We have paper. I use Microsoft word in combination. We have Quickbooks for the back office, but I use Dropbox for all my files and essentially Microsoft office for word, excel outlook, all that stuff. So, you know, I don't really have a calendar to schedule my jobs. Yeah.

SUSAN

2:05 My...

SUSAN

2:23 My God, how many folks do you have in the field that you're doing all that for?

--- Pricing ---

TOM

2:29 What's that?

SUSAN

2:30 How many folks do you have out in the field that you're doing all that for?

TOM

2:34 Currently, I have four technicians. We have about 400 sites that we go to once a year.

--- Pricing ends ---

TOM

2:40 At least there are sites that we go multiple days, multiple weekends, etcetera. And it's all me, I have a bookkeeper and myself plus four technicians in the field. So all the scheduling, all the loading, all the purchase orders, all the work orders, parts, get ordered, jobs, get set up, scheduled, sign technicians, deal with you, name it that's me.

SUSAN

3:05 Tom, I'll be honestly, I mean, you know, I need before you chose to go in a different direction, but something that we take very seriously is we're always going to show you exactly if there's something that you that gotta have for you, we're gonna show you exactly how that gets accomplished in the actual tool itself.

--- Purchase decision ---

SUSAN

3:21 We like, we are very careful. The last thing we wanna do is over promise and under deliver. So, you know, in light of all that, like, you know, I would really love to just get some time on your calendar just so we can kinda revisit walk through the

world and just see, you know, we can higher customer retention rate because of that, you know, that's just the way we do our business.

--- Purchase decision ends ---

SUSAN

3:44 But yeah, to revisit this conversation with, you know, like, you know, looking at, I've definitely got some time tomorrow and, you know, sometimes like later on in the week next week and then plenty of time the first week in May. I'd love to just hop on a Zoom with you and just kinda go back through the workflows and see if it's worth continuing the conversation?

--- Purchase decision ---

TOM

3:31 Okay.

--- Purchase decision ends ---

TOM

3:44 Right.

TOM

4:03 How about next Thursday?

SUSAN

4:06 Next Thursday, my options next Thursday are let's see, wanna confirm you are Eastern Time as that makes things. So the times that I have on Thursday, the 20 seventh, would you be able to do an 11 30?

TOM

4:15 Yeah.

TOM

4:25 Beautiful. So you send me a invite?

SUSAN

4:29 Perfect. So I'll send you a Zoom link with that for 11 30 on the 20 seventh and just wanna confirm that email address is still good. What I have is mail at Consolidated controls net. Perfect. All right, Tom, I'm gonna get that right over to you. If you do me a huge favor and click accept when we get that. And if anything pops up, just click the schedule link or give me a call or shoot me an email if we need to make any adjustment, but I'm really excited to talk with you next week and we'll take it from there.

TOM

4:44 Yes, perfect.

TOM

5:01 Okay.

TOM

5:03 Great.

SUSAN

5:05 Alright, thanks, Tom, you have a good one. Thanks.

TOM

5:06 You too. Bye bye.

The End