



Call with Horizon Mechanical - Magali Kimball

Alec Ashby with Horizon Mechanical Contractors of California
Recorded on 8/8/23 via SalesLoft, 12 min.

Participants

SERVICETRADE

Alec Ashby
Territory Manager

HORIZON MECHANICAL CONTRACTORS OF CALIFORNIA

Magali Kimball
Accountant

Topics

<i>Call Setup</i>	0:00
<i>Pricing</i>	6:43
<i>Pricing</i>	9:57
<i>Wrap-up</i>	11:03

Transcript

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

--- Call Setup ---

MAGALI

0:00 Magali, can I help you?

ALEC

0:01 Hey, Magali, this is Cam service trade. How are you?

MAGALI

0:04 Hi, doing good. I think how can I... yeah, it's with all this trying to change and stuff like that.

ALEC

0:08 Busy today?

MAGALI

0:16 I have not had a chance to sign it or John, look at it, but I know we need, if we need to where we did. We're just debating which way we wanna go.

ALEC

0:27 Okay.

MAGALI

0:27 And so.

MAGALI

0:32 Definitely, yours is cheaper.

MAGALI

0:37 But it's... I can't remember what some of the pros and cons or whatever. But I'm waiting for John and Bob to give me the go ahead of which, what they wanna do, because it's more of them than me. Well, except for the timekeeping part of it.

ALEC

0:57 Okay. So the time like when you say it's more them than me for the time. What, what do you kinda mean by that?

MAGALI

0:57 So...

MAGALI

1:04 Well, for me, it's just really the timekeeping.

ALEC

1:07 Okay.

MAGALI

1:09 And...

MAGALI

1:12 It didn't seem like that was a good fit that I would have to stay with that company. Busy busy.

MAGALI

1:18 And then the other stuff with John and Bob, I'm that I'm not 100 percent sure.

ALEC

1:24 Okay.

MAGALI

1:25 Yeah. You'd have to probably talk to them or call give John a call. I do know I just haven't had a chance to sit and I wanted to call some other companies, not companies but companies that use you guys in their opinion.

--- Call Setup ends ---

ALEC

1:41 Okay. Yeah, I don't know if I can put together a reference like today, but that's definitely something I could set up.

MAGALI

1:42 Yeah.

MAGALI

1:49 Well, we do know, we know someone that just because of looking at what you showed us the invoice look like we believe if one of our customers uses your system, it's their California boilers that I just try to call this morning to. Yeah, and then have

somebody working on my computer for about an hour this morning too. So it's like and then trying to get a letter out to BuildOps, tell, to go take a hike, and the time card that's an additional module or that's part of what?

ALEC

2:05 Okay.

ALEC

2:18 Yeah. No, no. All good. Well, you know, I can definitely touch base with John. One thing I do wanna state is that the service time card could be a solution for your busy. I mean... you know, you could absolutely use time card and that could replace busy. I mean.

ALEC

2:40 Yeah, it's an additional module. It's like 14 dollars per tech per month billed annual. So it's pretty cheap for what it does. If you needed to talk to adp. I believe that's something we can do. I mean, typically, we prefer to have a call just to set all the right expectations.

MAGALI

2:58 Yeah, because I thought that was you were going to have somebody from that department or whatever, give me a call so they could show me because I need breakdowns of every day, how, you know, not just a lump, some hours for that day?

ALEC

3:14 Yeah. We could definitely set something up for that if you wanted to. I don't know if I could get to it today. I could definitely check.

ALEC

3:26 But like, is that something you'd wanna take a look at?

MAGALI

3:29 Yeah. I would to see the other thing too. What I wanted to know because the big two is the fact that, you know, having to create a work order so someone can take vacation time or put it on the calendar. And then the other thing was, I would have to get your timekeeping program because of the fact we have, you know, like myself, the, my helper, the other, you know, several of us are not out in the field, but we still have to keep track of our time.

ALEC

3:42 Right.

ALEC

4:03 Okay.

MAGALI

4:03 And, you know, so that then you would charge, I think that would be an extra cost on the program side because we would be probably treated as a technician.

ALEC

4:14 No. So, like I said, once you start getting into, you know, other employees that's when, I think I kinda said, well, if you're happy with busy, it might be a better if you guys are all using that, the time card tool is primarily used for the technicians.

ALEC

4:32 Now, as far as I guess service tighten, where do they kind of tech the boxes or whatever kinds of stuff that you guys liked about them that.

MAGALI

4:42 If I recall per...

MAGALI

4:50 Let's see like was that and that they have a purchase order system and that like they can like a company called Ferguson, get constant up to date costs on things. So John wouldn't have to do a purchase order to call and find out what the cost is for material.

MAGALI

5:12 I'm trying to remember what else were benefits for them?

MAGALI

5:17 One, two on the calendar, we didn't have to create work orders.

MAGALI

5:22 Two was their timekeeping system that I could then get rid of. Busy busy.

MAGALI

5:29 So, not much difference it was. So it's TAM, trying to ham and HA, what they wanna do.

ALEC

5:36 Okay. That's I mean.

MAGALI

5:37 But you might wanna call John?

ALEC

5:41 Okay. Yeah, I can definitely give him a call on because did service kinda mention any companies they work with that are kind of structured similar to you guys or just curious on that?

MAGALI

5:41 Yeah.

MAGALI

5:54 I don't think he did, but Bob knows of a couple of companies area or something like that. They're on the PCC board.

ALEC

6:01 Okay.

MAGALI

6:04 I don't know if you're familiar at all with PCC the plumbing heating, cooling contractor association.

ALEC

6:04 Okay.

ALEC

6:12 Okay. Because I mean, I know service tighten is pretty expensive. So, I mean, if that's I mean, if that's within his budget, then I mean, I can, you know, there's a lot more we can explore here. You know, I just didn't want to give you the mansion if you didn't need the mansion... but like I told them, I mean, you can cut POS in service trade. You would just need our partsledger add on.

MAGALI

6:17 Yes, they are.

MAGALI

6:30 Yeah.

ALEC

6:41 And that put you up to the premium plan.

--- Pricing ---

ALEC

6:43 But even with all that, I think we'd still be cheaper than titing, because what to my knowledge tighten is like what 250 attack or something like that?

MAGALI

6:51 God, honestly, I don't know.

ALEC

6:54 Okay.

MAGALI

6:55 I'm not good. I'm good with numbers but I don't memorize them. So, unless I have it in front of me, it's like, I, it's like people ask me. So what are our financials? I go? Unless I look at it, I don't wanna say anything because I don't hold numbers in my head and I don't want to give the wrong numbers. So, but yeah, they were substantially more expensive, but it did include, like I said, apparently, and that's where I haven't had a chance to call them on the, one of the things that said prevailing wage.

--- Pricing ends ---

MAGALI

7:23 Well, okay. It says prevailing wage, but, what does that mean to me? I mean, what's the benefit in your system with the prevailing wage thing? Like if I get an apprentice, I don't get charged for it on the, to add him in the system?

--- Pricing ---

ALEC

7:11 Right, right. Okay.

--- Pricing ends ---

MAGALI

7:40 Things like that. The other thing was like I said, the timekeeping system, you know, if I can get rid of busy and that the guys don't have to clock into busy and then clock into the service tighten or service trade service, you know, trying to eliminate the twice, the stuff. And I think there was something that Geo marking or something like that worked better then or not. I don't know necessarily worked better, but I was.

ALEC

8:07 Okay.

MAGALI

8:14 Hold on one second. Let me put you on the speaker. So I can or not speaker but headset, so I can have my hands free.

ALEC

8:21 You're good.

MAGALI

8:27 Okay. There, now, where was I with that? I don't need to do both busy. And I'm trying to avoid the guys from having to click too many different, you know, log in here, log in there... right? Yeah, your system seems, I didn't know how to explain it to the guys. Your system seemed prettier, like it was just more friendly I guess or, you know, when trying to use it.

ALEC

8:42 Right.

MAGALI

8:57 Where the other ones had more of a day look, I don't know if that or I don't know if that makes sense at all.

ALEC

9:05 Yeah.

MAGALI

9:06 Little more user friendly, but, you know, honestly when it comes to all the parts that were the technicians and John would work.

MAGALI

9:16 John would be better at that. I was listening more to not that I wasn't listening but paying attention more to the timekeeping, how that works tracking.

MAGALI

9:29 And things like that.

MAGALI

9:32 And, how it would work. I think if I understood him to download into Quickbooks, I get to review before it downloads or port ports over.

MAGALI

9:46 I can't honestly, I can't think of really on my side, but I would give John a call.

ALEC

9:51 Okay.

MAGALI

9:53 And then maybe you can tell him what the other bells and whistles are.

--- Pricing ---

ALEC

9:58 Yeah. I can absolutely do that. Just obviously, the only thing is... I don't want to, you know, if you guys do go forward with us, I don't want to over complicate things where you don't get the nine, one date, I don't know if he's you know, flexible on that or not.

MAGALI

9:57 But if you.

ALEC

10:15 But yeah, I can definitely give them a ring and then you, I mean, regardless of if you move forward with service trade or not. I mean, some people, you know, purchase time card after they sign the initial contract or before, I mean, I'm more than happy to try to set something up for that.

--- Pricing ends ---

ALEC

10:32 If you would wanna take a look at that too, if you want or, I mean, I don't know if you checked out the videos on the website.

MAGALI

10:40 I actually started to watch them. I think I was about ready to get to the third one. When I... got, I think John called me or something. I got more calls and so I never got a chance to go back to it. I don't think we ended our day at nine o'clock last night.

ALEC

10:55 Man. Okay.

MAGALI

10:56 Yeah. Trying to draft a letter to send to build ups and stuff like that. So... I mean, definitely build up.

--- Wrap-up ---

MAGALI

11:05 This was definitely discouraging of, you know.

ALEC

11:03 Gotcha.

MAGALI

11:09 What, they said, they would be able to do?

ALEC

11:13 Okay. Gotcha.

MAGALI

11:13 So.

ALEC

11:17 Cool. Well, yeah, I'll touch base with him and then depending on my discussion with him, I might just shoot you an e-mail me. Are you flexible because I probably have to set that up for tomorrow if you wanted to take a look at that. Are you available? What?

MAGALI

11:31 Yeah, whatever you can give me, yeah.

MAGALI

11:36 Yeah, whatever you can give me. That would be helpful.

ALEC

11:40 Okay. Gotcha. Well, I'll talk to him first, just to make sure that's even worth your time. And then if it is, I'll definitely, I can send you over.

MAGALI

11:44 Okay.

ALEC

11:51 Send you over some times. So we could maybe go through that if you want.

MAGALI

11:55 Okay. That would be great.

ALEC

11:57 All right. Cool. Well, thank you so much. You have a good one. Okay?

MAGALI

12:01 You too. Thank you.

ALEC

12:02 All right. Bye.

MAGALI

12:04 Bye.

The End