



Call with Record Energy Concepts Inc - Shawn Bavender

Chris Resta with Record Energy Concepts Inc
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Participants

SERVICETRADE

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RECORD ENERGY CONCEPTS INC

Shawn Bavender

Sales Exec

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Transcript

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

SHAWN

0:00 Thank you for calling record energy.

CHRIS

0:02 Hey, it's Chris, rest over service as Shawn.

SHAWN

0:06 Hey, what's going on Chris?

CHRIS

0:08 Nothing much man. How about you?

SHAWN

0:10 Just another Monday?

CHRIS

0:13 Another Monday? Yeah.

CHRIS

0:16 Do you have a few minutes to kind of talk about the meeting next week? Okay, cool.

SHAWN

0:18 Yeah.

CHRIS

0:22 What do you have? Two two over there?

SHAWN

0:24 I have to use it on, my, for my text notification because everything that was with the phone is either too high pitched and it hurt my ears or I couldn't hear.

CHRIS

0:28 I heard that the first time and it may me look around. I was like, what do I have something going off over here that's cool though? I've never heard that at random.

SHAWN

0:40 I think I found this one. It was it that zip.

SHAWN

0:45 Zip or so or something. It's on my phone. I've had it for years at some kinda, you know, they have all kinds of sound effects and notifications. Yeah.

CHRIS

0:53 Yeah, yeah, that's funny. I have like the jaws one.

CHRIS

0:58 For my parents, like every time my parents call, it always goes off but it's hard to get annoying. So, I definitely need to switch it, but that's funny.

SHAWN

1:05 Because they call so much.

CHRIS

1:06 Yeah. Well, my mom trying to call me every day while I'm like working and doing shit like come on, mom.

CHRIS

1:13 But it's funny. My friends give me crap for it because they're like you gotta change the ring though, like is obnoxious, so.

CHRIS

1:21 But also me and I just wanted to gather some things. I know me to want me to kinda just, you know, reach out and just kinda help tailor this demo, you know, specifically for you guys, trying to make that process as easy as possible, but I did want to just, you know, if you could just kinda give me like a breakdown of as, you know, Construction versus service.

--- Accounting integrations ---

CHRIS

1:40 Are they separate or are they kind of under the same like umbrella? Are they different divisions and kinds of stuff like that?

SHAWN

1:30 Yeah.

SHAWN

1:46 I mean, technically, there's separate departments. We all, unfortunately, everything channels through me for the so much fun.

CHRIS

1:51 Okay. Yeah.

SHAWN

1:54 So, you know, right now, currently, what I do is like our ancient software, I have two dispatch systems set up one for just the installers and one for the service guys and I manage those separately, everybody well right now because our software does not function. I can't e-mail any dispatches out. I have to do it all by text.

CHRIS

2:05 Okay.

--- *Type of work* ---

CHRIS

2:17 Okay.

SHAWN

2:18 So, I do everything by hand through the phone. So, you know, that would be that's a plus, of course, but, we manage on our service side, we manage our maintenances. So we have our contracts in there. We regenerate work orders, preorder filters, assigned technicians, you know, in that quarter, same with service calls, the standard service stuff. Your format for service is pretty much standard so that, you know, that that's not, it's completely workable for us.

CHRIS

2:21 Okay.

--- *Parts management (inventory)* ---

CHRIS

2:47 Okay.

SHAWN

2:49 And then, I don't know what kind of inventory we don't we would like to, but we've never been able to actually implement an inventory system here... without pulling somebody's teeth out.

CHRIS

2:58 Okay.

SHAWN

3:02 So, I don't know inventory is kind of, it's not top priority, but, you know, it is important to us now.

--- Accounting integrations ---

CHRIS

3:09 Huh.

SHAWN

3:11 Our Construction side, we, every software we've ever had for the most part has the capability of building your quote inside the software, sending the quote to the customer, emailing it, controlling the documents when it comes back, starting the project.

SHAWN

3:28 Something that's kind of important that we would really like to see. And I didn't see anything on the website, but... the type of management?

--- ST app contracts and pricing ---

SHAWN

3:40 You know, when you do your quote, do you have, I have Aia format in there for billing, Progress payments and all that stuff?

CHRIS

3:48 Huh.

SHAWN

3:50 That's important to us. We want to be able to track, you know, labor to phases, job codes like rough in labor, install equipment. We want to be able to break down a job and...

SHAWN

4:01 You know, be able to manage each phase person, say.

CHRIS

4:05 Okay.

SHAWN

4:06 And also, then that's also how we build off that. So, we build a percentage off each phase every, you know, month if it's a, you know, multiple project or multiple month project. You know, we may have five, six billings. I mean, take six, seven months to complete a project.

--- Pricing ---

CHRIS

4:22 Okay. I was gonna ask you typically, how long are the projects that you guys are doing? Are they like within, you know, three, six months or are they multi year?

SHAWN

4:24 Sorry?

SHAWN

4:29 You know?

SHAWN

4:31 More, mostly three to five months. Very, rarely do we have anything longer than that, but would you guys say that now? Because last year, we had three projects that went 19 months?

CHRIS

4:34 Okay.

--- Type of work ---

CHRIS

4:44 Okay.

SHAWN

4:46 But mostly, that was because the management on their end was, I should show.

CHRIS

4:51 Okay. So typically, yeah, typical timelines, three to five months don't usually go over that, but, you know, sometimes there are instances where they do, okay, makes sense. And then between Construction and service, I mean, how much service are you guys doing? Is it like, you know, like hard, number wise, percentage wise? Is it like 60 40 more service or is it kind of more Construction? Where would you say you guys are?

SHAWN

4:54 Yeah... yeah.

SHAWN

5:13 It's it's more Construction. We're probably like I would probably closer to 70 30... on, you know, service being the 30 percent.

CHRIS

5:19 Okay.

SHAWN

5:23 We've got a, you know, 100, not a lot, but, you know, like 100 and 125 contracts properties we take care of every quarter.

SHAWN

5:33 You know, plus whatever service calls they generate, but the majority of our work is install, and then our service guys do a lot of the install, startups, and equipment checkouts before we turn over?

CHRIS

5:44 Okay. Makes sense. Majority is installs. And then.

CHRIS

5:49 Do you guys have like preventative maintenance contracts in place? Is that something that you guys kinda want to get into more of that?

SHAWN

5:53 That's what I, that's what I was talking about? Yeah, I know we have about 100 125 PMS, preventative maintenance contracts. So on the commercial side, yeah.

CHRIS

6:01 Okay. That's what you mean?

--- Type of work ends ---

CHRIS

6:04 Okay. Makes sense. And then I wanted to ask you, is there anybody else you want me to include on the calendar invite? Is that typically something that just you handle or?

SHAWN

6:14 Yeah, it was no, no, it was weird because I did see on both of the responses. I said, I see Marti but every time it came back, it was gone. So, so Marty mardi, as the other one, he's a general manager, he'll be the one to sit in on it. He's gonna ask you a lot more pointed questions than I am. And just he's a little rough around the edges. So he'll give you a shit and you won't even know it, you know, it's one of those like dry sarcasm kinda guy.

CHRIS

6:23 Okay.

CHRIS

6:32 Okay.

CHRIS

6:37 Okay.

CHRIS

6:44 I love it.

CHRIS

6:48 But cool. Okay. So I can add Marti, what is, I guess his e-mail I can see if.

SHAWN

6:54 His, his, is it's just Marti and the same as mine at record energy concepts?

CHRIS

7:00 Reordenergy concepts, dot. Com. Okay. I'm gonna add him to it right now. Is he aware of it already?

SHAWN

7:06 Yeah, yeah. Yeah. No, he, we... part of the reason it took so long this last week to get to you is we reached out to another one that we looked at before we signed up for BuildOps and that was service tighten.

--- Purchase decision ---

CHRIS

7:19 Huh.

SHAWN

7:20 And, he wanted me to see if they were still available. And so we did talk to that guy and I said, well, I also have you on the line that I wanted to look at. So, but yeah, no, we're this last week, we're actively targeting to find a replacement software.

CHRIS

7:29 Yeah.

CHRIS

7:37 Awesome. And then just out of curiosity, I mean, what is, yes, yes, timeline, you know, to have everything up and running, you know, is that something you'd realistically like to have by the end of the year or by the first of the year?

SHAWN

7:49 You know, we're thinking if we could get things started and probably be up and running by February... is what we're yeah. So, I mean, especially after the last nightmare.

CHRIS

7:55 Okay. Yeah, it's definitely realistic.

--- Accounting integrations ---

SHAWN

8:03 The other questions that he's gonna ask, and, I should mention this is we, so do you guys have the capability to transfer the databases from ESC software into yours?

CHRIS

8:16 Yeah. Can we transfer database from, sorry, I'm writing this down ESC to our platform?

SHAWN

8:23 Yeah.

--- Accounting ---

CHRIS

8:26 Yes, we can. It's really not hard to do any idea if ESC has an open API?

SHAWN

8:33 I honestly don't know.

CHRIS

8:37 Okay.

SHAWN

8:38 Don't know the technical side of like, with BuildOps. Unfortunately, what they ended up doing was taking making me do exports into CSV files, clean them up and then ship the CSV files to them, and then they would bounce it back with any mistakes and I'd have to fix that and then send it back to them.

CHRIS

8:46 Huh.

CHRIS

8:54 Is...

--- Accounting ends ---

SHAWN

8:57 And...

SHAWN

8:59 It just never worked. Well. Part of the problem was that they, we told them repeatedly not to access our Quickbooks database, but they went ahead and did that anyway and then they couldn't delete anything out of their database once they set it up.

CHRIS

9:01 Okay.

CHRIS

9:12 My gosh. Yes. Okay.

--- Implementation and ongoing support ---

CHRIS

9:17 So, to answer your question, just kinda like service level and media will definitely give you guys more insight on what that's gonna look like implementing and kinda transferring that. But it's similar process except we're not gonna make you do it all by yourself, right? Like we have a dedicated team that's going to help you guys get everything cleaned up.

--- Accounting ---

CHRIS

9:36 But are the CSV files that you use that you cleaned up, you know, sent BuildOps, send it back to do more clean up. Do you still have those? And if you do that would make that process so much easier for both sides?

SHAWN

9:49 Well, I mean, you wouldn't wanna use the ones I sent that are like months old anyway. So the data, but yeah, I can, we can regenerate those.

CHRIS

9:52 Okay.

--- Tech time tracking ---

SHAWN

9:58 At any time, we just after the, you know, we just, we're kinda looking for something where if we send you the CS file or whatever file you need us to send.

CHRIS

10:00 Okay.

SHAWN

10:08 We don't want to do it essentially because, you know, I spent hours and hours cleaning, you know, going through this stuff only for it to not work.

CHRIS

10:09 Okay.

--- Tech time tracking ends ---

CHRIS

10:19 Yeah. Okay. Clean it up. So, yeah, I'll let me to kinda handle that for you. I'll let her know right now.

CHRIS

10:27 Just how we can make that process as easy as possible for you where you're not having to spend obviously hours doing that. From my understanding we, you know, I know we have a team that's literally will do it for you guys. So you're not having to do anything on your end.

SHAWN

10:33 Yeah.

SHAWN

10:42 When you call, we don't have any cameras on our, all of our terminals are just terminals. So it'll just be a phone call with whatever meeting, you know, image you have on the screen.

CHRIS

10:53 No cameras over there. Let me know that as well.

CHRIS

10:59 Any other questions that you kinda had for me to kinda get answers for?

SHAWN

11:02 No, I think I just blabbed off pretty much everything I could think of?

--- Purchase decision ---

CHRIS

11:07 Okay. Yeah. I got everything that you mentioned and I'll let me to know as well especially to address that, you know, implementation kind of side of things, you know, upfront. So you guys can know, you know, right away, but awesome if you have anything else, whether you Marty anybody else have questions, just feel free to shoot me a call or e-mail whatever it's easier for you and, you know, I can figure that out for you. But other than that, you know, looking forward to it and I don't think I had any other questions.

--- *Type of work* ---

SHAWN

11:36 Yeah, I think that's pretty much. I mean, I handle the service stuff and I didn't have any problem with that. He's going to be more what he's going to be definitely more heavy on the management for Installation and projects.

CHRIS

11:48 Okay. Makes sense. Management and Installation for projects. Okay, cool.

--- *Purchase decision* ---

CHRIS

11:56 I did want to ask you this, just kinda shooting the shot is like when it comes to software, like, if you guys did have the perfect kind of system, you know, in place or getting implemented, would those things that you mentioned kinda be included or is there anything specific outside of, you know, what you already mentioned? Like being able to obviously easily implement?

--- *Purchase decision ends* ---

SHAWN

12:18 You mean like what I mean? What do you mean? Like what would be included? Like the...

CHRIS

12:23 Like something like, hey, like if, you know, we're evaluating software, I definitely want inventory to be involved, you know, service history. I want to be able to dispatch like those sorts of things. And I know you mentioned three of those things. I just didn't know if those were kind of included in like, you know, if you guys have the perfect software at hand?

SHAWN

12:40 We had, those would all be necessary. Yeah, I mean, we can... you know, over years, you learn to do workarounds, but, you know, if it's there in the software, that would be even more.

CHRIS

12:43 Okay.

CHRIS

12:50 So...

SHAWN

12:56 Pleasant to work with.

CHRIS

12:58 Yeah, yeah, definitely.

CHRIS

13:03 Okay. Well, cool. Man. So you've got the invite. I just added Marti on it. Make sure I said it, you might get a duplicate just because every time I add a guest, I have to send it out again just to make sure that Marti gets it. So.

SHAWN

13:08 Okay.

SHAWN

13:12 Sure.

CHRIS

13:15 Yeah, just send it over to him. And then, yeah, other than that, we're good to go for next week. If you guys end up needing to reschedule just because timing, let me know. I can always do that for you. You might have a link at the bottom of the calendar invite. I just want to let you know about that. And then I'll let me to know the questions that you answered, how we'd get it set up. If you guys don't have cameras. Well, it's the easiest way for you guys, to do that. But yeah, man, I appreciate the time. Hope you have a good weekend and we'll talk to you next week. All right. Take care, Shawn. Bye.

SHAWN

13:44 All right. You too. Thanks, Ben. All right. All righty. Bye.

The End