GONG

ServiceTrade/ Hoover Refrigeration Mobile App Review

Clint Mathis with Hoover Commercial Refrigeration, Inc.
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Participants

SERVICETRADE

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OTHER

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IPhone

Topics

Transcript

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

JESSE'S

0:03 Hello. How are you doing great. How about yourself?

REINHARD

0:08 Doing pretty good. Let me get logged in with my app on this call here real quick. Sure.

REINHARD

0:23 So, I think in and what you wanted us to walk through is in particular, the kind of like the details of the mobile app, correct?

JESSE'S

0:33 Yes, correct. And are you going to be recording this so we could like get a link and maybe review it or have other people look at it too? Is that possible?

REINHARD

0:44 Yeah, absolutely. I think it already is recorded. So that should all work the same way.

JESSE'S

0:52 Hey, everybody.

SAMSUNG

0:56 Doing great. How are...

CLINT

0:57 You guys doing?

JESSE'S

0:58 Doing good.

NEAL

1:01 Hey, how's it going?

CLINT

1:02 Good. Sorry, I missed you the other night last.

NEAL

1:05 I...

CLINT

1:07 Stopped by the office, me and Jesse and Steve got to have a little bit of fun.

NEAL

1:11 Hanging out nice.

JESSE'S

1:16 Right.

REINHARD

1:16 In here real quick.

STEVE

1:18 Well, that's a handsome picture Richard.

STEVE

1:24 Ryder, excuse me?

REINHARD

1:26 Thank you. Yeah, yeah.

STEVE

1:28 That's...

JESSE'S

1:30 Okay, sure.

REINHARD

1:31 That's before my hair cut. Where can I?

STEVE

1:37 Yeah, I used, I enjoy my pictures when I had her... not so much anymore.

REINHARD

1:44 Sadly, enough, that was not too long ago. So, when, it comes with the intentions, I guess. All right. So, I don't wanna keep you guys too long. I'm gonna share my

screen.

STEVE

2:02 I just wanted to jump on and say, hi guys. I've got my hands full and this is primarily Clint if I'm right? This is primarily for the field view, right? Correct. Yeah.

CLINT

2:13 I want to see some of the new mobile look and stuff.

STEVE

2:16 And I'm on with Billy in an hour. So, I gotta get a few things done before that, if you don't mind.

CLINT

2:22 Go go do your thing. I'll talk to these guys answer whatever questions and I'm sure they will update you.

STEVE

2:28 Well, thank you for spending the time with them. I appreciate it.

CLINT

2:31 No, absolutely. Take care.

STEVE

2:32 Steve, bye bye.

REINHARD

2:33 All right, Steve, take care. Thank you. All right. So before I get started, just say, you know, and I don't know if this is a big thing for you guys where you are now, but single sign on is also something that we're working on that will be coming out in just a few weeks.

--- Implementation and ongoing support ---

REINHARD

2:54 So what that means is that if you have a pretty robust like networking team within your organization and you'll have the ability to do a single sign on, we will essentially support that. So you will have your technicians that are jumping from app to app. So to say they can just utilize single sign on.

--- Implementation and ongoing support ends ---

REINHARD

3:14 They don't have to remember all kinds of different, you know, user name and passwords. It's just gonna be that one user name and password across all of the service rate suite. So that's also something that I cannot demonstrate to you because it's in the works, but just keep that in mind that's coming to the other thing that I.

JESSE'S

3:35 I just have a question on that. So currently, where would you have to have multiple passwords to sign into service trade?

REINHARD

3:42 So I wouldn't just be service, right? It's just anything that for all of your apps internally where you would have to have.

JESSE'S

3:49 You...

REINHARD

3:50 Could have single sign on, right? So we're just, we're adding that capability to our product. So you can then connect that in that way.

--- Access to information ---

JESSE'S

3:57 Like even customer apps like Geo fencing, like service trade and things like that.

REINHARD

4:04 So we're gonna start with our core apps. So like, the main web application, the mobile app, partsledger or any of those apps that we have, we will support single sign on. So to say, so which is a big plus, right?

--- Access to information ends ---

REINHARD

4:19 Because like prior to me joining service, right? I was with a large medical firm and it was like we have so many ABS, but we have single sign on, right? So I'll only have to have one user name and password, and I could just carry that through my entire.

--- Access to information ---

JESSE'S

4:34 I guess I didn't really realize that our tech would have to have multiple apps like partsledger. What would a field technician, how many apps would he be normally dealing with?

REINHARD

4:45 Don't, you don't have to, then I'll show you how that all works seamlessly right now. So.

JESSE'S

4:51 The Foreman if they're going into kinda, the office side of things probably.

REINHARD

4:57 Yeah. I mean, if you have a super user from a technician perspective, I mean you would most definitely have them logging into the web app, but that would be the only instance. So to say, yeah.

JESSE'S

5:08 Okay.

REINHARD

5:09 Yep. So as you log into your... application, so to say this is essentially the screen that you will see.

--- Access to information ends ---

REINHARD

5:19 So you can see any of the scheduled appointments that are essentially assigned to, you can also see, any unscheduled appointments for which you're tagged on but have yet been scheduled. And then of course, anything that has been completed that you have any kind of part in meeting the technician, you can see those as well. And then you also have the search capabilities. So you can search any of the jobs whether they're completed unscheduled or schedule.

JESSE'S

5:46 You can do that.

REINHARD

5:46 As well. And then as you navigate to a particular job appointment, if you will, there's just generic information that you would expect to find. So the number one is the location for which, the job is scheduled for. And then you have information about the obviously, the time from that, it was scheduled for in the duration, right? That, that it was supposed to be scheduled for, you can swipe left to get more information as it relates to the technician.

--- Access to information ---

REINHARD

6:18 So there's if there are multiple technicians that were scheduled for this particular job, you would find that here. And then of course, you can also see the...

CLINT

_{6:26} The owner.

REINHARD

_{6:26} Of that particular job as well. And then along with that, you have the address. And we also have deep linking into the native I guess GPS GPS mapping applications so that you can, if you needed to know what the directions were to that particular location, you can just click that and then whether you use iOS or android, it would connect them, to that map app, if you will.

--- Assets ---

REINHARD

_{6:53} So you can then get the directions. You will find these tiles anytime that you navigate to a particular job. So it gives you all the pertinent information that you would want to see as it relates to the appointment they use schedule for. So you can find anything from services, comments, efficiencies, attachments, contacts, any link paperwork that was essentially assigned to that particular job or via automation. And then you have job items and assets. Of course, that you can also kinda take note of and see what was done previous to that particular visit. So if I wanted to understand what the specific assets were on this particular location or if I needed to record a new asset, this is essentially where I would go. So I can indicate here that, hey, I have a new and I have quite a bit here because it's a demo account. But let's just say if I have an access control panel, I can give it, the location on that side, I can give it the unit number, the panel name, and all that good stuff. And each individual asset is prescribed a number of specific data points that you want to capture. And this is something that you would specify, right? Sorry. Was there a question?

JESSE'S

_{8:15} Can you just remind me like where you record your notes? Like, I know things are in tasks, but in order for it to be linked to an asset, so you can go back and look at job histories, like if I were to go out to a job and have to record the notes of what I did on that service call? Where would I, where would I put that again?

REINHARD

_{8:35} So, you can record that on the comments. So in particularly if you navigate to that particular service, you can see in here that I can capture comments attachments or efficiency for that particular service. So simply click on that at a comment. The nice thing about that is it already links that particular service along with the asset as long as that was specified.

--- Assets ends ---

REINHARD

_{8:57} So if the front office indicated like, hey, here's, an appointment for a service that I want you to go out there to take care of. And they linked an asset to that the minute the, your technician goes and captures any kind of comments. So I'm just gonna say

Ryan to testing... now as you can see it already, that's where you see in the blue that's essentially my asset and my service line that is captured there.

--- *Assets* ---

REINHARD

9:26 So now, whenever I navigate back to that, I can see that particular comment reflected against that particular asset in the service?

JESSE'S

9:33 Okay. What is the office? Because normally, I'm kinda geared towards service calls and we really don't even know what asset we're going to be working on. And so if I were to set up a new asset and a new task, I could put all my comments in, is that easy to do from the field at?

REINHARD

9:51 Yeah. So you would just record your new asset and then you would essentially apply any comments from here so you can.

JESSE'S

9:58 And that doesn't create a new task though. You're just putting the asset in there.

REINHARD

10:02 That's correct? Yep, it just creates, the asset and then you can capture information against that.

--- *Tech On-site* ---

JESSE'S

10:08 But, you never create a task because I thought everything was kinda tied to the task because you have to hit the blocks that the task is complete to be able to finish the work order.

REINHARD

10:19 So when you say task, what are you referring to? Sorry?

JESSE'S

10:23 Back on the tiles, is there one that says tasks upon the top or services? I guess.

--- *Tech On-site ends* ---

REINHARD

10:29 Yeah. So the service is essentially, the service request that was specified for that particular appointment. So I don't know Clint if you walked Jesse through that. So,

when your front office schedule an appointment, you, they essentially capture a service request and that's where they would capture all the details as to what needs to be done for that particular appointment?

--- Assets ---

CLINT

10:54 So.

SAMSUNG

10:54 Jessica?

CLINT

10:55 Are you referring to like you're going out to do a job or whatever you're saying that the work that you're about to perform, you don't know what that asset is yet. Is that what you're referring to?

JESSE'S

11:05 Like most of the time, when I get sent to a location, it's just like, you know, it might even be like refrigeration alarm and they have no idea what the alarm is for or anything like that.

--- Parts management (purchase orders) ---

JESSE'S

11:16 I guess it doesn't really matter if it's just general because that's the box I'm gonna click, when I want the job to close. And then I'll add my own asset to the job and put my notes. And then just know that when I click... the original box for what the work order was called in for it would complete it. I guess.

--- Assets ---

REINHARD

11:36 Right. So you don't have to have an asset. So let me just clarify that you don't have to have an asset. It's just if the front office captured the asset at the time that the service, was essentially added to the appointment, then the system meaning the mobile app automatically does that for the technician, they don't have to say which asset was that? If the asset was specified the minute they click, hey, I wanna add a note to that. It's essentially gonna tie that to the particular asset. But if there's no set available, they don't have to capture that common for the particular asset. It's still at the service request level, right?

--- Deficiencies ---

REINHARD

12:14 So... so it does that automatically. The, the technician doesn't have to like figure out where to put it in. Now, if they go to a particular job, right? So I'm just gonna go to another one and they say, well, while I was out here, I actually captured or I found additional asset that I want to record.

--- Assets ---

REINHARD

12:33 They can do that and they can apply comments towards that. And in the core app, they can even the front office gonna even navigate to that particular asset and any comments that were captured specific to the asset, they will also see...

JESSE'S

12:46 There. Okay. But that's not changing that. That sounds like it's pretty much the same same as it was.

REINHARD

12:55 Yeah. I mean, there's other things coming as it relates to tasking, that is in addition to what you're able to do today and that is going to be specific to like think of your standardized service or maintenance and inspection services for which you have standard. So PS for or maybe manufacture recommended items or tasks that you want a particular technician to carry out at a particular frequency. So you could have that. But that's not what we're doing with what you see here.

--- Tech On-site ---

JESSE'S

13:30 Yeah. Can you go into the bottom on the view job? I'm curious about that tab. Again, I saw this with Clint and it just kinda restructures the.

REINHARD

13:40 Yeah. So the, if I am clocked in on a particular job and let me actually go ahead and go through that workflow real quick?

--- Deficiencies ---

REINHARD

13:54 So I'm gonna take a quick picture of the I'm gonna walk you through this in detail. But I wanna show you the workflow start to finish. Because what I'm showing you right now is something that we are about to release and it's something that, you can turn on... like the, your technicians don't have to go through that unless you tell them like, hey, I want all my technicians to answer these specific questions when they clock out.

--- Access to information ---

REINHARD

So in the mobile app, you have these swipe actions. So if you wanna record time for in route, you can certainly do that.

--- *Tech time tracking* ---

REINHARD

14:33 You can, if you wanna record time for job prep or on break, you can certainly do that as well. And then any time you essentially get into a clock event, it records that time for you. So I am, in a testing instance right now. So there you might see some quick ing, this because we're just getting this particular new version ready for its release in about two and a half weeks. But your technician can just swipe left to right to identify, what type of timing they want to record, right? So if they want to record a travel time or if they want to record on side time or even break, they can do that. So let's just say that I'm at this job, I'm clocking in.

--- *Tech On-site* ---

REINHARD

15:20 So now the timer starts to say that I am actually actively working on this particular job. So when I clock out, one of the new cool things that we're about to deliver is that the technician is essentially being walked through this wizard experience wizard like experience where they can answer a specific question. And depending on how they answer, they get a different set of screens where they can capture more information. So in this here as I'm indicating that wanna clock out. I can say, I'm not done with the job. I'm just taking a break. When I say that, you can see that, my swiper at the bottom change from onsite to now, it's recording time that I'm on break right now, right?

--- *ST app contracts and pricing* ---

REINHARD

16:08 So I didn't finish with the job. I'm just taking a break. So if you are, you know, for state legislation reasons or for any other reasons, if you want to have this formal capturing of on break time, you can now do that with this particular release. So this is something that will be coming out in the next couple of weeks, three weeks, and essentially the whole time that I'm on break, I can just leave it along and the system will just kinda keep record of how much, how many minutes I've been on break when I'm done with my break.

--- *Tech time tracking* ---

REINHARD

16:44 All I do is just clock back in and you can see it now continues the timer where I left off. And I, it, that I want to go on break. So now it continues my onsite timer so that I can continue to record the total time that I have spent working on this particular appointment.

--- *Tech time tracking ends* ---

REINHARD

17:04 But let's just say that I am truly done with my appointment. So yes, I am done with this appointment. The system is just gonna ask me. So number one, I can go in here and I can see what my activity was like for that particular job. When did I get here?

--- Tech time tracking ---

REINHARD

17:19 Did I have an end route? Did I have any job prep, total time? Did I have any on break? It, it just summarizes all of that information for me. But let's just say that I want to continue with my clock out. So in here, if you have multiple services that this particular appointment had, I can specify which ones I'm already done with or I can say, you know what?

--- Tech On-site ---

REINHARD

17:43 I'm not done with this. I am just done for today. So let's just say that I am not going to check this one off. I'm gonna leave it unchecked and I'm gonna continue with my clock out workflow. One of the things that's also coming with this new workflow, is that now I can provide more concrete information to my front office because I can say, well, this particular job needs additional work and I can describe it here. What else I need to do, right? When I capture, this is gonna be a comment on that particular job of that service to say like this is why I couldn't complete that job today. And here's, my reason for that, right? And of course, I can even do access issue and I can specify the reason there or I can just say, hey, this needs customer approval.

--- Tech time tracking ---

REINHARD

18:34 Something happened there, right? So all of these, all of these selections translate into either a can't comment or a very custom comment that the technician can capture if you will.

JESSE'S

18:49 Now, does that show up similarly to just like the notes that you add to a work order? Because honestly, we're not going to be using the real time clock in and out button that just doesn't work for our application. So we're going to be entering our time in the work order as time blocks or using like external timecards because the real time hit the button and get the, these odd, you know, six hours, 57 minutes and 14 second workdays that's just not that this doesn't work so, and our guys will forget that to hit the button. And so the hours are just gonna be a mess so that does not work for us. But, I like, that like when you clock out, you can put that little note to the office just as a summary of like, hey, what is this? What does this job need? Is that something we can still utilize even though we're not doing the real time clock in and out?

REINHARD

19:42 Well, you can, I mean, you can still walk out through the clock out workflow, but you would just disregard obviously the data that comes out of that.

JESSE'S

19:51 At time. Okay?

CLINT

19:54 Yeah. Jesse, do you guys ever need that from a liability standpoint for your customers?

JESSE'S

20:00 No, we have GPS on our vans that we can submit if we have to, but it's just trying to get 24 guys to remember to sit there in their Van at the, in the morning and hit at the exact time the exact second, hit that button and then do that for six different jobs throughout the day and get it right down to the second, it's not real.

--- *Tech time tracking ends* ---

CLINT

20:21 No, yeah, no, I'm not saying from a payroll standpoint or anything. I'm just saying if they wanna use this work. I was just asking from a liability standpoint from your customer being able to do that.

JESSE'S

20:32 That's...

CLINT

20:33 Going to be part of the training as well.

JESSE'S

20:35 Yeah, most of our customers actually have a geofence that we check into when we get on site anyways.

--- *Tech time tracking* ---

JESSE'S

20:41 So we already fight that battle and have to clock into that. And so, I just don't want there to be multiple like real time clock INS that our guys have to fight.

CLINT

20:51 And that's something that I talked to Steve about as well. It's not something we're tackling right now but the integration we have with, a GPS called USA. If you want to get out of horizon, what they can do is they do a Geo fencing that

automatically clocks the technicians in when they go to that Geo fencing. So don't even have to hit a clock in or anything like that. They would clock out and go through this workflow.

--- Tech time tracking ends ---

CLINT

21:15 But that's just something to keep in the back of your mind if you want to change from verizon which he kinda mentioned. So that's something that we could do, to where they wouldn't even have to clock in at all is gonna automatically do it.

JESSE'S

21:28 Yeah. There's just so many variables when you're talking service work.

--- Tech time tracking ---

JESSE'S

21:31 Maybe I got parts in route and so I have to capture that labor time. You know, what there's just it all comes out in the walk, but you have to be able to make those adjustments on the fly. So nothing's changing. It sounds like, with the way that you clock in and record time, it's either the real time button or the labor block, correct? Correct? Okay?

CLINT

21:53 Settings, when we do like the time card and stuff like that, it will pull it over.

REINHARD

21:58 Okay. That's right. Yeah. So in addition to this workflow, the next workflow that you're about to see is what we call it. It's an account settings driven workflow. So what that means, Jesse, is that let's just say for your office or, for your instance of service rate.

--- Deficiencies ---

REINHARD

22:17 If you said, you know, what I'm having issues with my technicians not doing, this and that and, this and that is capturing a photo or a particular, whatever that there to do capturing a note, a comment or indicating whether or not they have found efficiency, you can turn all of those on individually.

--- Tech On-site ---

REINHARD

22:41 If you have a problem with a particular. So being secured by your ignition that's just the starting point. So the way that looks like let me actually do it where... I'm completing one service. So you can see that because here's the cool thing is it only

asks for that when you complete a service because it wouldn't be necessary to ask ignition to capture any of that if they're not done, with the service that I'm clocking back in and I'm saying, yes, I'm done with this service.

REINHARD

23:20 And I've completed this and now you get this presentation. So... this is something that we have talked to. I wanna say about 40 different customers is something that has been highly requested and we see this as, a Foundation for more to come, right? Because right now you can create these, what we call the clock out checklist workflow.

--- *Deficiencies* ---

REINHARD

23:47 You can create it for the like I said, the photo like meaning if you want them to capture image or if you want them to leave a comment or indicate whether or not they found an efficiency, there is more that we can add to it, but this is just a starting point. So what that means is that they can not clock out of this until they satisfy these particular requirements. So in here, now, to satisfy that, I'm gonna just take a picture because I was asked by Jesse to take a picture of the assets. So I'm gonna do that and I can give it, you know, the description that I want to.

--- *Tech On-site* ---

REINHARD

24:21 And I can also indicate in here whether or not I want this to be visible to the customer. So as I sent out the work acknowledgement or anything like that, I can indicate whether or not I want that to be brought in. So I can go ahead and upload that.

--- *Deficiencies* ---

REINHARD

24:36 So the minute I've done that, it's now checking off that particular requirement, right? So then leaving a comment. So I was here for this particular job and, I can see, the inspection and job number. And now I can capture my comment. And then for the deficiency, it's actually just a pop up to say, like, hey, did you find a new deficiency here?

--- *Customer engagement* ---

REINHARD

25:00 Or did you not? If I say no, it stops there. If I say yes, it takes me to the deficiency page to record a new deficiency. This is extremely important because that's again, we have actually a webinar that talks about pull-through and now you can optimize your revenue stream by recording the efficiencies, making sure that you're your front office is aware of that and then quoting that to your customer.

REINHARD

25:25 As soon as possible, you can realize more revenue out of that. So, but that's essentially what that workflow kinda speaks to. If they didn't find anything, then it just simply checks that requirement off. And now they can finish the clock out. So the good thing about that workflow Jesse and team is that it's not something that is required. So you don't have to turn that on unless you see like you have issues with that and then you would want to do that. And down the road, we're going to have other capabilities in there. That, hey, you have to do this before you block out or something like that.

--- *Forms* ---

JESSE'S

26:02 But, it's not smart enough to know that if one of my texts like added materials like refrigerant, it's not smart enough to know that, if it has that certain material, then it needs an attachment like a refrigerant form, it's just basically turning off the attachment thing or not.

REINHARD

26:21 Yeah, for that, it's we do have another solution called service forms and that is an if then statement. So, if they capture a certain something then the system is smart enough to say, well, hold on. You got to capture this as well or it takes you down a particular path. So, yeah.

CLINT

26:39 How would...

JESSE'S

26:40 That, how would that prompt, my tech to fill out the refrigerant form? If that is built into the system? How would it notify them? Hey, you added refrigerant but there's no refrigerant form attached.

REINHARD

26:53 There is. So, when they go to the job, it actually takes them to that experience right away. If it's activated for it. So, if you activated a service form workflow or a particular job, if you will, then it would essentially do that as they plug into that particular job. So it is smart enough to know, hey, when you get to a particular location, I'm gonna present to you this workflow because we have made that a requirement.

--- *Assets* ---

JESSE'S

27:23 But it's just location or customer base. It's not tied to, any material like refrigerated.

CLINT

27:31 It can be tied to a job. And so a type of job. And so you're going in to do that refrigerant and then you would be able to access that anyways. And then what he's talking about.

--- Forms ---

CLINT

27:42 And we've mentioned this with Steve as well. He wanted to just try out, the fill able PDF first, but if this is something that he wanted to move into because it's an add on product and you can add it at any time. The service forms piece uses conditional logic. So if you're going in and you're filling out these forms and you answer or if it shows any quantities of refrigerant that's coming in or out or whatever the case, it prompts you to record that. And then I ask you a question of how much did you pull out all that information? So it uses conditional logic in that way. And then it doesn't allow you to complete that job unless all these fields, are these fields on the form are completed based off what parameters you want to set on? What fields? Does that make sense?

JESSE'S

28:30 Yeah.

CLINT

28:31 Okay. But it is something we mentioned with Steve, but that was like he wanted to try the whole fill able PDFS?

JESSE'S

28:39 I can remember that because our customers have their own specific form. So like that. So, yeah, my main question was just if you could tie that kind of prompt to like a refrigerant entry when our guys are entering materials. So that regardless of the site or whatever, because again, we do mostly service work, we have no idea when we create the call and send somebody somewhere. Is it gonna require refrigerant? We don't know, but if they end up adding refrigerant, putting on their work order, you know, then it's like boom, you said you use refrigerant, where's the form type?

CLINT

29:11 How do you do it? How do you do it right now then? Because you're not getting prompted now, correct?

--- Paper process ---

JESSE'S

29:15 No, they just have to do it, but that's the key is a lot of them forget, then they close the work order. And then our office has to say, hey, where's the form? And then it's the email take back and forth and then our guy forgot, but he's not on site

anymore. And then we have to send somebody back, you know, to get. So it's that's what we're trying to re.

--- Paper process ends ---

CLINT

29:34 Yeah. And I think that could, you know, come down to the workflow and part of training to say, hey, when these forms come up, we need to go to this, you know, like if you see the zero on this paperwork that comes down to say, hey, this isn't complete because you need that. But I see what you're saying at the end of the day, there's always going to be a way to get around it as far as doing that and you hope to have the employees that aren't gonna do that. So, it's kind of one of those double edged sword that you're like. All right, we don't want to strangle these guys to where we're holding on, you know, hostage on every single thing because it disrupts their workflow. But at the same time, it's like, hey, they're not getting all the information. So that might have to be once you move over to a solution like this, that's going to be simpler for them to be able to have part of that as training to saying, hey, every time we're doing this refrigerant, it has to have this form filled, out, which they would have access through this to that view, more details that I showed you.

--- Tech On-site ---

JESSE'S

30:29 Okay.

REINHARD

30:33 And then the, from here, obviously, you can generate or create a work acknowledgement, and this is where you can bring in any of the information that the ignition wishes to share with that customer. So there was efficiencies or job items or services that I want to share with.

--- Customer engagement (quoting and invoicing) ---

REINHARD

30:53 They would just fill that out here. And then they would essentially click the review button, make sure everything is okay. And then they can actually hand this over to the customer. They would sign it, of course, and, they can even specify the email address that they want to send this to.

--- Tech On-site ---

REINHARD

31:14 So just general workflow essentially taken away, the burden to capture anything on physical paper... and here's where they would hand off that particular device to the customer. They could just sign with their finger and mark that it was complete. And while they can email that work acknowledgement to the customer? And it's basically a template that they received that they can view that particular work acknowledgement.

NEAL

31:44 Do you have to enter the email every time? Or is there an automatic setup?

REINHARD

31:50 It does capture the contact. So when you let's just say, if I had selected my contact to begin with, then, it would do that. But yeah, it's just, it needs that information for.

JESSE'S

32:02 To be able to do that.

--- Customer engagement (quoting and invoicing) ---

NEAL

32:04 How many emails can be set up to receive those call reports?

REINHARD

32:09 How many emails at one time?

NEAL

32:11 All right.

REINHARD

32:13 I think right now, you can only do one?

LAUREN

32:17 Let me go.

REINHARD

32:18 Into another?

NEAL

32:19 And that will be automatic as soon as you hit complete, get a signature hit complete, automatically received or sent to the customer.

--- Tech On-site ---

REINHARD

32:28 Yeah. So I can select contact here but that.

LAUREN

32:31 Good.

REINHARD

32:32 Question. I don't know if our customers do more than one at a time?

LAUREN

32:37 You can, do... you send one when you get the signature, and then there will be the prompt if you wanna email a copy to other contacts on that location, Reinhard?

--- Tech On-site ends ---

REINHARD

32:52 Yeah, but I don't know that we support capturing more than one at that time. So, let's just say, but that selected this, but you're right. Yeah. So, from here, we review and all that, yes. And then here, that's what you're referring to, right? Is just capturing the additional cost.

--- Customer engagement (quoting and invoicing) ---

LAUREN

33:16 Yeah, it'll give you the list of all the contacts for that site and you can toggle on which ones you want to receive. It. Does that answer the question?

NEAL

33:26 Yeah. What, what does it look like? What do they receive?

REINHARD

33:31 Let me see, have that and we...

LAUREN

33:35 They'll receive a PDF version of what they just signed, that is date and time stamped, and it should be in your attachments run hard. If this is a production account.

--- Customer engagement (quoting and invoicing) ends ---

REINHARD

33:46 It's not a production account that's why I need to let's...

LAUREN

33:50 We can send you an example of what that looks like.

NEAL

33:53 Okay. That'd be nice.

REINHARD

33:55 I should be able to grab it here. Yeah. Sorry, I'm just working off of the Dev instance. So I don't have all the things I...

--- Customer engagement (quoting and invoicing) ---

REINHARD

34:14 Yeah, it's actually going to a...

STEVE

34:17 Account that I don't have.

REINHARD

34:18 Access to, but we can send you, we can send you a print out of what that looks like absolutely.

NEAL

34:23 Okay.

REINHARD

34:27 And then sounds like Clint, you showed the view, more details, so.

CLINT

34:32 Sitting down with Jesse and we went through that.

--- Dispatch ---

CLINT

34:35 He wanted to see some different functionality as far as, you know, if they had to change the appointment, could they do that? So I showed him up on the scheduling up top and then showed how he can get his blank paperwork, just giving that different views. So if you needed to change your schedule up at the top, say you go out and this job needs to be done tomorrow.

--- Quote templates ---

CLINT

34:52 Instead, you can go in and change that very easily change the duration if you need to that type of stuff. Is there any more questions you had on that view, more details page, Jesse?

JESSE'S

35:05 No, I think.

REINHARD

35:07 Yeah. So.

JESSE'S

35:08 If...

LAUREN

35:09 You...

REINHARD

35:10 If your account, so let's just say if as a technician, if I'm on site and I need to, or even if I'm preparing for this job and I'm basically putting together my list of items or parts that I would wanna use.

--- Access to information ---

REINHARD

35:24 So I have that you mentioned earlier, like, hey, does my technician have to jump from app to app? So to say, if you have partsledger, which is another solution obviously that we have from a inventory management perspective... you don't have the usual, does not have, to sign in between those separate apps.

--- Parts management (purchase orders) ---

REINHARD

35:45 It's just communicating between those two apps because we have that connection. Established. So here's where they would be able to search for the particular part numbers... indicate whatever, they want to order. And then from there generate a po. Well, so let me just find one. I see I could even indicate my supplier and then...

--- Parts management (inventory) ---

LAUREN

36:11 I can.

REINHARD

36:11 Create the po from there and then add all the additional information that I would want to capture. And then that feeds into.

JESSE'S

36:19 To...

REINHARD

36:19 The partsledger solution or a connection, if you will. So all of that is seamless. They don't have to connect or log in between those experiences. And of course, you can control who has access to what I just did.

CLINT

36:38 It wouldn't just be everybody on your team.

REINHARD

36:39 I was saying?

CLINT

36:43 And they will be using that feature just to let you know, said they will be using partsledger. So that's also that functionality Jesse that we sat down and talked about in the instance, say, you needed some refrigerant or whatever. And you don't have in stock on your particular truck, you would be able to look up on Neil's truck who might be down the road and step having to create a po, go to the go to purchase it or anything like that. Then you could say, hey, he has someone stock and you could transfer it from his truck to your truck and then associate to it. So, yeah.

REINHARD

37:20 One of the other things, the really good things that we're working on for this year. So we're starting that work in the next month. We're gonna bring all of the capabilities that you have now within this partsledger experience. We're gonna bring that into the native app. So this whole concept of generating a po, moving inventory from one warehouse or one technician to another, and then also just managing the inventory to a little bit more extent.

--- *Access to information* ---

REINHARD

37:54 As you can do in partsledger. You will be able to do within the native mobile apps. So both iOS and android, whichever platform that your technicians using. So there are some enhancements coming even from that perspective to the native mobile app within Q3 and potentially. But the, your technician also has access to any of the parts that you identified that you have as part of your offering or inventory system if you will.

--- *Quote templates* ---

REINHARD

38:24 So this is almost like an like a shopping cart experience where they can say, well, I need this product. I can give it a custom name, right? So that if I want the customer to not see that 25 21, whatever the description, I can give it a custom description. So this could be my, you know, in a custom item description. And that

will then feed into that work acknowledgement, right? Because if you wanted to make it less confusing for the customer, you can apply that if you wanted to, you don't have to, I can specify my service line.

--- Parts management (purchase orders) ---

REINHARD

39:01 So to say, so I can see all of that specify the cost. I can indicate whether or not I've used it. So if I used it at the job at the time that I've added it, I can just leave the date. It always defaults to the date today's date the time that you enter it or I can say no or no.

--- Parts management (inventory) ---

REINHARD

39:23 I'm not using that right now. I'm just planning because I'm gonna use it maybe, you know, two weeks from now, but I'm just planning the job. So to say, I can specify from where it's coming from. So I can indicate which of the warehouses, whatever warehouses I have available.

--- Quote templates ---

REINHARD

39:39 And then again, I can make it to where the customer when I create that work acknowledgement can see it or not. And then I can add it. So now it's in my shopping cart, not yet on a job, but you can add as many items as you want.

--- ST app contracts and pricing ---

REINHARD

39:55 And then you can add them all at once and then it puts them into your list of job items that you intend to use or have used... one of the cool things, as you saw. So if you have multiple services. And there's also the distinction between a no service. So you can define a job item to be used, but you're not tying it directly to a particular service. Those would be under your no service section. And then if you tie something to a particular service, it adds it to that service section that you for that particular segnition specified for.

--- ST app contracts and pricing ends ---

REINHARD

40:33 And the really cool thing about that is I don't know if Clint show that to you, but when you do your service link and you wanna be granular to the customer as to like, hey, we've done this for this service. Here's, the payload that we use. If you share that information with them, that gives you the ability to already have it structured that way.

--- Parts management (purchase orders) ---

REINHARD

40:53 So you don't have your front office kind of moving things around. But here's the cool thing. Remember when I added this particular product, I didn't say that I have used it yet. So that your technician can. And you see here there's a one number that is blue and then a zero that indicates that it hasn't been used yet.

--- Tech On-site ---

REINHARD

41:14 So the cool thing about this is they can do it two ways. They can click on the item, and then they can via this bottom sheet, they can indicate that they have used that item or they can simply just swipe to the right. And then if you swipe...

--- Access to information ---

LAUREN

41:29 All...

REINHARD

41:29 The way to the right, it marks that it's used. So you can see it took that zero two one to indicate that use that.

REINHARD

41:40 So that's job items. And again, the beauty about service, right? And how this seamlessly works between the front office and the, in the field application is that if your technician or if somebody in the front office structures and adds expectations as to what needs to be used for a particular service, your technicians will see it that way. And vice versa. If your technician says, like I've used this for this particular service, it will be presented in that way in the front office. So that when you share that information with your customer to choose, so it's it already has that structure in place. So where you can see here's, service.

--- Quote templates ---

REINHARD

42:25 One here's a description here are the items that we used and it gives them a total. So, and you have multiple templates to choose from.

JESSE'S

42:34 Sure. But what, again, like again, back to, the unknown service call scenario where you don't necessarily have a specific service to go in and add these parts for.

--- Recurring maintenance ---

JESSE'S

42:45 You just have to put it all under no service. And then how do you link that to a service? If you're not creating services from scratch in the field? Does that make sense?

REINHARD

42:58 So, you would have to have at least one service when you schedule the appointment? This is just the instance where I did link it to that available service. I just made it a general.

--- *Recurring maintenance ends* ---

STEVE

43:11 I...

REINHARD

43:15 Because you cannot in service. So you can just create an appointment with no service. Let us say.

JESSE'S

43:20 Right.

REINHARD

43:23 But this is the example of there is a service available, but I, as the technician for whatever reason, I'm saying like I'm adding these job items, but it's really not specific to a service. For whatever reason. That might be. This is probably a bad example. But, if this particular job was part of a project, there might be other reasons why somebody would not tie it to a particular service necessarily, but it would just be part of the project. Well.

JESSE'S

43:53 Okay.

SAMSUNG

43:57 It sounds like the service just might be the complaint of, the customer's complaint when it comes through the office.

--- *Assets* ---

REINHARD

44:05 The service is really, the body of work in more detail as to what you want that appointment to achieve as a technician goes out there or, right? It has a description. You can also capture an estimated duration. You can link to that, a particular asset if you wanted to. And also, you can specify like a preferred technician to do that particular service request. It really is a, as a request for something to be accomplished as part of that appointment. Okay?

LAUREN

44:39 And, and to add to, that was a lot of detail not, to get too in the weeds.

--- Recurring maintenance ---

LAUREN

44:46 But a service can be a one time service like a service call where you don't know what's going on or it can have a recurrence like your maintenance S, where you may go out on a quarterly basis to perform that work as well.

JESSE'S

45:04 Okay. That's great. Okay.

CLINT

45:06 Exactly what I was about to say on that because it like that description that you're saying the complaint by the customer could be one of those one time services and you don't know exactly what you're going out to see. And so that's, it makes total sense. What you're saying that's on that reactive work? Yeah.

JESSE'S

45:21 Gotcha.

REINHARD

45:23 And if it's a reoccurrence, then you know, just whatever frequency it needs, to be applied to, it will have that same description in that recurring service. So to say.

CLINT

45:35 Jess, I know some of this was redundant where we sat down. I know the other gentlemen went there when we were sitting.

--- Recurring maintenance ends ---

CLINT

45:41 But some of the new stuff and things of that sort, how does it compare as far as workflow? What's your, what's your feedback?

JESSE'S

45:50 I mean, the only two things that I've specifically heard are new was linked to like the clock in button, the real time of the break time and all of that stuff. And then also, the link log INS and in my missing some of the new features, everything else seems like it's pretty much the same which, we're not using the clock in button. So that kinda removes, that, you know, that doesn't impact us very much. The 110 log in thing will be nice if we're using the partsledger to just make it more seamless. I suppose just, yeah, I don't see a lot of big renovations which is fine. I mean, it's a nice product already.

REINHARD

46:31 So, the other thing that's coming is that partsledger piece, which is pretty significant because you don't have to, it's all going to be seamless within this native application.

--- Parts management (inventory) ---

REINHARD

46:43 So, your technicians essentially for those that you say need to have access to generate a po or move items across different warehouses or whatever they might do there, you will have that in this application as well. So that's coming in Q3 Q4.

JESSE'S

47:00 But as of now, they have to leave to another app. Is that how that works?

--- Access to information ---

REINHARD

47:05 No. So I was actually doing it earlier. It's it's a separate app, but it's seamless. We actually have between the two, we just wanna put that all within this app natively. So we don't have to.

CLINT

47:19 They wouldn't have another app button or wouldn't have to log in or anything like that.

--- Access to information ends ---

CLINT

47:22 It's still within ServiceTrade. It's just for us. It will be a bit of a change for you. It would be, you wouldn't probably notice much of it but that.

REINHARD

47:31 The trade notice when I did it. So this is essentially what I'm talking about.

CLINT

47:38 Yeah.

REINHARD

47:39 So it's just seamless. It's just not natively in that platform.

CLINT

47:48 And another thing I know that I know you keep Jesse saying about, the clock in and clock out, I still think that that's something that we should try. You know, if you

guys do partner with us to try maybe with some of your technicians, that might use it. And the only reason I say that is because it does open up another world to where you can have those tasking items and start making things mandatory that just opens up that flow to be able to do it. Does that make sense?

JESSE'S

48:18 As far as it prompts or what do you mean?

CLINT

48:20 Yes, as part of those prompts or whatever when he was going in those clock in, I know that you don't want to do that and you think that some people aren't but, you know, if we do this and go through some training, I would be, I would be wanting to push some of that to try to get some of those texts to do it because I think it will help as far as more information like that refrigerant or something like that.

--- Deficiencies ---

CLINT

48:41 So imagine having that tab and it's probably not available now. But like when he says, take the photo, you have to take a photo in order to move on to get out of that work order or clock out. Then maybe that's something that, you know, rynhart and his team could look in to be like all right refrigerant form, make sure you fill that out and then somehow tied in.

--- Deficiencies ends ---

CLINT

48:59 I know it's not there yet, but if they get into the good habits, it's only gonna help. I think from a liability standpoint and a data collection standpoint for you guys in the field. So you're not having to do call backs or wasting wine time and all that other stuff. So.

JESSE'S

49:14 Yeah, it's just a tricky one because most of our jobs, we probably don't add refrigerant, so we can't make it just a permanent prompt that you have to. I don't want to put that in front of the guys every time because 80 percent of the time they need a bypass to say I have that form. So if they have doing that, they'll never catch it when they need it.

--- Purchase decision ---

CLINT

49:32 No, I know what you're saying.

CLINT

49:38 Cool. Any, any more questions that we can add? I mean, I'm always looking for feedback. I know we're coming down to the wire here. Steve's got a call in a little bit

later and he's gonna look to you guys for advice. It's up to you guys if you want to share or whatnot.

--- Purchase decision ends ---

CLINT

49:54 But what are your guys thoughts service trade versus BuildOps from everything that you see, you know, in your departments because I know you guys are each running different departments and things of that sort. But I'm just curious on your guys feedback like which one you like better or whatever the case, just any feedback?

JESSE'S

50:13 Yeah, for me, the highlights of service trade, I like that it automatically syncs everything you add in there is real time uploaded to the server. BuildOps doesn't do that. And I also like that every piece of information that a tech ads from their device ends up central so that I can see that on a work order and that's not something that BuildOps does. Either. Those are those are big things for me. But I still struggle a little bit tracking like until I start putting my hands on actually using it, you know, going through all the tabs and how where everything's going to be linked to a certain, you know, asset and all of that.

--- Purchase decision ---

JESSE'S

50:55 It still is a little bit. I don't I haven't figured it all out yet. I'm sure it would flow better once I start using the product, but it's not necessarily naturally intuitive when you're jumping around the screens. I get a little bit lost to be honest, but I'm sure it all makes sense and it starts to flow once we start using the product.

--- Implementation and ongoing support ---

CLINT

51:13 No, absolutely. I mean, obviously when I first started working here, I had to learn. So the good thing about you guys are you'll have all these training videos, everything like that. You'll be able to set up right away as part of that training. So it's just like anything new and anything to change it's like I used to have an android phone.

--- Implementation and ongoing support ends ---

CLINT

51:30 And then when I went to apple, I was like where the hell is everything? But you start playing with, you know, the next couple of days or whatever you, you're sitting there going like no problem. So, no, I appreciate that.

JESSE'S

51:44 Yeah, Steve and Neil, do you have anything to add or comments?

SAMSUNG

51:49 I was not able to log into the job into this meeting until a few minutes late. So I think I missed the time thing, but Jesse, it doesn't sound like it changed like you and I were talking about yet.

JESSE'S

52:00 No, it's the same.

SAMSUNG

52:01 Okay.

JESSE'S

52:02 And I think the meeting, is recorded. So if you wanted the link, you could probably.

--- *Access to information* ---

SAMSUNG

52:07 God, good.

JESSE'S

52:08 I don't think you missed a lot.

SAMSUNG

52:10 Okay.

JESSE'S

52:11 Right.

SAMSUNG

52:14 And, and just to refresh, because we've looked at so many stuff and then time goes in between and I'm like I kinda forget what we've looked at here and there. But this as this app, as we go through the workflow as attack, it does upload all the time, right? We're not, it's not holding things until we sync it, correct?

CLINT

52:35 There's no syncing whatsoever as far as, in regards to that, but it does have offline capability as well. So, let's say you're going in a remote area or you're going six stories underground to do something for some reason, you go into the app before you go in the building or when you're in service, it downloads all of your jobs. And so it actually prompts you and it says offline ready at the top of that app, say you, then you go downstairs and you're no service whatsoever you go and you're doing your job

right? When you walk back upstairs and you have some service, it automatically sends it over.

--- Tech On-site ---

SAMSUNG

53:11 Okay.

CLINT

53:12 But if you're always in service, it's in real time. So, if you, if Ryan heart right now was putting in comments or putting in like that, I could be in the back office and see it. And just like I'm looking at it as going live. And, and with that service link that Ryan heart mentioned to your customers can see like if you have three services and you completed the first one and you already checked mark that one off your customer can actually see that, hey, I know that they've completed one of these three services. So it is in real time, you have no connectivity whatsoever.

--- Assets ---

REINHARD

53:45 Yeah. And, and Jesse and team just so you know, like the other big thing that we're working on right now and there's a for a component of this meaning the front office where because you mentioned like, hey, I get lost when trying to figure out the specific to the asset, put your stuff in the mindset of like if you have regular maintenance and inspection task that you wanna have one for any type of particular asset type, you will have the ability to create a task list for an asset type. So you would have to have you have this one of a task tasking template that you can define for an asset type. And then as you assign that to a particular asset, and then you can enable that as front of a reoccurring service, the cool thing about that, is that you can set consistent expectations for your technicians so that when they go out, you already predefined like because of manufacture, recommend the task because of your S, ops and maybe because for that particular location, you say, hey, when whenever we go out and we do the quarterly service or the manual service, this is what I need you to do. The system is smart enough to know like, okay, for quarterly service, this is due at a particular time. It maps into that specific task. I need to be completed for a particular visit. And then it keeps track for the technician or the a group of technicians that are servicing that as to what needs to occur part particularly for an asset or on a particular visit, a, so they can track completion of tasks. So you can see, I have 10 tasks that are due for that particular visit. I can see what was completed. I can click on it. And then I can see because this is what the front office built, I can see if there was a multiple choice that I need to fill out or if it was a, I need to input something and any kind of information or capture any kind of measuring of sorts like you mentioned, the reading of something.

--- Access to information ---

REINHARD

55:49 And then all of that information is basically recorded and stored specific to that asset. So that's also something that's really big that's coming that I can't show to you in the mobile app because it's not there, but we're working on that actively right now.

So when you think about consistency, when you think about ensuring that your staff in the field doing the things based on how you would like for them to happen.

--- Access to information ends ---

REINHARD

56:16 Asking is going to be a big thing for you, right? So, and anything that's kind of like if then scenarios, then you would have service forms. But just know that there's. Going to be a number of different workflows that it's going to enhance both your front office and, your technicians in the field.

--- Access to information ---

JESSE'S

56:35 Okay, great.

CLINT

56:38 Steve, Neil, you guys haven't got anything else?

SAMSUNG

56:40 I kinda have one more question on the whole... as far as devices in real time. Not, this is mandatory, but I just think of this scenario. If I'm in a job and I'm snapping some pictures of the asset that I'm working on and it goes or it's going real time. Is it possible to go to my truck when I'm you know, later when I put my tools away and finish that like on my tablet, would that be updated or is that possible to work between two devices that I'm logged into or no?

CLINT

57:14 You know, because you're going to have your log in. So that information is going to be associated to you because imagine the only work orders you're going to be able to see are the ones that are assigned to you. And so that's always updating that information. So, if you are using your phone and then all of a sudden, you go to your car and you log into the app there, it's gonna have that information sitting there for you. It's...

SAMSUNG

57:34 My tablet. Okay? Think.

CLINT

57:37 As the log in. So imagine your email, so.

SAMSUNG

57:40 Like my, or whatever.

CLINT

57:42 And then you go log in on your computer at home is still the same information that's there.

SAMSUNG

57:47 So, what I put on there would be there, is, can I be logged into my phone and my tablet at the same time? Or do I have to pick one?

--- Access to information ends ---

REINHARD

57:55 It doesn't discriminate it doesn't in. So, yeah, it's just you're still logged in as the same user. So, yeah.

SAMSUNG

58:00 Okay. Gotcha. Great. Okay. Thank you.

CLINT

58:07 Well, good. Anything else, you guys need from us?

JESSE'S

58:11 I think we're good. If you can just maybe send the link to this meeting just so if we do want to review it or if our?

SAMSUNG

58:16 The manager wants?

JESSE'S

58:17 To see it that'll be great. You can either email it to me or, you know, thanks.

NEAL

58:22 Right. How do we get on the Lauren level and work off a boat?

CLINT

58:26 Yeah, exactly. Hey, first you gotta sign with service trade and then we can talk about it.

--- Purchase decision ---

CLINT

58:35 Yeah, I know that Steve's going to be meeting with you guys. I believe pretty soon to get you guys his opinion and stuff like that. Hopefully we've been a great service to you and good people to partner with. So we want to continue to partner with good people and make this product better. And, you know, I'm a big fan of Steve and what he's done with, the group that you guys are because you guys are so much

like a family and he really respects you guys opinion and stuff. So hopefully we've answered all your questions and able to, lead you down the right path, and hopefully you guys are willing to partner with us. So I go.

--- Purchase decision ends ---

NEAL

59:11 Drink product. It's hard to go. I mean, BuildOps great in comparison for the field guys. I mean, it's both are very user friendly. It's really hard to do on that side of it. You guys have both done a great job putting these products together.

CLINT

59:28 Yeah, I appreciate that. So, yeah, let us know if I can get you any more information or anything like that as soon as I get this recording. Like I said, I'll shoot it over to you, Jesse or anything like that for your guys as review. And yeah, let me know if you guys, we're always here to help. I think we've shown that and we'll continue to help out anyways. You gotta tell them, Jesse, I don't mind driving three hours to show you the mobile app.

JESSE'S

59:52 Yeah, no, you prove that, no, I appreciate your team. You've put a lot of time and effort. So I appreciate it. Thank you.

CLINT

59:57 Yeah. And, and that's always gonna continue. So you guys know that we're the same as you guys that, we care about people. You know, we're team oriented. We always use our resources and stuff like that, to make your guy's lives better because when we have good partners, it only helps us out in the long run.

--- Purchase decision ---

CLINT

1:00:16 So that's why, we hope, to partner with Hoover and keep making this product better and make your guy's lives easier.

JESSE'S

1:00:24 All right. I appreciate it.

NEAL

1:00:26 A contact of mine... yep and he had nothing but good things to say. So really like they said, it was a slow start but it was on their end because of their internal staffing on bringing your guys as system on board.

--- Purchase decision ends ---

NEAL

1:00:44 And there's a lot of unknowns and what your system can do. They. So he said it was kinda slow on that part, but it's really on them, not you guys. But every time they needed help or assistance, you guys are quick, you respond quickly that they actually really are enjoying your product.

CLINT

1:01:00 That's good to hear. I really appreciate that feedback. That means a lot. So it's always nice to hear especially when you have friends and that's why I was glad that you knew someone over there because it's not me sending someone to you or whatever it's you just being able to get raw info from somebody that's using it and it takes me out of the process and that's what I want to be. Anyways. I'm here to just facilitate information. You guys always tell Steve my name's not on the building that's your name. So you need to do what's best by you and your employees. But there's one thing I can say is like if you guys do partner with us, you're going to have an unbelievable team behind you working tirelessly to make sure this stuff works. And I'm not just saying that because I work here but I've been in the industry and been in other software companies and haven't been associated with a company like this till now that really cares about their customers. And like I said, that's why I use partners a lot and it's not just, hey, we're here to sell you something or anything like that and just take off and be like, yeah the deals done, I give all my customers my cell phone number.

--- Implementation and ongoing support ---

CLINT

1:02:04 Hey call me any time because if you're not getting feedback or you're not getting just use me as another resource. And then I can go yell at people and be like, what are you doing? But that never happens because, you know, you'll have an account manager that's just associated with you guys and just the whole process, everyone really cares.

--- Implementation and ongoing support ends ---

CLINT

1:02:20 So I can say that from not just a selling point but just from being excited to see how you guys work with each other and how everybody's opinion counts is the same type of thing here as well. So just to let you know that.

JESSE'S

1:02:34 Great. Nice.

NEAL

1:02:35 To get it.

CLINT

1:02:36 Thank...

JESSE'S

1:02:36 You guys.

CLINT

1:02:37 Thank you so much for your time.

SAMSUNG

1:02:38 All right.

CLINT

1:02:38 We'll be in touch. Take care.

SAMSUNG

1:02:40 Thank you. Thanks, Ryan hard.

The End