Call with Temp-Con Incorporated - David Carlton

Matt Hetrick with Temp-Con Incorporated
Recorded on 9/6/23 via SalesLoft, 11 min.

Participants

SERVICETRADE

Matt Hetrick
Field Manager

TEMP-CON INCORPORATED

David Carlton
Vice President

Topics

Transcript

DAVID

0:00 Hello?

MATT

0:01 Hey, David, Matt, with ServiceTrade here. How are you?

DAVID

0:06 Hey, Matt. Good.

MATT

0:08 Good, good. It's been a few weeks now since we talked. I were for a quick check in.

DAVID

0:12 Yeah, yeah.

DAVID

0:16 Yeah. Our meeting went, our meeting went okay, but...

DAVID

0:25 I think what I've been telling you about the slow rolling and all that. I think that's happening, so.

MATT

0:30 Yeah.

DAVID

0:31 Yeah, but it's been escalated. It's been escalated above him, so.

DAVID

0:39 We're working on it. We just, I literally just had a conversation about it on Thursday last week, so.

MATT

0:45 And when you say conversation, is this a meeting with Luke chambers and Bill red?

DAVID

0:46 But...

DAVID

0:52 Yeah. And Ken, right? We were all here in Kan city and had an in person meeting about it, and then.

DAVID

0:59 A couple of emails went around after that, and I think that.

DAVID

1:05 It, it got escalated so, well, well, I should know something. They're planning on putting it in our budget for 24. So, I know that happens in October.

MATT

1:15 Huh, yep.

DAVID

1:19 So, I would expect that we will absolutely know something before the end of October.

--- Purchase decision ---

DAVID

1:27 So, as far as the time line, I would say, and in which direction we're going. So, I think in the next month, the direction will be established and then I think that... October will make a decision. So, we have to...

MATT

1:42 When you said, yeah, yeah, when you say the direction will be established, does that mean whether or not you will move forward with software?

DAVID

1:48 The...

--- Purchase decision ends ---

DAVID

1:55 Yeah, with software for 24 and then who, what software? Because I had that meeting with... that company that was telling us about BuildOps and service trade

and I took that information and shared it with the team. So they are getting feedback on that.

MATT

2:19 Right.

DAVID

2:19 With specifically on Wood because Ken Wood is the...

DAVID

2:25 The push behind BuildOps?

MATT

2:28 Gotcha. Got you. So, is he taken that information back to BuildOps? And...

DAVID

2:31 Yes, yes. Yeah. Looking for feedback and, you know, putting some coals under the fire, so to speak, so.

MATT

2:34 Okay.

MATT

2:42 Yeah. And, and I'm less familiar with the details of Anderson mechanical, and what went down. I just know that, they tried, it didn't work. I'm curious to know what insights you gleaned from that conversation with them?

DAVID

2:46 Yeah.

DAVID

2:57 I think based on the read that I got body language and verbiage, I think a little bit was probably on them.

DAVID

3:07 As far as the implementation, and the system that they were coming from and going into BuildOps like coming from service trade to BuildOps, I think that.

DAVID

3:19 I think they weren't I think you guys made it easy enough for them in service trade and I think that BuildOps... was not being as supported with the migration of the information.

DAVID

3:33 They kept going back to the migration of the information, and... how they felt like BuildOps was not very supportive in that... making them fill out spreadsheets and this at any other. I don't know why it would seem to me that if you should be able to extract that information pretty easily, but I don't know. And that was my feedback to them is what's that whole process look like. And because that's what it kept going back to you for, and to me was that the implementation was the problem and the platform, they didn't really get into the platform enough to really have what I felt was decent feedback on the actual usage, of the program. So, I think the implementation is what the holdup was. And I think some of it was probably on Anderson a little bit and their willingness to spend the time to make it happen. So, anyway.

MATT

3:24 Huh.

MATT

4:21 Right, right.

MATT

4:32 Sure.

MATT

4:39 Yeah. I think that's a fair assessment.

DAVID

4:43 Yeah.

MATT

4:44 And because, you know, it takes two to tango, we even have customers that, will throw money at service trade, but then think they can just kinda sleep through the implementation. You know, it's just not so you can put the effort in.

DAVID

4:46 Sure. Every time.

DAVID

4:52 Yeah, exactly. Yup. Yeah, take a little responsibility for when things don't work out, I think every time, so.

MATT

5:02 100 percent. Yeah. So you said you had the conversation with Bill and Luke chambers, you're still getting the impression that they're kinda filtering this, is that?

DAVID

5:03 Yeah.

--- Purchase decision ---

DAVID

5:15 I don't know. I don't think both of them are, but yeah, a little bit just to kind of slow down, the time line a little bit, not that it won't happen. I think it's just slowing it down a little bit just so that we're more prepared. I think from a budget perspective and an expectation perspective, so, which maybe that's fair. Maybe that's okay?

MATT

5:19 It...

MATT

5:36 Gotcha.

--- Paper process ---

MATT

5:42 What?

DAVID

5:42 I'm an impatient person anyway, so.

DAVID

5:45 I gotta check myself sometimes that I'm not, you know, just running into the fire, so to speak. So.

MATT

5:52 Yeah. So it sounds like, I mean, were they, are they so far trusting the list that you've narrowed it down to, or are they still trying to insert other candidates to give you through?

DAVID

6:02 No, well, no, I mean, I think that's just the tactic of slowing it down, but yeah, no, no, I...

MATT

6:09 On...

DAVID

6:12 I think our in person meeting really solidified that, you know, these are our best two options, and to keep going back to the pool and try to pull more people out of it is counterproductive. So, yeah.

MATT

6:27 Yeah. Well, so you mentioned after that meeting, you escalated it, what does that mean? Who, who is it escalated to? Is that Gordy in them?

DAVID

6:39 I believe so. Yeah, yeah.

MATT

6:43 Sorry?

DAVID

6:44 Yeah... yeah. I have the, I have other things I could say about it, but I probably shouldn't so.

MATT

6:50 Fair.

DAVID

6:53 This is where I got a zip it.

MATT

6:55 Okay. Well, hopefully the escalation is garnering you, some more support from the top.

DAVID

7:00 Yeah, I have the support. I just don't always.

DAVID

7:07 I just don't always have their ear when I need to have their ear sometimes, so.

DAVID

7:12 Yeah.

MATT

7:13 Politics...

DAVID

7:14 Very much. Yes. I hate it and, you know, I'm a field guy. So, when I get, when I get pulled into, it pisses me off and they all know it because I'm I get a little thorny sometimes and they're like I need to insulate myself from that guy a little bit geese, you know, blow me up. So. Yeah.

MATT

7:25 Huh.

MATT

7:30 So...

MATT

7:36 Yeah. It's it's a different game. I hear you there. I've struggled with that aspect too in the different places I've worked.

DAVID

7:45 Yeah.

DAVID

7:50 Yeah.

MATT

7:52 Okay. Well.

DAVID

7:53 Yeah, it's still going, it's still moving, it's moving like mud, but it's moving. So.

MATT

8:00 Sure. So, it sounds like on the BuildOps side, Ken is getting some more information from them on nation.

DAVID

8:04 He is.

--- *Purchase decision* ---

MATT

8:08 On the trade side, you spoke with that reference? Have you reached out to Hurst or a read to talk about setting up an onsite visit with them?

DAVID

8:08 Yeah.

DAVID

8:16 No, I'm not gonna do that... until they, I'm not gonna waste my time doing that until I get a firm. This is happening next year, right? Yeah, I'm not gonna go waste a bunch of people's time, so.

MATT

8:26 Okay.

MATT

8:32 You said?

DAVID

8:32 I will.

MATT

8:34 Sorry, didn't mean to cut you off?

DAVID

8:35 No, I said, I'll revisit that probably September October for sure. So.

MATT

8:42 Okay. And I apologize. I forget what you said. They're they're working into the budget. So, you expect to know if new software is in the budget for 2024 by the end of October or by the end of September?

DAVID

8:55 Yeah, by the end of sometime in October, but I'll give myself till the end of October to be patient. So.

--- ST app contracts and pricing ---

MATT

9:03 Okay.

DAVID

9:04 Yeah, we're gonna put it in the budget, so that's going to happen in October. If, if I'm told to put it in my budget, then I know it's going to happen. If I'm told not to put it in my budget... that's gonna be red flag for me, so.

MATT

9:14 Okay.

MATT

9:19 Yeah. Okay.

DAVID

9:20 Yeah. So, I'm just waiting to hear that. So, like I said, that will come down in September, I expect before October, but they did drop the budget on me at the last minute. Said I needed by the end of the week last year, so it was kinda shitty. I was pissed about that, but anyway.

MATT

9:24 Very good.

--- Purchase decision ---

MATT

9:40 Yeah, that's frustrating.

MATT

9:43 It is. Yeah.

DAVID

9:45 Give you a week to put a budget together ridiculous.

MATT

9:47 Yes, full surprise.

DAVID

9:49 Yeah, yeah, right.

MATT

9:52 Okay. Well, that all sounds good. Sounds like you'll know whether or not software is even in the future for October, which it sounds like a likelihood. It sounds like everybody knows that something needs to.

DAVID

9:53 All right.

DAVID

10:01 It does. Yeah, that's my expectation.

MATT

10:03 So...

MATT

10:06 So, after that, I know we talked about having an onsite demo with both BuildOps and service trade. It sounds like after you get, that definitive green light, we'd be setting up an onsite where we'd head out there for you guys?

DAVID

10:12 Huh.

DAVID

10:16 Yep.

DAVID

10:20 That's right.

MATT

10:21 Okay. Awesome. All right. Well, is there anything we can do in the meantime? Anything we should know?

DAVID

10:25 All right.

--- Purchase decision ends ---

DAVID

10:30 No, no, I think of.

MATT

10:33 Okay.

DAVID

10:34 All right.

MATT

10:35 Very good. Well, all, you know me, I'm not gonna let you guys forget about us. So I'll probably, okay, good. Well, I appreciate it. And again, let me know if you need anything and we'll be in touch probably in a few weeks.

DAVID

10:39 No, that's fine. I don't mind at all.

DAVID

10:45 Sounds good.

                        MATT

10:50 All right. Thanks, David. See. Yeah.

                        DAVID

10:51 All right, buddy. Bye.

                     The End