



DeTemple | NorthBoundary

David Teeter with DeTemple Company Inc
Recorded on 11/6/23 via Zoom, 11 min.

Participants

SERVICETRADE

David Teeter
Account Manager

DETEMPLE COMPANY INC

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Topics

<i>Pricing</i>	1:28
<i>Call Setup</i>	3:52

Transcript

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

SCOTT

0:00 Hi, Scott. Good morning, David.

DAVID

0:02 Good morning. How are you, buddy?

SCOTT

0:04 I'm doing good.

DAVID

0:06 Awesome. How's life treating you as you guys are moving towards the rest of the year?

SCOTT

0:12 Towards the end of the year? Yeah.

DAVID

0:14 What's left to, right? Yeah.

SCOTT

0:17 Yeah. It's pretty good. We're staying busy that.

DAVID

0:21 For sure. Yeah, absolutely. As you should, I would imagine a company like yourself would be, you know, not taking, the reins back and making sure you're just pushing as much as you can towards the end of the year.

SCOTT

0:34 Well, yeah, just waiting for that first freeze and, the chaos that happens with that one.

DAVID

0:41 No, yeah. We had our first frost here in North Carolina last week.

SCOTT

0:45 We had, we had it just, it didn't last very long, so, it wasn't enough to bust pipes yet. So we're waiting for that.

DAVID

0:54 I gotcha. Yeah, we, the pipes bursting into a different.

SCOTT

1:00 Yeah.

DAVID

1:03 Situation for sure.

SCOTT

1:04 Yep.

DAVID

1:06 All right. Well, Scott, tell me what's going on. But, so, what's up with the Northboundary data that you guys are trying to access?

SCOTT

1:14 Well, it looks like the way the log in process changed. So, it moved over to service trade, looking log in versus just the old Northboundary log in.

--- Pricing ---

SCOTT

1:28 So I just didn't know how to get into it right away but got into it. No problem. It requires two authentications which I put in a ticket for that. So, I guess you've heard that before?

DAVID

1:43 Last week for the first time too. We.

SCOTT

1:45 Were really?

DAVID

1:45 Yeah, we're rolling out SSO across the board coming hopefully before the end of the year. So, I think products SSO is kinda being a little bit different when it comes to Northboundary.

SCOTT

1:58 Yeah, all that. So, so we are now using BuildOps for service management and BuildOps does not have a well developed service agreement, maintenance module. So we want to keep using Northboundary...

DAVID

2:29 Okay.

SCOTT

2:30 But Michelle told me that we haven't received an annual invoice for Northboundary, right? We signed up originally in, I think July of 2022...

DAVID

2:45 Okay.

SCOTT

2:45 And we haven't seen an annual renewal and I wanted to make sure that we get that so we can continue using Northboundary and not get surprised sometime later and go crap. We don't have access to it anymore. So that's what we wanna make sure that we do.

--- Pricing ends ---

DAVID

3:05 Okay. I got you. Well, I've got to do a little bit of partnering with our accounting department here internally to see kind of where you guys are with your Northboundary agreement. But so you guys, you said you signed it up in 2022, is that right?

SCOTT

3:21 Yeah. July of 2022...

DAVID

3:24 Okay. Once we acquired Northboundary trade, we went from a model of per office billing to per user, like we do with all of our products here at ServiceTrade... with existing customers, there is, some leniente that we have because we wanted the transition to be a little bit different for people who are coming into this transition.

--- Call Setup ---

DAVID

3:52 So, next steps for me is to figure out kind of where you guys are in the lay of the land in the accounting world, and then we can have a conversation around what renewal looks like for you guys. Okay. Sounds good.

SCOTT

4:07 Yeah.

DAVID

4:09 So, let me have some conversations today with the accounting team, and then are you free later on this week, maybe Thursday? So, I can make time. Nice, cool. Let's do, could you do 11 pacific on Thursday?

SCOTT

4:33 11? Yeah. That should be fine. 11 good. I am on call for jury duty this week, so, but I'll let you know, if that changes, but we'll stick with that for now.

DAVID

4:46 All right. I'll send you some for 11 on Thursday. I don't know how I've done it my entire life, but I've just been skirting jury duty my entire like later adulthood. I mean, later adolescence, ever since I left home. I.

SCOTT

4:59 Funny. I actually got called in last week. The, the county that I live in, you're on call for two weeks and I got called in, I didn't get picked for the first jury, but apparently, you get to be on call the rest of the week if you didn't get picked the first time, but the defense attorney that was there, he had been, he has never been called in 20 years. And then he got called once and because he's an attorney, he got excused, yeah. So.

--- Call Setup ends ---

DAVID

5:32 Okay.

SCOTT

5:33 Yeah. I've only been called twice in my life, so.

DAVID

5:36 Once for me, but I was in college, so they excused it. So, I haven't seen anything since when I was in college. So got a little bit more information from you. If I could just probe a little bit more from the BuildOps perspective. I thought they had tried to bring on some type of saling tool. I thought I heard that they had acquired something that was going to be able to fill that space, but you're saying that they don't have something that's gonna.

SCOTT

6:02 Well, they have written and they have pieces in there that are supposed to be service agreement type features. Yeah, but they are... not very well built yet.

DAVID

6:26 Okay.

SCOTT

6:27 They're lacking a lot of things.

DAVID

6:30 Yeah, it sounds like they're taking maybe that product that they bought and trying to put it into their existing product as opposed to.

SCOTT

6:37 Yeah, it's just, it's very, it's kind of generic. Okay. And not, it's super customizable in one way but not customizable in other ways like for schedules and stuff. You, I mean, you basically have to create everything from scratch versus with Northboundary, there's a lot of data in there already.

DAVID

7:00 Yeah.

SCOTT

7:00 We fill in a lot of the stuff that we need but, and, you know, I'm not super familiar with Northboundary, but I've I know enough to be dangerous and I've seen some of the documents that we've gotten out of it and it has a lot of stuff built into it. So you don't have to create the wheel over in Oregon.

DAVID

7:22 Exactly. Yeah.

SCOTT

7:24 BuildOps, you have to create everything from scratch. Yeah.

DAVID

7:28 Okay. So it's just...

SCOTT

7:30 It's it's nothing. It's blank slate. Yeah, it's a lot of work.

DAVID

7:37 Yeah, because that's one of the biggest selling points right now because we have made a version of it for our fire and life safety vertical as well. And, you know, a lot of times when they're building stuff out, they would have to start from scratch over and over. Yeah, but we've been able to sell this into that space to where they now have such a time efficiency based on what their routine leads.

SCOTT

7:59 To...

DAVID

8:00 Their customers, you know, like out the door in 30 minutes versus three and a half hours.

SCOTT

8:05 Yeah.

DAVID

8:06 Yeah. Okay.

SCOTT

8:07 Yeah, it's definitely been, I've been, I have been trying to take what was in Northboundary, and kind of mimic that into BuildOps and it has been not the simplest thing to do, and it can't really be, it's not the same. It's just, it's not as easy.

DAVID

8:29 I mean, and probably we, I mean, we intentionally made that strategic acquisition last year because we saw in, we knew, his industry knowledge was in that space working with Siemens for years. He created links and had such a good relationship with coins, you know? So like it just made a whole lot of sense. So I can't understand why you guys are running into that on the.

SCOTT

8:55 He definitely, he definitely knew how to do it. You knew the space.

DAVID

8:59 Absolutely. That's why we went that way. All right. Cool. So, Scott, let me, like I said, I've got my own homework to do. I need to talk to accounting, see where that account sits and what our options are. And then I'll come back in Thursday. We can partner up and see what we can put together for a Northboundary.

SCOTT

9:18 So, what other information might you need from us? How many?

DAVID

9:22 Sales users do you have right now? And when I say sales users, I just need a baseline for everybody that's in there making proposals and agreements.

SCOTT

9:30 We definitely have two.

DAVID

9:34 And...

SCOTT

9:35 H vac and a plumbing or hvac boiler, H vac slash boiler, and then a plumbing guy. Okay? And then it would be some admin folks.

DAVID

9:45 Okay. So there's really two sellers in the platform right now?

SCOTT

9:49 Yeah. Okay. Maybe three. If we consider Glen, our GM, he's also, you know, he's kind of like the boiler, the overall boiler guy. So let's say three. Okay. And then some admin folks.

DAVID

10:08 All right, perfect. That's what I needed. I just needed that baseline as far as users since we're transitioning from office to user count. Okay? And we're not charging for admin. It's really just the people in there making those agreements.

SCOTT

10:20 Okay. Yep. Okay. Well, we'll see what happens on Thursday then.

DAVID

10:27 All right, Scott. Well, yeah, I'll send out the messages right now on slack and we will reconvene on Thursday.

SCOTT

10:35 Okay. Sounds good. Thanks David.

DAVID

10:37 I appreciate it. Scott. Have a good one.

SCOTT

10:38 All right. You too. Bye bye.

DAVID

10:40 Bye.

The End