

JM - Kidron Janitorial Group

Tue, 9/7 10:16AM 34:40

SUMMARY KEYWORDS

employees, qr codes, cleaning, customer, company, implemented, janitorial, feature, canada, people, building, inspections, area, office buildings, scan, reviews, big, manager, good, business

SPEAKERS

Aaron Bond, Mark Moss

M Mark Moss 00:36
Hi, Aaron, can you hear me?

A Aaron Bond 00:41
Yes. Hey Mark, how are you?

M Mark Moss 00:43
Good. Nice to meet you.

A Aaron Bond 00:45
Nice to meet you as well.

M Mark Moss 00:46
You're the very first Canadian to do one of these, so you should feel honored.

A Aaron Bond 00:51
Oh, really? Wonderful.

M Mark Moss 00:53
I can't believe it's September already. It's just flying by, this summer.

A Aaron Bond 00:58
I know. We had a very hot summer here, up in Canada definitely last half of July and August. 90 degrees almost every day.

M Mark Moss 01:09
As brutal the I'm calling you. I'm in Ohio. So not too far away. But yeah, we had a lot of humid weather too. And I was in Pennsylvania last week and the humidity was over 90%. So I was sweating like a pig out there. But did you get to do anything fun? I know, Canada has been mostly shut down, it seems like, with COVID.

A Aaron Bond 01:33
No, not really. A lot of- Yeah, as you mentioned, 2020 we've been shut down. Especially here in Ontario where we are. You know, it's kind of been a hotbed for COVID, especially the Toronto area. So, unfortunately no. Although I was able to go I have a brother that got married out in Northern Ireland.

M Mark Moss 01:56
Oh, wow.

A Aaron Bond 01:57
Thankfully, because of vaccines and all that we were able to travel over. Come back, no quarantine. So

M Mark Moss 02:05
That's fun.

A Aaron Bond 02:06
That's about the extent of the the fun to the summer

M Mark Moss 02:09
Is that your first time there in Ireland?

A Aaron Bond 02:12
Second time. My dad's family is mostly from there. So family past have gone over and, and things of that. So second time, but yeah, it's a pretty nice country.

M Mark Moss 02:26
Yeah, that's what I heard. My one roommate when I went to school, he went there once. I heard St. Patrick's days is different over there than it is here in the West least in the US. I don't know how you guys do it in Canada, but more of a sacred holiday there, is what I've heard.

A Aaron Bond 02:42
yes, it is for sure. Especially down- the north. A lot of people think of Ireland, but there's Northern Ireland, which is a part of the UK and then there's the south of the Republic of Ireland. Okay. So St. Patrick's Day is probably much bigger in the South of Ireland.

M Mark Moss 03:01
I didn't know that. Yeah. Well, anyways, I appreciate you taking the time to join. I know, you've been working with Kristy and she said some great things about your company and successes that you've had with JM. So you know, that's why we're here to talk a little bit more about you, your company, and your your success with JM. So just to get things kicked off. Aaron, just tell me a little bit more about yourself, your company, your position, and what you do.

A Aaron Bond 03:29
Yeah, so before joining the our family business here, the cleaning business full time, I worked at McDonald's for 11 years. I started as a crew person. So the bottom, worked my way up basically till I was kind of a second in command in the restaurant. So that's where I learned all my leadership skills. You know, a little bit of business skills and things like that. So then, I joined the company here full time in 2018 and the cleaning business has been in our family for 20 years. And mainly mainly my mom and dad. And then of course I grew up with it all through my life and helping here and there and getting it started way back in

2001 Yeah, then I had an opportunity to join the company full time. It was kind of my goal the whole time. So the opportunity presented itself. And so I've come on as my role and title is manager of operations. So I kind of handle day to day operations, you know, dealing with our customers, bidding, looking for new business, dealing with our employees, everything that goes along with that My dad being the president of the company handles, you know, all the big picture, things like that.

M Mark Moss 05:06
The visionary.

A Aaron Bond 05:08
Exactly.

M Mark Moss 05:09
Okay. Very good way. I'm sure you got your hands full, got your hands in a lot of different pots out there and doing some of the sales stuff.

A Aaron Bond 05:17
I do but it's fun and interesting. I kind of like being at the helm, so to speak and the responsibilities so kind of being able to run your own show is definitely a benefit. I enjoy that a lot.

M Mark Moss 05:35
Yeah, absolutely. I was looking at your account, so you guys have- is that seven employees in your company?

A Aaron Bond 05:43
Yeah, I believe so.

M Mark Moss 05:45
Okay, are they-

A Aaron Bond 05:46
So this, this business, we have, Kidron, it's our second cleaning company. There was one we had when we first started out. That one was sold. So this one we started up when I came on board full time in 2018. So we're just coming up to about three years. So we're building the team, we're building the customer base, and doing all that we can.

M Mark Moss 06:13
Okay, so the company you had or was founded in 2001, so that one was sold, and then you started like this one, three years ago. Is that right?

A Aaron Bond 06:23
Yes.

M Mark Moss 06:23
Okay, got it. Got it. Now, the employees that you have, are they all full time? Are they part time?

A Aaron Bond 06:29
A lot of them are part time right now.

M Mark Moss 06:32
Okay. Okay, perfect. So you got some schedules to manage and things like that? I'm sure. So, you know, let's jump into the Janitorial Manager side of things. You know, you've been in this new company here for three years. You've been on since 2018. What were some of the challenges that your company was experiencing that said, you know, hey, we got to find another solution, or, you know, let's take a look at Janitorial Manager? What was that period and talk to me about that.

A Aaron Bond 07:01
So the first thing that came to my mind being at McDonald's was you know, every employee clocked in and out, you know, apart from salary, of course. And I knew that that was a platform we needed for the business. One, it, you know, protects the employee that they're getting paid for every minute of work they do. And to it definitely protects us. And

we know when our employees are clocking in, we know they're doing the work that is set out and in the timeframe that we give them you know, and then the geolocation was a big thing. We try to go to the ISSA show every year and that's where I saw the the Janitorial Manager program. There was a lady I don't remember her name, but she was giving a presentation. So that the clocking in and out feature, the timekeeping feature was a big thing, but one thing that I noticed that set Janitorial Manager apart from all the other platforms that we saw at the show, was also performance reviews. Again, just, you know, from responsibly as I had at McDonald's, I knew that that was vital for implementing it in our business now, getting it started, you know, when we were still taking on employees. We had only a few, so it'd be a lot easier starting, you know, we have two employees, rather than when we have 50 employees, and we've got to roll this thing and get everyone on board. So those were the major things that stood out to me.

M

Mark Moss 08:40

So since you've implemented the employee reviews, have you seen quality of clean improve, or employee retention improve, any of those aspects?

A

Aaron Bond 08:49

Yes, definitely. Yeah, when we can sit down with an employee and, you know, have that review with them, and, you know, lay it out kind of step by step and, and they can see, I think it is definitely more personal to them. Again, they take their work more personal, you know, the building they're working in, you know, they take it as their own. And, you know, while they're working, we've sat down, we've had this meaning gone over the review, and they can put it into practice, you know, in the building they're working in. The building is their own, they take much better care with it and, you know, being able to store the reviews, you know, in the program on the website, so you kind of always have them, you know. They're never lost in a file or something like that. Really good.

M

Mark Moss 09:43

How often do you have the reviews with the employees?

A

Aaron Bond 09:47

So we do one every six months. One is kind of just performance and then one is wage. So we're kind of constantly reviewing, making sure there's improvements, but it's also a good way to acknowledge, you know, strengths and where people are doing a good job. We don't want to just use it as something to say, you know what, you're failing here, you need

to improve here. But a way to say look at, yes, these are some opportunities. But, you know, look at these strengths you have, look at these areas where you're excelling. In your position.

M Mark Moss 10:25

Absolutely, yeah, you got to have a balance between constructive criticism and some praise in there, too. So every employee, it sounds like, are they all assigned to their own, like single building or do they have multiple buildings they clean?

A Aaron Bond 10:40

Yes, right now we have one employee per per building that we have.

M Mark Moss 10:44

That's very cool and what kind of buildings do you guys clean? Is it just all random or is an office buildings? What does that look like?

A Aaron Bond 10:52

Yeah, so with us being just a strictly commercial cleaning company, for the most part, we do a lot of office buildings. Then we'll also service some tenants in those office buildings. So you know, we're doing common areas of the office buildings plus, you know, people's individual offices, but yeah, for the most part on a on a day to day consistent basis, generally, it's it's office buildings.

M Mark Moss 11:19

Okay. Very good. And then since you guys implemented Janitorial Manager, and are doing those reviews, maybe you have had some employee turnover in that period, but has it been better than what it was beforehand?

A Aaron Bond 11:36

Yes, it's, it's getting better. I mean, definitely COVID has had its impact. You know, and now that it looks like we're on the tail end of it, the talent we're able to grab is much better than the beginning of the year, but yes, turnover is slowing down.

M

Mark Moss 11:58

Very good. Now, let's talk about some of the other features using we brought out the QR code feature for this year. And Christy said, you're using the public scan, and also the employee scan as well. Talk to me about how you're using that. And really why you decided to implement that for your your company.

A

Aaron Bond 12:20

So as I think everyone knows, When, when, what comes with the cleaning company, our complaints. And you know, the toilet paper being it is a huge thing. So I definitely saw with a QR code. If someone just anyone has the ability to you know, scan the QR code and says this toilet paper is out, or something, we can get on that a lot quicker, then, you know, a complaint going from a tenant in the building, to the management of the building, and the management of billing has to get to us. And you know, it could be at the end of the day, by the time we get that information. And even though the tenant is not our customer, it's definitely an image we are presenting to them that, you know, even though they're in the building, so being able to have that quick feedback, as well as to record the feedback, and be able to go in and look at it was the major thing. And as well, the employees being able to scan the codes. And again, another way that we can see, yes, it was cleaned and the timestamps on it. You know, someone goes into a restroom and starts cleaning at 635. And they finish cleaning at, you know, 640 or 645. We know that, okay, they were in there for 10 minutes, they did the job properly, as opposed to while it was scanned at this time. And, you know, there's only one timestamp. So it's good for us. And it's good to also show our customers well, that just extra steps to show that the work is being completed. And here's the report.

M

Mark Moss 14:07

What is your customer's response, Ben, since you guys have implemented QR codes, I mean, I'm sure I can imagine things getting lost in the chain of communication between Hey, that's what papers out. I'm supposed to tell this manager and somebody might forget, and that never gets done. And yeah, I mean, I wouldn't want to walk into a bathroom and toilet paper. But you know what I mean?

A

Aaron Bond 14:30

Yeah, pretty much every customer has liked the idea. And they're happy that you know, we put the QR codes in. It's a feature that you know, maybe they're not too used to or companies in the past they've never really had that feature. So given the QR codes in has

been easy, no issues everyone's been on board. The trouble has been getting the customer to use them. More often than not kind of, we see that, you know, they want as little to do with the cleaning, which is understandable. That's why we're in there. That's our job. But they don't really want to go beyond that, then kind of just hiring you. And then if a complaint comes in, while we'll tell you rather than kind of utilizing the QR codes and sending that feedback to us, so now, some customers are more adaptive than others, but it's just trying to get the customer to use the feature.

M

Mark Moss 15:34

Yeah, I know what you mean and QR codes. I know they're big. And the the Asian countries like Japan and China, they're pretty widely used over here. They're relatively still newer, I found out over in the West in the US and Canada. Like, for COVID, I think it really took off here. Because if you went to a restaurant, they wouldn't give you the menus anymore, he had to scan a QR code. So I think it's gained popularity there. But in China and Japan, they use it for like everything it's like, it's like second nature, they use it for payment over there, too. So it's only a matter of time, it'll pick up but very good.

A

Aaron Bond 16:08

Yeah, and one thing, you know, it, it allows you what the phone on, which I was just thinking, yeah, with the menu, we do the same restaurants are doing the same here in Canada. You know, I think it's great. Everything is going to the phone, of course we know that. So it, you know, it gives the customer or anyone the opportunity to take care of the feedback, put the feedback in right now as opposed to Okay, I need to remember that once I get back to my office, and I got to type out an email. So that instantaneous feedback, that's kind of what, what I liked. And to be honest, it is a feature that one of the national companies here in Canada, utilizes them. And, you know, we want things that set us apart from, you know, other smaller cleaning companies right now, as we grow. That's what I had in mind, as well, is that you kind of think well, features like this, you tell them to kind of a larger, more national company. And, you know, hopefully in that mindset could help us when bidding on projects, or, you know, even someone calling and asking for a quote.

M

Mark Moss 17:23

Okay, so you're using it as a selling point then?

A

Aaron Bond 17:27

For sure. Oh, yeah.

M

Mark Moss 17:28

Okay. Oh, very good.

A

Aaron Bond 17:29

We advertise that we use janitorial manager, big time. And in our, in our bidding proposals, we have it put out what the customer can use, you know, what's the benefit to them, and how they can use it and all the features. So it's definitely a selling point that, again, can hopefully differentiate us from from competition.

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Mark Moss 17:51

Absolutely. That's awesome. So moving away from the QR codes. I know you guys using the inspections feature? What were you doing before janitorial manager inspections?

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Aaron Bond 18:05

Whether the company when when I was just my dad he had there was another company he had, but then got rid of it or something. But so it was kind of just, you know, you go in you visually check it. And that was it, you know, if a complaint come it came in, we'd say okay, we're gonna go check it out. And, and, you know, report back to you, yes, we followed up with our staff. And we're gonna stay on top of this. And, you know, again, the next few days, we're gonna follow up, make sure that you the customer, are happy. So again, no reports, nothing that the customer could see. And, you know, again, I think the customer being able to see something visually, is huge. So again, with inspections. You know, for my dad being in the business, he, he knew, inspections are key, one of the most important roles in the cleaning in the cleaning business is you do inspections, you want to submit it to your customer. Again, things that stand make you stand out from the competition, you know, you're not writing it down on a piece of paper and storing it in a filing cabinet. That again, the customer can't even see.

M

Mark Moss 19:21

Right. So I'd say it's the transparency between the two and right. And just validating Hey, this is what we did. And it even protects you too, because it's like, you know, they could come out and say, Hey, someone ripped a toilet seat off, you know, some kid and they can blame you for it, but it's like, Hey, here's the picture, buddy. You know, it wasn't us.

A

Aaron Bond 19:41

So yeah, and I think you know, if in our inspections, obviously, you know, building and work is not going to be You can't expect it and everything is perfect, right? So when you submit that report and you notice areas of opportunity and presented to the customer I think they're going to go Okay, good. You're taking initiative, I, you know, I see that these people have hired or are inspecting the building taking this ship, they've acknowledged as an area of opportunity. And they're going to take care of it and and look after it. And hopefully then the next inspection, it scores better.

M

Mark Moss 20:20

So by areas of opportunity you mean, if you see something like, I don't know, there's some grime or something in a corner or something like that.

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Aaron Bond 20:29

yeah, the cleaning is not up to our standards. You know, then again, we have added on that report. And then we'll do whatever we need to do with the employee and making sure that things are done properly. And again, when that next inspection comes, hopefully, we score much better.

M

Mark Moss 20:47

Okay, very good. Quick question. I forgot to ask you about the QR codes. Do you guys use the checklists? When your employees are going through with like, the steps or anything? Has that been implemented in your company?

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Aaron Bond 20:59

Yes. It's a very, it's a very important feature for us. Because we do have some employees that, you know, work best off the checklist, if they had a checklist to remind them. What needs done. So it's a perfect way to avoid having to carry around another piece of paper, and, you know, a pen and whatever, and can manage, check it off. And, you know, I tell everyone, when I'm training them, if you if you forget something or you know, you're cleaning a restroom again and say, you know, did I get everything done? Best way to check, scan the QR code and go through the checklist? And you have to manually hit complete, complete. Okay. Yes. You know, I changed the garbage liner. So yes, I did do it. I complete and you had finished cleaning. So the the checklist and almost steps in whatever room or area we're cleaning on the QR code is huge. Awesome. definitely

beneficial for our employees big time.

M

Mark Moss 22:02

Absolutely. Yeah, it's protecting them. It's like, you know, it, I mean, it's easy to forget, I mean, people make mistakes, but this is eliminating that, that human error. So then the next feature, talk to me about you guys using the scheduling a little bit. And maybe the scheduling is simpler for you guys, if you have one employee per building, I know, it's been a real a big benefit for those companies that have many, many employees, and they're shuffling people around the different locations. But talk to me about that feature, why implemented and how it's being used?

A

Aaron Bond 22:34

Yeah, so yes, it is a lot easier. And we have one person per building. So for the most part, you know, we kind of set the schedule, we can set it just as recurring. So Monday to Friday, you know, five to 10. And that's, that's it for, for that employee. And, you know, you don't really need to make any changes. One thing though, with our tendering, mostly how we get our businesses through tendering. So, you know, townships, cities, governments, and they'll put in, you know, in their tender document, we need to, you know, if we win, we have to submit a schedule of the cleaning. So, you know, being able to set that schedule up in general manager, you know, being able to kind of print it off or put in a PDF form and send it off to the customer. It's organized, it's laid out. And, you know, we're not, I don't have to go through an Excel spreadsheet or something, you know, putting something together, formatting it, and then setting up it just saves me so much time. You know, I get a clear picture of the week schedule or the month schedule, you know, even the day schedule, and I know where everyone is what time they got to start, and I can just stay on top of it so much easier.

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Mark Moss 23:58

That's awesome. No surprises. No one likes surprise. Exactly. Yes, for sure. Very good. Now, the supply management, Christy said, you're using that to talk to me a little bit about that.

A

Aaron Bond 24:11

Yeah, that's another feature that really drew us to do janitorial manager. One way we've implemented it is, you know, obviously, with our onboarding process, we go through the app with with the employee, we show them the supply request. But we tend to do and so we do our obviously our ordering every month, and it's a lot easier for for me to show an

employee how to kind of submit one supplier request at the end of the month for everything that is needed, as opposed to, you know, having to go to this employee, okay, what do we need, then I'm gonna go to the next employee with doing it. And then so on and so forth. Okay, with five employees, you know, seven employees, okay, maybe it's not too bad right now, but again, I'll leave that 50 100 employees, you know, nobody can go into each employee individually. So, you know, they generate the report, I can print it off market is complete. And, you know, it makes the ordering process so much easier. And one thing I like to do is print off the request. And then being able to that sheet of paper, being able to submit that to the building. So the employee and the people working in the building, they know exactly what they have. And can kind of take inventory of themselves for and as well. So it's, it's so much easier. Very good.

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Mark Moss 25:40

Now, have you guys use the QR codes for any supply requests or anything like that? Some of our customers were doing that I wasn't sure if that's something like, for example, if an employee comes in and he notices, hey, we're low on on trash bags or something, he could scan a QR code and just submit a, a we need trash cans or not trash can trash bags? Wasn't sure?

A

Aaron Bond 26:03

No, actually, I know, I never thought of that. One thing we have started using the QR codes is for, like equipment maintenance. So you know, they scan the QR code, you know, we have a few, a few floor scrubbers. So obviously, there's kind of a post maintenance after you use it, you know, make sure you clean the squeegee and make sure you rinse out the tank anything like that. So we have implemented that. So that again, I can know that. Yes, it was finished. And because I obviously can't go check that every single day. And you know, equipment like that. If it's not being maintained, it breaks down then there's costs associated? So for supply request, No, I haven't ever thought of that. Okay,

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Mark Moss 26:51

well, yeah, there's an idea for you can try it out, see how it goes. But that's a good point on the maintenance stuff, too. Because, yeah, that's expensive stuff. You know, you don't want to be paying for that if it can be maintained. So the other question I had here, you know, I know a lot of times when you bring on new technology, some employees are reluctant to use it. The other it's kind of like, I don't understand it, or I'm a little fearful, did you experience any reluctance upon bring anything on like the timekeeping or QR codes from your employees?

A

Aaron Bond 27:24

Thankfully, not. Our staff basis is younger in age, for the most part, we do have some kind of older and age. So of course, you know, implementing it is maybe a little bit tougher for them to understand it or just know how it works. But no, I just make sure to put the time in to make sure they, they understand how it works and kind of go through the basics of using the platform. But I also prevent are presented in a way that, you know, it's beneficial for them. So, you know, being able to clock in and out it's beneficial for you. Because, you know, if your shift is five to seven and you don't clock in like there's no clock gain or timekeeping feature. Well if you work until 705 How do I know if you work till 705? Right? You're not gonna get paid for those five minutes. So, you know, get on board with this technology, it protects you and make sure you're getting paid for you know, all the work you're doing. And you know that it says yes, I clocked in at this location so yeah, I was there. So nobody can say No, I wasn't there to clean didn't get done. Same thing with the QR codes, you know, it protects the employee. So I like to put it on them and show them how it benefits them greatly.

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Mark Moss 28:47

Do they use the DEA facial recognition with the the timekeeping at all?

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Aaron Bond 28:55

No, I saw that in release notes, but I haven't looked too much into it, to be honest.

M

Mark Moss 29:03

okay, well, it's Yeah, you could ask Christy about it. I mean, it's worth it. I know some employees you know, I mean, if you trust your employees, that's great. But some people they they're like, Hey, I I show up to a site randomly and I'm expecting to see Jane there and I see a guy named Bob and right in June so that's that's why they liked it but kind of eliminates that they call buddy punching. Which Yes, is interesting. So

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Aaron Bond 29:29

I've heard of that. Have happening kind of with with cleaning companies, but have to look more into that now. Now that you brought it up again.

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Mark Moss 29:38

Okay. Yeah, yeah, Christy, she can she'll talk to you about it. Looks like we got time for one more question. So let's talk about your company and where you're going in the future. You know, we're getting here towards the tail end of 2021. What are some of the goals you're looking to achieve, you know, moving into the end of this year and then into 22 and beyond.

A

Aaron Bond 30:00

Yeah, so just like any company, you know, what we're focused on is, is growth, we want to bring, you know, people on board, expand the team as as much as possible. You know, again, just working at McDonald's, I kind of understand that multinational company, you know, that size of company. And, you know, that's really, really our goal. For the whole, you know, big picture. You know, COVID is to actually pose some challenges for us, you know, because we're a relatively new company. You know, everyone thinks, well, COVID Everyone needs cleaning. Yes, but, you know, we're trying to get our name out there still. And, you know, people don't know us, they're obviously not going to come hire us. So, you know, for kind of one goal for the end of 2021. I mean, we don't really have one goal set. Again, it's just grow. And, you know, again, ultimately, we want to be one of the biggest in in Canada. You know, and then just expand everywhere we can.

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Mark Moss 31:17

So that's awesome. Yeah. And you guys got some good experience minute sounds like you know, your dad's been in it a long time, and you helped out and you got that operational experience. And now that's awesome. Really good stuff. Well, Aaron, that's that's all the questions I have. I see the all powerful Aaron bond. So thank you for taking the time. Yes, what it says, I just noticed that I was like, Oh, I didn't notice that. I didn't know. But anyways, enjoy the rest of your summer and I can't believe Like I said, I can't believe it's September and leaves. leaves. We'll be changing here soon. So.

A

Aaron Bond 31:55

Yep. And the cold in Canada. I guess you get pretty good cold there and winter in Ohio. Right. You said?

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Mark Moss 32:04

Yeah. So I our offices in Toledo. But I actually work remotely. I'm in the Cleveland area. So I'm about two miles from Lake Erie. So we get to the lake effect snow and the wind can rip off the lake. So yeah, I mean, if I had to buy wet, I'd live somewhere warmer, but maybe a

little bit farther south. Yeah, I think so that that'd be nice. Everyone's moving to Tennessee. But I guess that's kind of like the the warm zone they call it. There's like a line where in like the country it goes here where you can get more vitamin D or something. Okay. I don't think that's the real reason people are going there. But everyone wants to go to Nashville. But But yeah, hopefully I you know, I don't I don't know if the US has opened up travel to Canada. I haven't been back there in a long time. I've always wanted to go to a bluejay game. I'm a big baseball fan.

A

Aaron Bond 32:53

Oh, yes. Yeah. We're about we're just a little bit an hour north of Toronto. So. Okay. Yeah. But I think Canada is open to Americans. But your President hasn't opened it up for us yet. Unfortunately.

M

Mark Moss 33:12

That's another story anyways,

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Aaron Bond 33:14

I know. Yeah. COVID is it's really changed a lot of things. So traveling is just, I think, starting to get back to some normality, which is good. So I think people are dying to you know, get away travel vacation. It's probably just going to explode in. You know, spring next year.

M

Mark Moss 33:38

I agree. It's a perfect time to be a travel agent. Oh, yeah. My wife, my wife and I got married last year. And we were going to go to Arizona, but we didn't, you know, it was like flying. We didn't know so we just drove somewhere close. But anyways, Aaron, appreciate you taking the time as I send this stuff over to marketing. So when it's all completed, I'll send it to you so you can see the recap and any questions for our team? You know, don't hesitate to reach out, we'll help you out.

A

Aaron Bond 34:05

I will, yes, Mark, thank you. And, you know, the the team, they're all the features that are kind of getting pumped out is is really great. So we really love the platform. You know, it's great for our business. You know, we like to be able to present it to new customers and things like that. So we really were really impressed with everything and we glad we were

glad we brought it on board.



Mark Moss 34:31

Awesome. Very happy to hear that. Thank you, Aaron.



Aaron Bond 34:35

Okay. Thanks, Mark. Have a nice day.



Mark Moss 34:37

You too. Take care.



Aaron Bond 34:38

Bye.