



Call with Todco Beverage & Mechanical - Todd Sexton

Ashley Williams with Todco Beverage & Mechanical
Recorded on 8/8/22 via SalesLoft, 4 min.

Participants

SERVICETRADE

Ashley Williams
SDR

TODCO BEVERAGE & MECHANICAL

Todd Sexton
Owner

Topics

<i>Wrap-up</i>	2:56
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Transcript

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

TODD

0:00 Hi, this is Andrew.

ASHLEY

0:01 Hey, Andrew. My name is Ashley lamps. Can I speak with a service manager please?

TODD

0:07 Yeah, he's actually in a different office. Can I help you real quick? Like what's going on and?

ASHLEY

0:13 Yeah. You know, are you the office manager? I just had some preventative maintenance.

TODD

0:17 I'm the CEO of the company. Yeah.

ASHLEY

0:20 Literally blue, right on patch. I'm sorry, no, my name, my name's Ashley Williams and I'm calling over from service trade. Mandy just have a quick moment to speak with me. But thank you again, I'm calling from service trade where, you know, service management platform. So we help companies very similar to you guys manage your work orders, increase in their repair revenue and hoping to track recurring services. So, the reason for the call is that I just wanted to see how you guys are managing your work orders right now to see what software you guys maybe on.

TODD

0:29 Yeah.

TODD

0:45 Gotcha.

TODD

0:49 Yeah... I don't wanna keep you too long. We actually just, we just switch software in July to BuildOps. Yeah. So a...

ASHLEY

1:00 Really reach out and crazy to.

TODD

1:03 Couple of months to, hey, yeah.

ASHLEY

1:05 My God. Man. Well, don't worry. Yeah, servers don't worry. I'm not, no, no pressure. I'm not trying to sell you anything right now. I just wanted to ask some questions. That was that, are you guys doing for more residential?

TODD

1:07 But service trade, he said it's called. Okay?

TODD

1:14 No, you're good.

TODD

1:21 We're 100 percent commercial.

ASHLEY

1:23 Commercial and how many service technicians that you have on the commercial side?

TODD

1:28 Service technicians are 14 and we have the same amount of install technicians on that same program.

ASHLEY

1:32 Okay. And you said what was the system that you guys just switched over to?

TODD

1:36 Build off?

ASHLEY

1:38 Okay, thing. And, or, you know, obviously, you guys literally just started with them. But what's your, you know, what made you go with them? Like what, you know, what software did you guys look at? What made you go with them?

TODD

1:44 Yep.

TODD

1:48 We were, we were using FieldEdge before and just to geared towards residential. So, BuildOps is more geared towards will accounts and stuff like that. So that's what got us over there.

ASHLEY

1:59 Right. Right. Yeah. And I know that it's relatively new with you guys, but have you as your onboarding process has been pretty good with them so far?

TODD

2:08 It's been pretty fantastic. Yeah.

ASHLEY

2:10 Okay. Well, good. Yeah. Well, over there, so I'm not gonna take up much of your time in here. Was this what we're doing right now? Is we're just doing 20 to 30 minute web demonstration. It's not a sales pressure kind of thing. We're just inviting people just to take a look at our software with our territory manager, just to walk you through it. And, you know, the video is saved for if you ever look, you know, if you guys aren't happy with BuildOps and you ever look elsewhere, it would just be a video that would, you know, you guys can go through and it would be saved for future reference. Is that anything that you would be interested in just taking a look at?

TODD

2:16 Cool.

TODD

2:28 Yeah.

TODD

2:38 Yes.

TODD

2:44 It's be honest with, yeah, it's busy time right now. I just don't have time especially because we just switch, but I will definitely right now, you know, I'll probably go to your website. I'm gonna write down your name and everything just in case something happens down the road.

--- Wrap-up ---

TODD

2:57 You just never know.

ASHLEY

2:56 Okay.

ASHLEY

2:58 Alright. Well, no problem, man. We do. I'm gonna send, you know, an email to spend just a generic email just to take a look at it. And, yeah, yeah, I don't wanna bug you guys know, you just started with that, but, yeah, I'll go ahead and send you in an email and we will speak with you guys a little bit later on down the road.

TODD

3:04 Sure.

TODD

3:06 Sure.

TODD

3:14 Okay.

TODD

3:16 Okay. Sounds great.

ASHLEY

3:18 Right, man. You have a good one. I will send you that and we'll speak with you soon. Bye, excuse me, Todd. What's the best email address for you?

TODD

3:20 Yep. You too.

TODD

3:23 Hey, it's Andrew a NDREW at, yep. No problem at Todd. Go to yo D seo dot net.

ASHLEY

3:27 I said, Andrew.

ASHLEY

3:36 Okay. Well, thank you, man. I'll go ahead and send you that, and then we'll speak with you guys down the line. I have a good day.

TODD

3:38 Cool.

TODD

3:41 You too. Bye.

The End