Call with PMC Group - David Brannon

Will Moore with PMC Group and Portland Mechanical Contractors
Recorded on 9/28/21 via SalesLoft, 4 min.

Participants

SERVICETRADE

Will Moore
SDR

JH KELLY, LLC

Dave Brannon
Chief Operations Officer

Topics

Transcript

DAVE

0:00 This, David?

WILL

0:02 Hey, David, this is will service trade. Do you have two minutes?

DAVE

0:04 Yeah.

DAVE

0:07 It sure. What do you got?

WILL

0:08 I appreciate it, Dave. I see the child do mechanical service and we help core for duration and other companies with tracking work quarters, managing maintenance and repair and showing your value to your customer to grow your revenue. How are you?

DAVE

0:13 Yep.

--- Wrap-up ---

DAVE

0:23 We, we've... we've got all that covered. We got an ERP here that takes care of it.

WILL

0:27 Okay. Cool. What kind of ERP are you all using?

DAVE

0:31 Build ups?

WILL

0:32 BuildOps? Okay, cool. And what are you liking about BuildOps?

DAVE

0:33 Yeah. All right.

DAVE

0:38 It's good deck tool, good for the customer. It's good reporting. It's good... good. We like it.

WILL

0:47 Okay. Yeah, sounds like I'm giving you good information to the customer.

WILL

0:53 Is there anything that you would change about it if you could?

DAVE

0:57 No, not at the time.

WILL

1:00 Okay. Cool. And... and can you tell me a little bit about these... these reports that you're given to these customers? Like what kind of information are you sharing with them?

--- Wrap-up ends ---

DAVE

1:12 Whatever they ask, look, you know, where they're looking for, how much they've spent on certain pieces of equipment, total spend on, you know, the year, just things like that.

WILL

1:25 Okay. Gotcha.

WILL

1:28 And then, how are you keeping track of like when these recurring services or do?

DAVE

1:35 It auto populates?

WILL

1:40 Okay.

WILL

1:43 And when you guys are… are like finding additional repairs out there on your customer site, how are you capitalizing on all those opportunities getting as much pull through revenue as possible?

                              DAVE

1:52 That's all tracked through BuildOps through the work quarter?

                              WILL

1:58 Okay. And so, are you… are you quote not every one of those repairs you're fine.

                              DAVE

2:03 Yeah.

                              WILL

2:04 Okay. Cool. How do you know that?

                              DAVE

2:09 I know that I don't understand the question. How do I know that the… the work or the notes are put into the work order and we send that information off to the customer, what needs to be done?

                              WILL

2:21 Okay.

                              WILL

2:25 And so, who is like actually like generating these… these quotes?

                              DAVE

2:31 Any one of a number of people could be an account, can coordinator account manager… dispatch?

                              WILL

2:40 Okay. And so, if… if like one of those people were to miss that repair quarter, forget to do it that day. How would it, how would you guys make sure that I got taken care of?

                              DAVE

2:51 Well, it doesn't go anywhere until it gets taken care of.

                              WILL

2:58 Okay.

                              WILL

3:01 So, it sounds like you have no way to verify like that. All the repairs have been coated out?

DAVE

3:11 Okay.

WILL

3:14 So, that might be something that we can help with. My giving you a list of everything that's found, everything that you've quoted out everything that you have.

--- Wrap-up ---

WILL

3:23 And would it be a ridiculous idea to continue the conversation with us this week or next and see how this works?

DAVE

3:29 Yes, I really, we're... we're really good with build up. So it's yeah, it would be a waste of your time... alright, you bet?

WILL

3:35 Okay. Well, I appreciate you letting me know. Are you going to MSC by chance?

DAVE

3:40 I'm not, but somebody else from our company is.

WILL

3:43 Okay. Well, I know that you're busy with work right now, but I would highly recommend stopped by the Booth. Do you know who that person would be? So I can send them or... or Booth info?

DAVE

3:55 I'm not sure, but I know that they do stop by the Booth section.

WILL

4:00 Okay. Well, I appreciate your help David.

DAVE

4:01 Alright... you bet. No problem. Bye.

WILL

4:04 Bye.

The End