



# Call with Critical Systems Services - John Van Ness

Susan Warren with Critical Systems Services  
Recorded on 8/2/23 via SalesLoft, 2 min.

## Participants

### **SERVICE**TRADE

Susan Warren  
*Territory Manager*

### **CRITICAL SYSTEMS SERVICES**

John Van Ness  
*Service Manager*

# Topics

*Call Setup* ..... 0:00

# Transcript

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

--- Call Setup ---

JOHN

0:00 Critical systems. This is Patrick.

SUSAN

0:04 So...

SUSAN

0:24 Okay.

SUSAN

0:30 Hi. Can I speak to John please?

JOHN

0:35 Sure. Is this John vines, John goobed? Do you know the left the?

SUSAN

0:37 John did not?

JOHN

0:40 Vines, yeah. Give me one moment.

JOHN

0:55 Hello?

SUSAN

1:05 Hi, John. This is John. Can you hear me?

JOHN

1:07 Hello?

JOHN

1:11 Yes.

SUSAN

1:12 Hey, John, this is Susan Warren calling from service trade. Does that ring a bell from about a year and some change ago?

JOHN

1:21 Yes. How are you doing?

SUSAN

1:22 Good, good. Hey, I just had you on my list to check in with you to see how things are going over there.

--- Call Setup ends ---

SUSAN

1:28 So, on the notes that you guys were leaning towards build up about a year ago, and just wanted to see how things are going?

JOHN

1:28 We're fully live with it, pretty much 90 percent of the business is run through BuildOps, everything between the service, the estimating projects, invoicing, all of it's going through BuildOps.

SUSAN

1:54 Gotcha. And that's going pretty well. The onboarding went pretty smoothly. Okay. Well, I'm happy to hear that. If you run into any snags, you know, definitely, let us know. And just last thing for, are you guys at more than 10 tax that in the field or fewer?

JOHN

1:58 Yes, yes, yes.

JOHN

2:13 Substantially larger, yes.

SUSAN

2:15 Gotcha. I'll update my notes, but thank you for taking the time and like I said, if you need anything, you know, definitely let us know.

JOHN

2:23 Awesome. Thank you.

SUSAN

2:24 Thanks. Bye.

*The End*