



# **Call with Interstate Mechanical Contractors, Inc. - Chris Twarowski**

Chris Resta with Interstate Mechanical Contractors, Inc.  
Recorded on 1/8/24 via SalesLoft, 6 min.

## **Participants**

### **SERVICETRADE**

Chris Resta

*Associate NorthBoundary Account Executive*

### **INTERSTATE MECHANICAL CONTRACTORS, INC.**

Chris Twarowski

*Preventative Maintenance Sales*

# Topics

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# Transcript

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

CHRIS RESTA

0:00 Hey, Chris, it is also Chris, I am reaching out over to a company called ServiceTrade. Did I catch you at the minute?

CHRIS TWAROWSKI

0:00 Interstate mechanical service? This is Chris.

CHRIS TWAROWSKI

0:12 Sure. Go for it.

CHRIS RESTA

0:13 Okay. And I'll keep it real brief. I know kind of catching out of blue.

CHRIS RESTA

0:17 The company that I'm with, is called ServiceTrade.

*--- Type of work ---*

CHRIS RESTA

0:20 We are a field service management tool for the guys out in the field. So we help with like scheduling and dispatching, but really to, you know, simplify their workflows for scheduling. And, you know, I just kinda wanted to reach out and see if you guys have any sort of software in place for, you know, more of the service side of things.

CHRIS TWAROWSKI

0:37 Yeah, I think, the guys are we're using the XXI platform?

CHRIS RESTA

0:42 Xi, okay for service and I saw it looks like, are you involved more in the like preventative maintenance kind of sales side of things?

CHRIS TWAROWSKI

0:43 Yeah, yeah. Yeah.

CHRIS TWAROWSKI

0:51 Yeah, yeah. That's all I primarily do business development and sales.

*--- Type of work ends ---*

CHRIS RESTA

0:56 Yeah. Okay. Cool. Because I was gonna say, so this is gonna kinda sound confusing but there's a product that's below us that is called Northboundary. It's part of service rate. What that is used for is it helps contractors win more profitable maintenance inspection contracts and really just helps you guys kind of manage the sales process. Giving you guys, you know, industry specific tools to ensure good margins on your proposals, but I was gonna see if you guys have like a dedicated platform for that.

CHRIS TWAROWSKI

1:26 So IO, I can't say that we do, but, we do have a quoting tool that we use that's got a CRM embedded in it called shark bit. It's it's not.

*--- Accounting integrations ---*

CHRIS RESTA

1:37 All right. Okay.

CHRIS TWAROWSKI

1:43 I don't know how, what I mean? It's not like service not service channel, but... I slipped my mind. It's it's basically, it's...

CHRIS TWAROWSKI

1:54 It's a program that was built by.

CHRIS TWAROWSKI

1:59 Something like original honeywell programmers that kind of started, you know, understanding, the need for maintenance back in like, the seventies and eighties matter of fact, the one gentleman that was part of it is actually still part of that organization is like a consultant. I guess it's the best word to call them at this point. So.

CHRIS RESTA

2:18 Yeah. Okay. So you guys have?

CHRIS TWAROWSKI

2:20 But yeah. So I guess you could say, we do. We, we have something on that front also.

CHRIS RESTA

2:24 You do? Okay, cool. I just wanted to check in and see how is that, you know, system platform going for you guys, shark fight that you guys are using for more of the kind of sales side?

--- *Accounting integrations ends* ---

CHRIS TWAROWSKI

2:33 I think it works well. I mean, it's like anything it's you know, it's got its ups and Downs and it's clunkiness here and there, but it's just recently been purchased by another group and there's been some changes. So, you heard of BuildOps?

CHRIS RESTA

2:47 Yeah. I've heard of BuildOps very familiar with.

CHRIS TWAROWSKI

2:49 Okay. So, so BuildOps, I guess it's recently acquired the shark bite brand. I guess it's probably a nice way to say it. So, so there's been, some upgrading, some improvements even in the short amount of time that BuildOps has been part of it. So again, like I said, all in all, it's fine, right? A lot of it still comes back to, you know, we've got a lot of flexibility and freedoms with it, to adjust and make things work for our market, which is, I think one of the things, that we tend to like about it a lot because I mean, I'm sure you understand, right? Every markets, not every market but market is definitely going to have, some big waxing and waiting between them. So.

CHRIS RESTA

2:57 Yeah.

CHRIS RESTA

3:17 Yeah.

CHRIS RESTA

3:28 Yeah. And we definitely deal with like a, you know, the service market, the fire protection market, the commercial market, not as much the residential market, but even the industrial market is something that we kind of deal with day today. Now, we're in the sales market as well.

--- *Purchase decision* ---

CHRIS RESTA

3:43 So just wanted to see if you'd be open to kind of doing a demo. Obviously, I know you guys have something in place maybe set in stone but just more of a comparison seeing if this would be worth the conversation maybe later down the road when you guys are kind of evaluating things, you know, if that kind of.

CHRIS TWAROWSKI

3:41 Okay.

CHRIS TWAROWSKI

3:57 So, so I don't I mean, I would not be, the person, to make that decision or pull that kind of trigger.

--- *Purchase decision ends* ---

CHRIS TWAROWSKI

4:05 But if you'd like I can give you, I can give you a sales manager's e-mail address and you'd be welcome to send him something and let him make some reviews, with the ownership.

CHRIS RESTA

4:14 Yeah, yeah. By all means that's all I was hoping to do kind of put this on your radar for when that time is right for you guys. But yeah, there's a good. Yeah... I'm good to go.

CHRIS TWAROWSKI

4:18 Okay. Yeah. So, let me know when you're ready.

CHRIS TWAROWSKI

4:24 So, his first name is Greg. So, Greg, and the last name is Sage, which is S, as in Sam andidge...

CHRIS RESTA

4:27 Okay.

CHRIS RESTA

4:34 Okay.

CHRIS RESTA

4:36 IDG. Okay.

CHRIS TWAROWSKI

4:38 Yeah. And then his e-mail address is just as a first initial, and his last name?

CHRIS RESTA

4:42 Okay.

CHRIS TWAROWSKI

4:43 At interstate mechanical dot com.

CHRIS RESTA

4:46 Interstate... mechanical. Dot. Com. Okay, cool. I'll send him an e-mail kind of like an overview of what Northboundary is, what it does just to see if it might be relevant for you guys later down the road?

CHRIS TWAROWSKI

4:51 Yep.

CHRIS TWAROWSKI

4:58 Yeah, definitely. He's he's for sure, the starting point in some value in it discussions, with the ownership, which we are still just a locally owned organization. So, we see ownership in and out of our facility two, three, four times a week, so.

CHRIS RESTA

5:15 Yeah. All right. Fair enough. Ma'am. Well, hey, I appreciate your time and kind of, give me that time today and, you know, we'll go ahead and send Greg an e-mail here in the next two minutes. And then I'll just leave my number for him in case, you know, he doesn't want to reach out or has any kind of specific questions.

CHRIS TWAROWSKI

5:29 Yeah, sounds good. Chris.

CHRIS RESTA

5:30 Sounds good, Chris. Awesome, man. Well, you have a good rest of your day. I appreciate it. All right. Bye.

CHRIS TWAROWSKI

5:33 All right. Thanks both of you too, man. Good bye.

*The End*