



Call with Carmine Air Conditioning, Inc. - Gary Carmine

Chris Resta with Carmine Air Conditioning, Inc.
Recorded on 7/5/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Chris Resta

Associate NorthBoundary Account Executive

OTHER

Gary Carmine

Transcript

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GARY

0:00 Thank you for calling prime mechanical. Can I help you?

CHRIS

0:00 Yeah. Hey, it's Chris, I was trying to get in touch with service manager.

GARY

0:10 Chris.

CHRIS

0:10 Yeah.

CHRIS

0:12 Rest, does... rest, does the last name?

GARY

0:12 Chris, who?

GARY

0:16 Okay. And what's this in regards to?

CHRIS

0:19 So, I just had a few questions about maintenance agreements more on the commercial side. I was just trying to find the best to speak with.

GARY

0:28 Okay. Are you a customer of ours? Because he's training somebody today. So I don't know if I can help you?

CHRIS

0:31 Yeah.

CHRIS

0:36 Okay. No, I'm not a customer of as, to answer your question.

GARY

0:41 Okay.

CHRIS

0:44 I'm with a company called service trade or the software platform for like commercial and mechanical contractors to?

GARY

0:52 Yeah, you guys have called us quite a few times during the last month. So, I don't know if we're on some hit list or something, but we are with BuildOps. We've been with them for about three years now. We're in a really good contract. We're not looking to change anything. So, I don't know if you guys wanna take us off your list.

CHRIS

1:07 Okay.

CHRIS

1:14 Yeah, I can definitely do that. I apologize that, you know, they've been calling it's like my first week on the job. So.

GARY

1:21 It's okay.

CHRIS

1:24 I was just trying to, yeah, just see kind of what you guys had in place. If there are anything, you know, if you guys have been with them for three years, I mean, I'm sure there's things that, you know, you like, and, you know, things that you don't like. So, I was just trying to gather some information and, you know, see exactly, you know, what you guys are using it for, if that makes sense?

GARY

1:43 Yeah. Well, I can answer those questions, but I can tell you that we're in a fantastic price range and we're familiar with your guy's company and we're not gonna be changing software companies. So we use them for everything. They have billing capabilities. And then we set up jobs and service calls and we do the preventive maintenances within the, and we quote through the software as well.

CHRIS

1:49 Okay.

CHRIS

1:54 Yeah, understandable. And we're not looking.

CHRIS

2:03 Yes.

CHRIS

2:11 Okay.

CHRIS

2:13 And from what I've heard like, you know, build apps.

CHRIS

2:18 You know, from other customers that I've talked to that we work with. I've heard that, you know, that implementation can take, you know, quite a while. Is that something that you guys ran into getting set up with them or?

GARY

2:28 A little bit, but that's also a reason why we don't want to change anything because it's working well and.

CHRIS

2:33 Yeah, I mean...

GARY

2:38 Yeah, it didn't take that long. Actually, we did a lot of, the, I guess the setup before they turned it on.

CHRIS

2:46 Okay. And I really just had one one last question for you. Is the work, that you guys do? Is it more like commercial or is it more residential? What would you say is like the split on that between the commercial and residential work?

GARY

2:50 Sure.

GARY

2:58 We don't do hardly any residential.

CHRIS

3:00 Okay. And the reason I ask that question and why it's important to us is because we're you know, platform that's geared for strictly the commercial side of business, and that's why I wanted to reach out and just see kind of how you guys are set up and, you know, see if it would be worth just taking a look at what we have. I'm not asking you guys to switch. Obviously if, you know, you like what you have set up but it wouldn't hurt to take a look.

GARY

3:23 We, we just don't have the time. I'm so sorry, we're short staffed and... it's painful to make a change with our technicians and everybody learning on the curve and we're happy with what we have. So, I'm sorry, but no.

CHRIS

3:27 Okay.

CHRIS

3:32 Yeah.

CHRIS

3:37 No, you're all good. I appreciate you filling me in on that and yeah, I appreciate it. All right. Yep, have a good one. Bye.

GARY

3:45 Okay. Thank you. Bye.

The End