



Call with Oliver Mechanical Inc - Tim Foscitt

Billy Dicken with Oliver Mechanical Inc
Recorded on 10/27/22 via SalesLoft, 5 min.

Participants

SERVICETRADE

Billy Dicken
Territory Manager

OLIVER MECHANICAL INC

Tim Foscitt
Service Manager

Topics

<i>Call Setup</i>	3:04
-------------------------	------

Transcript

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

BILLY

0:00 Hello?

TIM

0:00 Thank you for calling Oliver mechanical in Manchester, New Hampshire. If you know, your party's extension, please dial it now. Please choose from the following menu options for the service department to include only service tickets or any service related issue. Press one for the recruiting department press.

BILLY

0:21 Okay.

TIM

0:29 Mechanical...

BILLY

0:30 Hi, I was calling for Tim. Hi, Tim. This is Billy became with service trade. How are you this morning? I'm doing great. Thanks. Hey, I was good. I was reaching out because, you know, we're a field service management software for commercial contractors, you know, help with your work order management and all your preventative maintenance, recurring services. And, you know, ultimately helping, you know, increase your service revenue, and this was kinda checking in with, you see kind of what process you guys are using. And if you guys are on software or are still doing?

TIM

0:32 This is.

TIM

0:36 Good stuff.

TIM

0:46 Okay.

TIM

1:04 We, yeah, we are, we're actually on with BuildOps, we on them just about two years now.

BILLY

1:10 Okay. I gotcha. How is that going?

TIM

1:13 So far? So good. It's been a pretty good software, right? Fairly new. We haven't been around as long as some of the others, but they've been really great as far as working with us and kind of setting up the system to how we want it to work. You know, we were kind of part of their beta testing process, so.

BILLY

1:18 Right.

BILLY

1:30 Yeah, I bet. Because, yeah, I mean, we're aware of BuildOps, you know, and yeah, we've been around for, you know, around 10 years, so, but yeah, we knew that they were a newer software. So I'm just saying, I guess how that was going, how many picked you guys running with them?

TIM

1:48 We're at eight right now.

BILLY

1:50 Okay, cool. Is there anything you think you could, they could do a little bit better? What's one of the little hang ups you have a little?

TIM

2:00 Actually, we really in all honesty haven't, had a whole lot. They've been pretty great as far as changing the processes and the back end to make it work for how we want it to work kind of thing and making that match our process anytime we run into kind of a little hiccup or roadblock, they've been able to resolve it for us pretty quick.

BILLY

2:20 Yeah. Yeah. I gotcha. Well, that's cool. I mean, I'm not trying to get you a switch overnight or anything. It sounds like they're doing a pretty good job for you. I'd love to kind of show, you know, kind of our platform a little bit just to compare and see if it's something that, you know, might help you out a little bit more, no sales pressure or anything. But just to kinda see maybe a comparison of it.

TIM

2:43 We probably could, I'm pretty well jammed up. Let's see this week next week is pretty rough for me. Maybe something like the week of the fourteenth.

BILLY

2:50 Yeah. What about?

BILLY

2:54 Okay. What's a good day for you? I'm pretty open that week since it's a couple of weeks out, what's the best day for you? Like Tuesday or?

--- Call Setup ---

TIM

3:04 Let me take a look here and see what I got.

TIM

3:08 So...

BILLY

3:08 Monday just kinda get, you know, kinda hectic.

TIM

3:11 Yeah, it looks like I'm fairly open Tuesday, Wednesday that week.

BILLY

3:15 Okay. You wanna do like in the morning or afternoon? You wanna do like a nine o'clock or 10 o'clock...

TIM

3:20 Yeah, that morning would be good.

BILLY

3:22 Okay. Let's let me put you down nine am on the fifteenth... and we can kind of walkthrough what we do is and you can compare a little bit and we can talk about both and see what, maybe, you know, we might be able to help you with a little bit better or not, you know, whatever, but that's around about H, actually, still, are you on Quickbooks?

TIM

3:27 Sure.

TIM

3:45 We are not, no.

BILLY

3:47 Okay. What are you guys using for accounting?

TIM

3:49 In fact...

BILLY

3:51 Okay. And are they, are you doing that manually build ups, integrating with it?

TIM

3:59 Nope. Yep. It all integrates over.

BILLY

4:01 Okay. Sounds good. And you guys just doing all commercial, right?

TIM

4:07 For the most part, a little bit of revenue but not a whole lot.

BILLY

4:10 Mostly HB AC, you're doing the whole gamut?

TIM

4:14 Just H back, Tim, H back and river?

BILLY

4:17 Okay. Alright. Well, I'll send you over a Google invite, Tim. Let me make sure I got the correct email for you. Is it a T foscett at Oliver mechanical?

TIM

4:29 Yes.

BILLY

4:30 Dotcom. Our Oliver mechanical. Inc. Dot. Com. Yep. Okay. Yeah, I'll send you over a Google invite for the fifteenth at nine and well, kinda show you what we got. Okay. Alright. Thanks, Tim. Bye.

TIM

4:34 Inc. Dot com. Yup.

TIM

4:44 Sounds good. Thank you.

The End