



Call with MAS SERVICES - Mike Roderick

Ben Bilhorn with MAS SERVICES
Recorded on 2/9/23 via SalesLoft, 2 min.

Participants

SERVICETRADE

Ben Bilhorn
SDR

OTHER

Mike Roderick

Transcript

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

MIKE

0:00 Hello, it was Mike.

BEN

0:01 Hey, Mike. This is Benjamin with service trade. How are you doing?

MIKE

0:05 Pretty good, Ben. How are you?

BEN

0:07 I'm good. Did I catch you at a decent time in?

MIKE

0:11 Yeah. What can I do for?

BEN

0:12 Yeah. So I wanted to get in touch and kinda just pick your brands a little bit, like I said, I'm with service trade. So we're a field service management software. I don't know if you're familiar at all with us, but we help out with things like, you know, making your text more efficient, able to get more jobs, helping you guys, you know, get more repair revenue from your existing maintenance agreements, that kind of that kind of stuff. So, I wanted to see, you know, right now how you guys ensuring that you can get the most out of your technicians right now.

MIKE

0:17 Okay.

MIKE

0:21 Your name?

MIKE

0:44 Well, right now, we are... we just signed up with a new software at, and it's got some awesome stuff involved with it.

BEN

0:54 Gotcha. What did you guys on going with?

MIKE

0:58 So, hang on. I can think of the name of it. We have, we just signed a contract. We're not doing it yet. It's gonna take a couple of months.

BEN

1:06 Right.

MIKE

1:09 Off the top of my head, I can't even think of the name of it with some of the, what's some of the ones out there right now.

BEN

1:14 I mean, build ups, you know?

MIKE

1:17 BuildOps BuildOps is the one.

BEN

1:20 Is it really interesting? Okay. Gotcha. Okay.

MIKE

1:21 Yeah, we just signed up for BuildOps. We're using ESC right now and these is outdated. So we know that for us moving forward, we're gonna have to do something better. So we just signed up for BuildOps and they just demoed it in our shop a couple of weeks ago. I think we're going live with it on may first.

BEN

1:26 Okay. Yeah.

BEN

1:42 Okay.

BEN

1:44 They first go live date interesting. Okay. Well, let me ask you this. Do you mind if I keep up with, you know, as... you know, as you go through the implementation, I guess, you know, once you guys hit that, go live date, check in and see how everything's been working for you guys?

MIKE

1:45 So...

MIKE

2:00 Yeah, check in with me. Give me a month or two after that, so we can see how it's going.

BEN

2:04 Okay. Perfect. Well, do, but yeah, other than that, you know, best of luck. And yeah, we'll keep in touch.

MIKE

2:12 Yeah, I appreciate it. Thanks for the call... all.

BEN

2:14 Yeah, likewise. Bye bye.

The End