



Call with Gingerich Clean Burn Inc - Josh Gingerich

Trey Wood with Gingerich Clean Burn Inc
Recorded on 2/24/21 via SalesLoft, 6 min.

Participants

SERVICETRADE

Trey Wood
SDR Manager

GINGERICH CLEAN BURN INC

Josh Gingerich
Operations Manager

Topics

<i>Implementation and ongoing support</i>	1:46
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Transcript

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

JOSH

0:00 Hey, Josh Kramer, and this is Brenda.

TREY

0:02 He'd been, is Trey, what can I speak with Josh? Please?

JOSH

0:04 Sure. Just a minute. Do you have a business name?

TREY

0:08 Yes, Trey, whatever it service trade.

JOSH

0:10 Okay. Just a minute, ask us for details. In most cases, the payment will be less than your heating Bill. What I showed you how much money you can say, we'll be back to your call in just a moment. Thank you for calling your call is next.

JOSH

0:31 All waste oil furnaces are not alive. Superior engineering. Makes all the difference. Okay. Thank you for holding. This is Josh.

TREY

0:39 Hey, Josh, is Trey with somebody over at service trade. How are you? Yeah, I wanted to follow up with you, man. I'm I know that we had talked in the past a little bit about service trade. We had actually worked on with you guys a little bit. You, Josh, I mean, you, our goal and then, you know, we were talking about streamline that process, you know, helping you guys fill out those work orders in the field, things like data until I didn't know kind of where you guys do it and wanted to follow up today. And it was a great fit. You guys that were on help and help desk. Are you guys still using that and the Dropbox for your, you know, your work order and things like that?

JOSH

0:42 Doing well?

JOSH

1:13 No, we boy, probably in June. We decided to go with BuildOps.

TREY

1:24 Man. I heard a little bit about that. What you... you gave me your experience? How was it?

JOSH

1:32 Well, we're still with them now?

TREY

1:33 Okay. I heard they haven't implemented any body, so I didn't know if that was something you guys ran into as far as, you know, not really know what a timeline of when they were going to kind of get things up and running?

--- Implementation and ongoing support ---

JOSH

1:46 No, they, you heard that they had an implemented anyone?

TREY

1:50 Yeah, her, did they, so what... what one of our customers came to us and they... they were in implementation period and agreed to be part of a basically a trial, you know, because they were, they had just started and that we had heard that they were, you know, keep getting pushed back or when they were expect to go live and get their input, you know, the full implementation process. So I... I wanted to kind of check and see what you had heard and see if that was something maybe you would experience door, if... if you were guys were in the, you know, the trial phase as well. Didn't know if that was going well or not.

JOSH

2:27 Yeah, we would be. So we implemented in, we went live in September then and...

TREY

2:34 Okay.

--- Implementation and ongoing support ends ---

JOSH

2:38 Yeah, it's been, it's... it's been good. It's... been a... been a couple of bumps in the road, but... overall... overall, well, yeah... we... we plan to work as of now. We're planning to stay with them... but who knows how things will continue to go. So, yeah, it's... yeah, I don't know how anyone else his experience has been, but.

TREY

2:46 Yeah.

TREY

2:55 Okay.

TREY

3:03 Yeah.

TREY

3:10 Yeah. You know, it's a... it's a start up, you know, anytime you, you're... you're you know, you're buying from somebody knows in the... in the early stages of developing that kind of software company. Danny was logical get different experiences. So I'm glad that you guys are at least having a pretty decent experience so far. Man. I wanted to just reach out today and see kind of where your guy's head was and see if that would be something worked out, you know, trying to kick off a call and taking a deeper look at some of the, you know, the updated things we've done to the platform, you get, you know, more of a... a filler for some other options. If that... if that continues to go, you know, where some of those bumps in the road maybe are frustrating or some things that maybe you guys might want to reconsider. I mean, I would want me to give you guys some other options to look at and see kind of where you guys stood on that man.

JOSH

3:10 Yeah.

JOSH

3:57 Yeah.

JOSH

4:00 Well, I appreciate the call. I think right now we're... we're planning to stay with, stay where we're at. But if we would ever.

JOSH

4:13 If we would ever choose to kinda leave or trying to find something else, we definitely have you guys in mind. I know we were... we were kinda close before and there were some, I think there was one or two bigger that we thought were important things that you guys didn't have, and I can't remember what those are anymore, but also, we hadn't been really been with a software company. So I think I can... I can only speak for myself but I think.

JOSH

4:47 You're you without know, without doing it, you don't really know what the most important things are. And then, yeah. So that's been a, it's just such a large process to undertake and get your priorities and what... what is most important and what you have to let fall by the wayside. So.

TREY

5:06 For sure, for sure. And that's... that's kind of... there's you know, there's pros and cons to each one. So, you just get a file which was gonna work best for you guys at row with this one guy that, that's working well for you, man. And I don't wanna, you know, people when you up here. So I'll let you run here, but I will circle back to you that's okay, man. And that four months or shows you'd be the exchange Josh?

JOSH

5:08 Yeah.

JOSH

5:28 Sure. Yeah.

TREY

5:29 Okay. Alright. Sounds good, man. Well, I'll touch base with you in a couple of months. It will try to go from there. Yep, hey, thank you, Josh. Bye.

JOSH

5:34 Okay.

JOSH

5:36 Thank you. Bye.

The End