



# **Call with C.E. Mechanical, Inc. - Michael Martin**

Ben Bilhorn with C.E. Mechanical, Inc.  
Recorded on 9/5/23 via SalesLoft, 2 min.

## **Participants**

### **SERVICETRADE**

Ben Bilhorn  
*SDR*

### **C.E. MECHANICAL, INC.**

Michael Martin  
*Manager, Operations*

# Topics

*Call Setup* ..... 0:00

# Transcript

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--- Call Setup ---

MICHAEL

0:00 Hello?

BEN

0:00 Hey, Michael. Hey, this is Benjamin with service trade. How are you doing?

MICHAEL

0:02 Yeah.

MICHAEL

0:07 Good.

BEN

0:08 Good. Did I catch you at a decent time, man?

MICHAEL

0:12 Yeah. I just wish you would have emailed me.

BEN

0:16 No worries. You told me to.

MICHAEL

0:18 What, what is it? I can do for you?

BEN

0:20 Yeah. So, I'm with service trade. I emailed you last week. He told me to give you a call back five minutes just to like qualify me, I guess. So. Yeah. So ServiceTrade, we are a field service management software. So we help companies like you guys with things like making your technicians more efficient, helping you guys get more jobs, helping you guys sell more.

MICHAEL

0:27 Yeah.

MICHAEL

0:30 Yup. What, what is it you need?

MICHAEL

0:46 In what sense? Though? What, what do you mean by field service software be more specific?

BEN

0:50 Yeah. So, yeah. So, we handle all of your work orders, scheduling, dispatching, you know, customer experience or things like after service reports, customer portal, that kind of stuff. Does that, does that make sense?

MICHAEL

1:06 Yeah. I know exactly what you're talking about now and we already have a system that we just started December of last year.

BEN

1:13 Okay. Gotcha. What system did you guys end up going with, you know?

MICHAEL

1:16 BuildOps?

BEN

1:18 Okay. Gotcha. How's that been? How's that gonna work in?

MICHAEL

1:21 No, I'm not happy with it personally. So.

BEN

1:24 Well, here's, what I'll say, man, I reached out because my territory managers in the area, I'm you know, I understand. I'm not suggesting like, hey, come look at service trade right at the moment. But software sales, is the long game, right? I like to keep relationships going with all the companies in my territory. Like you guys, I would love to have Katie stop by.

MICHAEL

1:40 Yeah.

MICHAEL

1:47 Hold on a.

BEN

1:51 You know, say.

MICHAEL

1:52 E-mail me, some times. Okay? And then I'll, look at it and let you know. So I'm right in the middle of something. Does that sound good? All right. Thank you. Bye bye.

BEN

1:56 Okay. Got you. No worries. Yeah, yeah, for sure. Thank you. Bye bye.

*The End*