# Call with MK Mechanical - Brandon Knight

Chris Resta with MK Mechanical
Recorded on 10/16/23 via SalesLoft, 2 min.

## Participants

### SERVICETRADE

Chris Resta
*Associate NorthBoundary Account Executive*

### MK MECHANICAL

Brandon Knight
*Owner*

# Topics

# Transcript

### BRANDON

0:00 This Brandon?

### CHRIS

0:02 Hey, Brandon, it's Chris rest server service trade. Did I catch you at a decent time this morning?

### BRANDON

0:08 Can I help you with? Yeah.

### CHRIS

0:12 Yeah. And I'll keep it real brief just hoping to make an introduction. So, the company that I'm with, I'm not sure if the name would ring any bell service trade. We're the software specifically designed to, you know, help commercial service contractors with simplifying the workflows for scheduling, you know, managing the work orders and especially driving sales, but we're just gonna see if you had some time to kinda talk about, you know, your current process. So together, we could just better understand if, you know, our platform is worth a deeper conversation?

### BRANDON

0:24 Yeah, sure.

### BRANDON

0:35 Yeah. So, we went with.

*--- Pricing ---*

### BRANDON

0:43 BuildOps about a year ago. Yeah. And it's finally gotten to the point where it's 100 percent self running and you're comfortable with it? All the texts are trained on it. So making a change is something we wouldn't be interested in anytime soon.

### CHRIS

0:45 That's okay.

### CHRIS

0:54 Yeah.

CHRIS

0:59 Yeah. And then that makes total sense. Especially if it's you know, getting to that point where 100 percent self running... I was gonna ask if that's something that, you know, you're typically kinda taken care of or, you know, is there anybody else involved with that, you know, side of?

BRANDON

1:04 Yep.

BRANDON

1:14 No, it'll be me. Yeah.

CHRIS

1:16 It is okay.

CHRIS

1:18 You know, how was it getting up and running initially? Everything kinda goes. Yeah. Okay.

BRANDON

1:22 I had, no, it was far from smooth but it took a while, but we're at that point now, I mean, there was several hiccups along the way, you know, our implementation managers leaving and us having to wait for a new one. And it just, it was, should have been a six week process. It took about six months.

CHRIS

1:27 Okay.

--- *Wrap-up* ---

CHRIS

1:44 Man.

BRANDON

1:45 But in any event, we're good go now.

CHRIS

1:49 Yeah. All right. No worries. Man. I'm not gonna, you know, obviously bug you with that, but would there be a, you know, a good time to follow up here? Maybe in like six months, eight months just to second see how you guys are doing. Okay, cool. I'll shoot for that, Brandon, you know, other than that, I appreciate your time this morning. I hope you have a good one, take care.

BRANDON

1:59 Yeah, that's fine.

BRANDON

2:06 Yeah, man. You too. Thanks.

## *The End*