



Call with Carpenter Electric - Bob Terry

Kevin Ascencio with Carpenter Electric
Recorded on 8/10/22 via SalesLoft, 7 min.

Participants

SERVICETRADE

Kevin Ascencio
Account Manager

CARPENTER ELECTRIC

Bob Terry
Vice President, Operations

Topics

<i>Call Setup</i>	0:23
<i>Pricing</i>	5:02

Transcript

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

KEVIN

0:00 Yeah.

BOB

0:00 Thank you for calling Carpenter electric. Please be advised that all calls may be recorded to schedule service, press, to request an estimate or check on a permit, press three to speak to a service or project manager, press four to pay an invoice. Press five.

BOB

0:21 To speak with Charles or Chuck, then crew.

--- Call Setup ---

BOB

0:23 So press one for Mike Herbert, press two for Orlando Esteve as press three to repeat this message, press star to return to the previous menu press pound.

BOB

0:39 To speak with Charles or check then crew. So press one for Mike Herbert, press two for Orlando Esteve as press three to repeat this message, press star to return to the previous menu press pound.

BOB

0:55 Thank you for calling Carpenter electric. Please be advised that all calls maybe recorded to schedule service press to request an estimate or check on a permit, press three to speak to a service or project manager, press four to pay an invoice, press five for accounts receivable, or any billing questions? Press six. For accounts payable, press seven. For any other administrative accounting or HR items, press eight for a dial by name, directory, press nine or press zero to speak with an operator.

KEVIN

1:10 Yeah.

BOB

1:33 Thank you for calling Carpenter electric. Please hold for the next available agent.

BOB

1:43 Good morning. And thank you for calling Carpenter electric. This is Francis. How can I help you?

KEVIN

1:47 Good morning. My name is Kevin. I was wondering about has people at a service manager place?

BOB

1:53 Okay. Can I help you?

KEVIN

1:56 Are you, are you the service manager?

BOB

1:58 Yeah, I'm the service manager coordinator, everything it was out.

KEVIN

2:03 That's awesome. Okay. Well, like I mentioned, my name is Kevin. I'm calling from service trade. Do you have a quick minute to chat?

--- Call Setup ends ---

BOB

2:09 Sure. Go ahead.

KEVIN

2:11 Okay. Yeah. So, so we're trying to solve for that to find for mechanical companies that will help with things like managing at work quarters, scheduling, and dispatching and quoting from prepares, how, how's the Carpenter electric currently managing your work quarters? Are you guys running on paper if they're using the current software?

BOB

2:26 No, we use the software?

KEVIN

2:28 Okay. Who you guys currently using?

BOB

2:32 BuildOps?

KEVIN

2:33 Build out.

KEVIN

2:36 All right. Are you guys mainly what, what's your guys main like painful? You guys do mainly, I'm like service and repair, you guys mostly Construction.

KEVIN

2:49 You do both?

KEVIN

2:52 Okay. And you guys mainly focused on commercial or residential properties?

BOB

2:56 We do both?

KEVIN

2:57 People to, okay?

KEVIN

3:01 For the commercial side, you gotta do mainly commercial. Do you get the more residential and commercial?

BOB

3:07 Actually, we have a lot of both.

KEVIN

3:11 Okay.

BOB

3:12 Yeah, surprising.

KEVIN

3:15 Gotcha. Okay. And with BuildOps, I haven't I've seen a lot of build up, but I haven't heard of many people using BuildOps, how to build. I was waiting for you guys. Okay?

BOB

3:25 It's a dual program to my understanding. Well, it's new for us. So, right now, we're in our history trials of it.

KEVIN

3:33 So, you're still in the trials of it?

BOB

3:35 Right. We've been try out for a couple of months now, so far, so great. It's pretty good so far?

KEVIN

3:38 Okay. How's it been?

KEVIN

3:42 Yeah. Okay. How does it work for the commercial side?

BOB

3:46 What do you mean?

KEVIN

3:48 Like, is it just as efficient as it is? We'll residential with the commercial side?

BOB

3:53 Yeah, the system works, is it just goes by the property. So, whether it's quite sure or residential as I was saying.

KEVIN

4:00 Okay.

BOB

4:01 It's not like you have to navigate a different way.

KEVIN

4:04 Okay. Okay. And how does it work with service history? Like are you guys would access history from previous jobs or anything like that?

BOB

4:12 Yes, he's all attached to the customers.

KEVIN

4:15 Gotten 16 with equipment history.

KEVIN

4:20 Okay. Okay. Well, the reason for my call today because here at service trade, we focus on the commercial side of this businesses and, you know, I highly recommend taking a look at a demo service trade being that we are...

KEVIN

4:38 The leader in the market for commercial, we have 30 minute demonstration going on right now, and they walked through the platform. The territory manager would answer any questions you have about the platform and they just go through everything that the platform does, even if you're just looked at it to kind of compare the trial you guys are doing with BuildOps. Have you guys?

--- Pricing ---

KEVIN

5:02 Signed your contract yet? We've built out for a year or two years or anything like that. Here. You guys still just trying it out?

BOB

5:08 I think that's more on the CFO, he's the one that does that board, not necessarily as a service. So I can't say for certain.

KEVIN

5:14 Gotcha. Got it. Okay. Is there a better way for me to reach that individual?

BOB

5:23 Yeah, he doesn't have a phone that he picks up, but I can take your information and give it to him but he doesn't actually just have like an extension or anything like the rest of us in office?

KEVIN

5:28 Okay. Perfect. Good, man.

KEVIN

5:32 Got it. Got it. Okay. Product for a better huh.

BOB

5:35 No problem. Yeah. So, what was your name?

KEVIN

5:39 My name is Kevin?

BOB

5:44 And you said what was the name of your company again? Kevin?

KEVIN

5:46 It's called service trade.

BOB

5:48 Service trade. Alright? And if you have a number, I can give it to him.

KEVIN

5:53 Yes, ma'am is two zero nine.

KEVIN

5:57 Five five four.

KEVIN

6:00 Two, three four, one.

BOB

6:04 Right, right. And then it's two nine, five five, four, 23 41.

KEVIN

6:07 Is correct. Yes, ma'am and quick question for you. How many electricians you guys have that to service and repair?

BOB

6:15 We have about 40 50 locations, so it's quite a few.

KEVIN

6:19 Okay. And all those 40 and 50, they all do service and Construction or are they kinda split?

BOB

6:25 They all, they all do both.

--- Pricing ends ---

BOB

6:27 But, you know, depending on what type of contract the jobs or projects we do, we put, you know, we send out the ones that we know works best on certain jobs.

KEVIN

6:34 Wouldn't be better for that job, of course. Yeah. Okay. And for, with BuildOps, you guys have your accounting system integrated with BuildOps?

KEVIN

6:46 Okay. What do you guys have? Quickbooks? Gotcha. Okay?

BOB

6:49 Yep.

KEVIN

6:53 Alright. Well, yeah, if you don't mind pass that information along and I'll be waiting for a call back.

BOB

6:58 Yeah, absolutely. Thank you so much. Kevin. Have a great day.

KEVIN

7:02 So, you as well. Thank you very much.

BOB

7:04 Yep. Bye bye.

KEVIN

7:05 Bye bye.

The End