



Call with Quality Refrigeration - Ryan Charyshyn

Meda Piner with Quality Refrigeration
Recorded on 1/17/24 via SalesLoft, 5 min.

Participants

SERVICETRADE

Meda Piner
Territory Manager

QUALITY REFRIGERATION

Ryan Charyshyn
General Manager and Project Manager

Topics

<i>Call Setup</i>	0:00
<i>Wrap-up</i>	3:44

Transcript

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

--- Call Setup ---

RYAN

0:00 Quality.

MEDA

0:01 Hey, it's Meda. I'm calling for Ryan?

RYAN

0:04 Yes, speaking.

MEDA

0:05 Okay. Ryan, it's Meda pioneer with ServiceTrade. How you doing?

RYAN

0:09 Good. How are you?

MEDA

0:10 Good. Yeah, I had the pleasure of meeting with Megan yesterday and we just had a couple of questions. So I'm glad I caught you. Do you have a quick two minutes to chat?

RYAN

0:20 Literally, I have two minutes, I'm about to hop on a, actually another phone call, but yeah, I have a quick two minutes.

MEDA

0:25 Okay. If you run, no worries. She kind of all talked about is trying to figure out what you'll we're looking for because I know you all use us before left and are coming back now. So I was just trying to get my bearings and, she mentioned really the only big need was you guys having an integration with Quickbooks and then talking back to each other. And I had sent her over a video of what that entails because we know software in this industry does a two way integration. So most is gonna be the same that you guys currently have, correct? So she didn't want to proceed with the demonstration until she got confirmation from you all, that would be okay?

RYAN

0:48 Yes.

RYAN

1:00 One way. Yeah, yeah.

MEDA

1:13 Okay.

RYAN

1:15 Yeah. I know, any like third party program, whether it's ServiceTitan, ServiceTrade, field ops, wherever it is. It's only one way integration.

MEDA

1:23 Correct. Okay. I think she was under the connotation that was kind of a need to have to be a two way but, okay. Yeah, yeah, exactly. That's that's that was kind of why I called you so perfect. And then I know you have to run, I would love to chat with you guys about kind of why you left and why you're coming back. She wasn't totally sure on that front. So I will try to reschedule with Megan and I'd love for you or whoever else that was there back end to be included in the call.

RYAN

1:31 Well, there are none.

RYAN

1:35 Yeah.

RYAN

1:58 Yeah. I mean, I don't really remember, I think we started signing up for it, but.

--- Call Setup ends ---

RYAN

2:04 I think actually, I'm the one who signed up for it, but I think the biggest thing that we found out was... or...

RYAN

2:12 So we're currently using ServiceTitan which we actually don't like, but we're locked into it and our biggest thing is it doesn't cater to our needs.

MEDA

2:16 Yep.

RYAN

2:24 We're more commercial. We're actually heavy commercial industrial. We don't really do any residential. So, you know, we have facilities that have, you know, 20 30 pieces of different equipment. And in order to, you know, have assets or, you know, we call them equipment assets. You can't really do that and service tight and you have to have a location for every unit, which is a pain in the butt. And if I remember.

MEDA

2:29 Correct.

MEDA

2:40 Yeah.

MEDA

2:43 Correct. Doesn't work. Yeah, it's a residential software at the end of the day, you know?

RYAN

2:49 Yeah. And, and that's kind of where we were at with ServiceTrade as well. It didn't really cater to the industrial commercial side of refrigeration, which is what we do.

MEDA

2:52 Okay.

MEDA

2:59 We, we got to pause because we only do commercial. That is our niche.

RYAN

3:03 Well...

RYAN

3:05 So, yeah, I mean, it's really up to Megan. I know we've been looking into field ops or FieldEdge or field ops, BuildOps or something like that. So that really cater to just, you know, they have literally if you go on, I think it's on.

MEDA

3:11 Okay.

MEDA

3:16 Okay.

RYAN

3:22 Field ops or BuildOps, one of the two, but they, yeah, yeah, they literally have maybe BuildOps. I don't remember, but.

MEDA

3:24 BuildOps probably.

MEDA

3:29 I hope it's field ops and not FieldEdge because you guys would we get into the same situation as titan? Yeah.

RYAN

3:32 Yeah.

RYAN

3:35 Yeah. Well, anyway, the one actually, I found it, they literally have their own like pain refrigeration contractors, which in my opinion is awesome because no other site or a program offers their own specific page for refrigeration contractors.

--- *Wrap-up* ---

RYAN

3:51 So people see hvacr and that's we're refrigeration.

MEDA

3:44 Cool.

MEDA

3:51 Yep.

MEDA

3:57 Yep. Makes sense. Cool. Well, that's good context. Yep.

RYAN

3:58 So... yeah, talk with Megan. Yeah, talk with Megan if you want to set something up with her, she knows what we need and she can always, you know, give us a rundown and I think we're gonna make a decision at the end of this year when we're out of the ServiceTitan contract and whichever program, you know, best fits our needs, we're gonna probably make the move on. So.

MEDA

4:18 Yeah. So, would it be more advantageous for us to touch and do this all closer to the end of the year? Because not that you guys won't remember, but I don't remember what I had for dinner last week, so.

RYAN

4:32 Yeah. No, well, I'm gonna leave it up to Meghan. She's she's taken charge of it. It's on her plate, to figure out, what she thinks and she's gonna, you know, put the pros and cons together. So I would just communicate with her to be honest with you already.

MEDA

4:41 Okay.

MEDA

4:45 Okay. All right. No problem. Well, I appreciate the context you answer my call, I'll reach out to Megan and we can go from there.

RYAN

4:54 Awesome. I appreciate it.

MEDA

4:56 All right. Thanks so much, Ryan. You have a good one. Thanks.

RYAN

4:58 You too. Take care bye.

The End