



Call with Early Services Inc - Jim Garrie

Brian Corridore with Early Services Inc
Recorded on 10/23/23 via SalesLoft, 7 min.

Participants

SERVICETRADE

Brian Corridore
SDR

EARLY SERVICES INC

Jim Garrie
Service Manager

Topics

| | |
|--------------------------------|------|
| <i>Purchase decision</i> | 0:56 |
| <i>Type of work</i> | 1:18 |
| <i>Type of work</i> | 3:00 |
| <i>Type of work</i> | 4:20 |

Transcript

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

JIM

0:00 Thank you for calling early services. Our office hours are Monday through Friday from seven a. M till three 30 PM. If you know, your party's extension, you may dial it at any time for the company directory, please press one. If this is an after hours emergency, please press two.

JIM

0:21 Welcome to the company directory. Please dial the first three digits of the last name of the person you.

JIM

0:32 Thomas, dial one two.

JIM

0:40 Your call now being forwarded, please hold. This is Thomas.

BRIAN

0:46 Hey, this is Brian with surface trade. I think we got disconnected there.

JIM

0:50 Yeah. Somehow, let's see BuildOps.

BRIAN

0:52 Yeah. Sorry about that.

--- Purchase decision ---

JIM

0:56 Is a veteran home company?

BRIAN

0:58 Yeah, you're looking at build ups. Okay, awesome. Okay.

JIM

1:02 And there is one more.

JIM

1:05 I think we got further along with where all this stuff is in a decision making phase.

BRIAN

1:11 Okay. Gotcha. So, the fact that you guys...

JIM

1:13 Which means that you have plenty of opportunity to send me that info.

--- *Type of work* ---

BRIAN

1:18 Yeah, yeah. No, I definitely will send you some information that, that's why I was asking so many questions just to make sure I send you over the right info?

BRIAN

1:25 You guys more geared for the commercial industry, you would say?

JIM

1:28 Yeah... not residential.

BRIAN

1:32 Okay.

JIM

1:33 Only time we do residential, anything if, yeah, it had to be a family or a friend or something like that?

BRIAN

1:34 Yeah. So, so no residential at all?

BRIAN

1:41 Okay. Gotcha. Okay.

JIM

1:41 But that's not where attention is gathering.

BRIAN

1:47 Yeah, no, that totally makes sense. Okay? And you guys more focused on like preventative maintenance agreements, and service?

JIM

1:56 Yeah, both.

BRIAN

1:58 Okay. Yeah, honestly?

JIM

1:59 So, we have a Construction side. We have a plumbing side. We have a service side.

BRIAN

2:03 Okay.

BRIAN

2:05 Okay. How, how long are your projects usually lasting on the Construction side of things?

JIM

2:09 Man... I tell you we got 23 jobs now and we have projects have and start it and we'll not start probably till the middle of next year. Yeah, if that kinda gives you any kind of...

BRIAN

2:19 Wow.

BRIAN

2:21 Okay. Gotcha.

BRIAN

2:28 Yeah, sure. Sure. Okay. Yeah, honestly, I mean, it does sound like this is, you know, good timing, for me to make this call to you because you guys are obviously looking at some softwares, but I mean, we're definitely more geared for that commercial side of things. And like you said, being able to communicate with text in the field is pretty important to you.

--- Type of work ends ---

JIM

2:45 Very...

BRIAN

2:46 Yeah. So I mean, just based on what you're telling me, I would definitely recommend taking a look at what ServiceTrade has to offer, definitely not asking you

to purchase anything right here and now, but we'd definitely like to get you in, and, you know, schedule a demo with you just to kinda show you some more.

JIM

2:56 Right. And you?

--- *Type of work* ---

JIM

3:00 Okay. Yours is service trade. The other one is called service tighten.

BRIAN

3:05 Okay. Yeah, yeah. I speak with tons of folks who use service tighten. I will say, I mean, they're you know, nothing against them but they are more geared for the residential side of things... build apps, I know, is very similar to what we do.

JIM

3:09 Okay.

JIM

3:16 Okay.

--- *Type of work ends* ---

BRIAN

3:19 But I mean, the fact that you guys are looking at some new stuff. I mean, I would definitely recommend, you know, taking 30 minutes just to take a look at what we do.

JIM

3:26 Okay.

BRIAN

3:27 Because, we definitely, are, you know, very capable, of, you know, that back and forth communication from tech in the field in real time?

JIM

3:35 Okay.

BRIAN

3:35 So, I mean, mornings or afternoons usually work a little bit better for you?

JIM

3:39 Mornings are always afternoons like now, you caught me right fro, but it out the door, but...

BRIAN

3:42 Okay.

BRIAN

3:45 Okay. So, looking towards the end of this week, let me pull up my calendar here would like a Thursday or Friday usually be a bit better for you?

JIM

3:47 Mornings are always better.

JIM

4:00 Yes, sir.

BRIAN

4:01 Okay. And I guess just so I know who to put you with here. How many technicians do you guys have out in the field there?

JIM

4:10 Altogether.

BRIAN

4:13 Yeah, let's do altogether.

JIM

4:14 Or you're trying to get me to break down to departments because that's gonna take a little time.

--- *Type of work* ---

BRIAN

4:20 Yeah. So let's go with altogether. And then I was really more curious on the service side of things, but yeah, altogether works as well.

JIM

4:22 Altogether, there's about.

JIM

4:27 On the service side this?

BRIAN

4:30 10 checks, okay. And then altogether, I would imagine it's a lot more than that.

JIM

4:32 On the...

--- *Type of work ends* ---

JIM

4:36 About 40 40 technicians.

BRIAN

4:38 Gotcha. Okay. So, I'm gonna put you here with.

JIM

4:40 And that would include some helpers, and, you know what I'm talking about?

BRIAN

4:44 Yeah, yeah, absolutely. So.

JIM

4:46 Some grouping.

BRIAN

4:49 All right. So that's gonna be someone on our mid market team?

BRIAN

4:54 Give me one sec. All right. So, looking at this Thursday, you said mornings are better for you, right?

JIM

5:01 Yeah.

BRIAN

5:02 Okay. So I can put you here with our territory manager Jack?

JIM

5:04 But...

BRIAN

5:09 Now, he's looking pretty busy this week. Okay?

JIM

5:14 You can even do it next week. My friend, I'm not going to place.

BRIAN

5:16 Okay.

BRIAN

5:18 Sure. Would, yeah, Monday is looking Monday or Tuesday looking a little bit better on my end? Would, would that work with you?

JIM

5:24 Yeah, that works for me too.

BRIAN

5:29 Okay.

BRIAN

5:31 Okay. So, would eight am be a little too early for you?

JIM

5:36 No, we can get it in and, get it, get in and get the information and kinda have the rest of the day to kinda go over stuff. So, yeah, let's do that.

BRIAN

5:37 Okay.

BRIAN

5:45 Okay. So, looking at?

BRIAN

5:48 November second here at eight a. M. Okay. All right. So, so what I'm gonna do is I'm just gonna shoot you over a calendar invite for that. It'll have a Zoom link in there.

JIM

5:50 Yes, sir.

BRIAN

5:59 And that's gonna come from me myself. That's Brian dot corridor at ServiceTrade. Dot com. Could you just do me a huge favor? Whenever you see that come in? Do you mind just clicking accept on that? Just so I know it got to your e-mail...

JIM

6:06 All right.

BRIAN

6:16 But, but it won't come in, for a few minutes here.

JIM

6:21 Come home, but hold me.

BRIAN

6:23 Okay. All right. Yeah, I'll let you go, but I will send over that calendar invite in just a few minutes here.

JIM

6:33 Yeah, excuse me, ma'am, I'm a prior marine too. So I'm just opening honest as I can be. I'm as part of who I am.

BRIAN

6:37 Okay.

BRIAN

6:40 Hey, no, I definitely appreciate the candor. I definitely appreciate that more than just telling me what I wanna hear, but, yeah, no, I'll let you get going here. I'll send over that calendar invite and then I'll give you a call like the day before, just to make sure everything's good to go for that.

JIM

6:46 No, I can't...

JIM

6:55 Okay.

BRIAN

6:56 All right. Well, hey, I really appreciate your time, and your services as well. And yeah, we'll talk some more next week then.

JIM

6:57 Thank you.

JIM

7:03 All right, my friend, I appreciate it. Thank you for calling me. All right. Bye.

BRIAN

7:05 Yes, sir. Have a good one.

BRIAN

7:08 Bye bye.

The End