



Call with Ventilation Solutions - Gary Mayfield

Brian Corridore with Ventilation Solutions
Recorded on 10/10/23 via SalesLoft, 3 min.

Participants

SERVICETRADE

Brian Corridore
SDR

VENTILATION SOLUTIONS

Gary Mayfield
IT Executive

Transcript

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GARY

0:00 Ventilation solutions.

BRIAN

0:02 Hey, good morning. Sorry. Is this Gary?

GARY

0:05 This is Tim.

BRIAN

0:07 Hey, Tim. My name is Brian. I was hoping to reach Gary if he was around today.

GARY

0:12 Okay. One second, please?

BRIAN

0:13 Okay.

GARY

0:18 This scary.

BRIAN

0:29 Hey, Gary. Good morning. This is Brian over with service trade. Do you, do you got a quick minute?

GARY

0:36 Sure. What's up?

BRIAN

0:38 Awesome. I'll be super brief for you. I do appreciate it. So, not sure if ServiceTrade rings a bell. We, we spoke with you about six months ago, but we're a software specifically designed for commercial service contractors just to help simplify workflows for scheduling, managing work orders and helping drive some more sales. So the last we spoke, I know you guys were with somebody else but just kinda wanted to see what, your process was for. You know, what, what's going on

these days? And, you know, are you guys on a pen paper system or do you have a software you're using right now?

GARY

0:49 Yeah.

GARY

1:05 Nope. We, we actually use BuildOps as our system, so.

BRIAN

1:09 Okay. Awesome. How long have you guys been with them?

GARY

1:14 Just about a year? I mean, we just converted off pen and paper with them, so.

BRIAN

1:16 Okay.

BRIAN

1:20 Right. Okay. And what are you guys using that for?

GARY

1:25 Just tracking our small service. We, we have a very small service part. We, we only have two technicians. So that's we're not a huge scale service. Most of ours is, you know, new install stuff and we don't track it through that.

BRIAN

1:31 Okay, problem.

BRIAN

1:39 Okay. So you do more installs than, you know, prevented a maintenance and service, and that kind of stuff. Okay?

GARY

1:46 Correct. Yeah. It, it's a very small portion of our business.

BRIAN

1:50 Okay. And any plans, on growing that side of the business? The preventative maintenance agreements or, you know, service side?

GARY

1:55 Not at the moment... because they're again with only two technicians, we can only do so much and, you know, the...

BRIAN

1:58 Okay. Gotcha.

BRIAN

2:03 Yeah. No, I totally understand that. Okay. So, would you say you guys, are more commercial service, or do you do more residential?

GARY

2:13 It's actually more commercial industrial.

BRIAN

2:17 Okay. Any of that include like multi family homes or duplex apartment complexes, things like that?

GARY

2:22 No, no. It's it's just like commercial industrial plans and things of that nature?

BRIAN

2:27 Okay. Yeah. No, that makes sense. All right. Well, might not be the best fit for you, but I do appreciate, you know, you at least hear me out and, you know, take my call today.

GARY

2:35 Yeah, we do. Yeah, we don't do any residential at all. So that we actually got out of the residential about a year and a half ago, so.

BRIAN

2:39 Okay. Yes. So, I mean, we're...

BRIAN

2:45 Okay. No, that's awesome. So, we're 100 percent geared for the commercial service industry. But if you guys are, you know, more heavy on the installs rather than like prevented a maintenance agreements or, you know, that service department, you know, probably wouldn't be, you know, the best fit for you then?

GARY

2:59 Yeah. And like I said, we've only been on this system about a year, so we're not looking to swap before we've even got this one, you know, figured out all the way. So.

BRIAN

3:03 Yeah, yeah, totally. I get it. Totally get it. Okay. Well, maybe I'll check in with, you know, down the road just kinda see where things are at. But, but now, I really do appreciate, you know, having a conversation with me today.

GARY

3:18 All right. No problem.

BRIAN

3:19 Awesome. Well, have a great week. Thanks bye.

GARY

3:21 Thanks.

The End