



# Call with Rts Mechanical LLC - Ron Spande

Emily Whitehurst with Rts Mechanical LLC  
Recorded on 12/13/22 via SalesLoft, 4 min.

## Participants

### **SERVICE**TRADE

Emily Whitehurst  
*Territory Manager*

### **RTS MECHANICAL LLC**

Ron Spande  
*President*

# Topics

<i>Wrap-up</i> .....	2:41
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# Transcript

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RON

0:01 Are TS mechanical? This is Mila.

EMILY

0:03 Hi, I'm calling for Brad, please?

RON

0:05 Sure. Can I let them know who's calling?

EMILY

0:07 Yeah, this is Emily white horse with service trade.

RON

0:10 Okay. System in Emily?

EMILY

0:12 Okay.

RON

0:46 Good afternoon. This is Brett.

EMILY

0:48 Hi, Brad. My name is Emily white, her some calling over from service trade. Did I catch you at a good time?

RON

0:54 Yeah, I got a few minutes program with today.

EMILY

0:56 Awesome. Yeah. So service trade, it's not sure if that rings a bell for you at that field service management tool built for the commercial service industry. So, things like tracking work order history, quoting dispatching. So, I know we had spoken with Ron in the past and he had told us to follow back up with you. So I was just curious if you guys are currently using a software platform for that kind of stuff kind of what your processes these days?

RON

1:22 Yeah, Emily. So I'm sure you're familiar with this, you know, life's all about timing, right? And I think timing is a little bit off. We have about five, six months ago.

RON

1:33 Start integrating into a new software platform we went with that we've we actually went with BuildOps.

EMILY

1:36 Okay.

EMILY

1:39 Okay. I gotcha. So are you guys doing more like new Construction and install work compared to like service and repairs?

RON

1:48 No. This one actually is the opposite. It's more geared towards the service and repair side and we're an issue honing the projects and Installation site into as well?

EMILY

1:59 Okay. I gotcha. So are you guys, I know last time we had spoken, you guys were more focused on like install rather than like services and repairs. Is that still the case?

RON

2:12 It is, but there's an effort to more level love that I guess.

EMILY

2:17 Okay. That makes sense. And you said you guys have been using it for about five or six months and if I'm working out, okay, so far?

RON

2:25 Yeah. Like anything there's some growing pains, but yeah, it's evolving and improving quickly.

EMILY

2:31 Okay. I gotcha. So is there maybe a time, you know, in the future for us to follow back up, you know, better timing.

--- Wrap-up ---

RON

2:41 You know, it's going to be a tough road to whole, right? Emily, but if you wanted to reach out in six months and as things get sideways and it's always good to know what our options are, right?

EMILY

2:51 Yeah, yeah, definitely. And I can send you out an email just with like my information and just to kinda keep in your back pocket. If, you know, things do go 1,000 you change your mind because we're just setting up again like 30 minute demonstration just to kinda walk you through the platform, get you a look at, you know, something else. If it turns out you're not happy with BuildOps?

RON

3:10 Yeah. Sure. They'd be fine. Like I said, options are just.

EMILY

3:11 Alright. Okay. And what's a good email for you, Ron?

RON

3:16 It's it's pretty tough code to crack here, Emily, but it's gonna be Brad at Rts mechanical dotcom.

EMILY

3:23 But, yeah, that was a tough one.

RON

3:25 Yeah.

EMILY

3:27 All right. Well, then I'll send you over an email just with some like information about service trade at my direct line. So then if you know, anything changes, you can reach out to me in the future.

RON

3:36 Sounds like a plan. I appreciate it, Emily.

EMILY

3:38 Okay, awesome. Yeah. Thank you so much for your time. Have a good one bye.

RON

3:40 Thank you. Bye.

*The End*

