



# Call with Gingerich Clean Burn Inc - Clayton Gingerich

Billy Dicken with Gingerich Clean Burn Inc  
Recorded on 7/6/22 via SalesLoft, 9 min.

## Participants

### **SERVICETRADE**

Billy Dicken  
*Territory Manager*

### **GINGERICH CLEAN BURN INC**

Clayton Gingerich  
*Owner*

# Topics

<i>Call Setup</i> .....	0:00
<i>Wrap-up</i> .....	8:52

# Transcript

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

--- Call Setup ---

CLAYTON

0:00 Getting a disclaimer and this is Brenda.

BILLY

0:02 Hi, Brenda. I was calling for Josh.

CLAYTON

0:05 Sure. Can I tell him who's calling?

BILLY

0:06 Sure. It's Billy Dixon.

CLAYTON

0:08 Okay. Just a minute.

BILLY

0:10 Thanks.

CLAYTON

0:11 Last two bottles, clean, burn furnaces have been tested and approved worldwide and are built from the ground up to efficiently. He'd your shop all winter long and ask us to show you the difference when we return to the line.

CLAYTON

0:29 Thank you for holding. This is Josh.

BILLY

0:31 Hi, Josh. This is Billy picking with service trade. How are you today?

CLAYTON

0:35 Good. How are you?

BILLY

0:36 I'm doing good. Thanks. Hey, I know that we had reached out to you guys in the past and I think even looked at a demo a couple of years ago, just wanted to kind of revisit with you guys, see where you're at the server still ring a bell service trade ring a bell for you?

--- Call Setup ends ---

CLAYTON

0:52 Yeah, yeah, I do remember doing that demo.

BILLY

0:57 Okay. Cool. And then it looks like in my notes that you guys decided to kinda go a different direction. Did you guys end up implementing the software?

CLAYTON

1:06 We did. Yeah, we implemented.

CLAYTON

1:11 Later that.

CLAYTON

1:14 Early fall summer.

BILLY

1:16 Yeah. Would you guys end up going with?

CLAYTON

1:20 BuildOps?

BILLY

1:22 Okay. And how's that been going for you? What does that do for you?

CLAYTON

1:29 It's similar to service trade, same.

CLAYTON

1:34 Geared more toward commercial. I can't I think you guys can't remember if you guys were geared more residential or commercial?

BILLY

1:42 Now, we're residential software. We don't really mess with the residential side very much. You know what I mean? We can handle a little bit, but we're really geared for the commercial industrial, you know, contractor. Yep.

CLAYTON

1:54 You are okay. Yeah, that's... a little bit similar to them, probably.

CLAYTON

2:05 But so far it's been good. They're...

CLAYTON

2:11 Kind of starting out or they were when we started with them. So.

BILLY

2:16 Yeah, I haven't heard many people actually gets actually going with them because I know it's a little bit, you know, newer and, you know, in there, you know, trying to be similar obviously as us too. We just been around much longer but yeah, so you can have one of the, maybe the first guy I talked to you that is actually started up with them, so.

CLAYTON

2:23 Okay.

BILLY

2:48 How is, so they're doing kind of all you're quoting from the field and scheduling dispatching, you know, all the, all your recurring services deficiency reporting.

CLAYTON

3:01 No, so they do not. They?

CLAYTON

3:05 Well, we're not use you're not utilizing them for everything at this point.

BILLY

3:11 What are you using them for? Like what I'm sorry?

CLAYTON

3:11 Like quote?

CLAYTON

3:14 The, the service side at this point to service our service side only.

BILLY

3:20 Right. And so, with that service side, whatever, like what exactly does it do for you? What are you using it for using something else to do? Are you using a couple of different things to kind of take care of everything?

CLAYTON

3:34 We're using, well, we have Quickbooks and then.

BILLY

3:36 Yeah.

CLAYTON

3:38 And then we have for dispatching and the mobile app, and all the service... getting back to the shop, communicating with the service guys. All that stuff is taken care of through them. But then.

CLAYTON

3:53 We would still no finance integration with them yet.

CLAYTON

4:00 We don't really have any are set up for our sales guys isn't really?

BILLY

4:01 Right.

CLAYTON

4:09 Conducive for we haven't found, I don't think I can't recall anymore. But as I were like service trade specifically, but I remember says we didn't find any software that really worked for the quoting because we have kind of a unique system at this point. So.

BILLY

4:27 Yeah... yeah, no, that's and that's why I was calling Josh is because I know we've done it. It's been a few years and things change it in integrations change and everything gets updated and things like that. But I mean, we're we have a native integration with Quickbooks for one thing. As far as your quoting system goes... you know, I'd love to get you back on a demo just to kinda see how we look now and see if something that would fit you guys a little bit better. And then that getting, you know, not trying to get you to switch overnight for BuildOps or anything like that. I know you've you know, I'm sure you've invested a little bit in that, but I'm just to kinda take another peak and see if it's something that might help you down the line.

CLAYTON

5:12 Okay. Well, I think as of now we will hold off on that.

CLAYTON

5:20 I guess.

CLAYTON

5:22 Yeah. I should probably wonder if I... still have my notes from.

CLAYTON

5:30 From that, what have you guys, what new have you guys implemented any big new things?

BILLY

5:39 I mean, I don't know. I, you know, I've just started working here about five months ago. I'm just the one that sets up the demos. That's a great question to ask your territory manager, you know, with a followup demo, you know, I won't I'm sure it won't be as long as the first one would probably be about 30 minutes. I'm just too. So you can, you know, when I put it in the notes, I'll say, you know, you guys have done a demo before what you, it's really wants to see what's new, what's something that could be different from the last time, you know, but I know there are some different features that they've we've rolled out lately with some.

CLAYTON

5:40 In the past two years.

BILLY

6:19 You know, some upgrades so, but I don't like I said, I'm not the one that shows the software. I'm just kinds of one that makes it sets up the time for you guys. But like I said, I'd love to just set you up for 30 minutes in the next week or two just to get to give you a refresher and see if it's something that you might wanna look into down the line, you know?

CLAYTON

6:43 Okay. I would, can you put a note to call, get back with us in the spring of next year?

BILLY

6:56 Yeah, I can, but I'm sure it'll be, I don't know well, that's gonna stick around. I'm sure I'll be in a different role and, you know, with these roles, is there a, I guess a specific reason why you wanna kinda hold off to take a peek?

CLAYTON

7:13 Well, right now, we're like that's the time we would look to make a change or to assess where we're at right now. We're not, we, yeah, we're not in that mode right now. Got other things going on. So it's a little late to do that now.

BILLY

7:22 Yeah.

BILLY

7:31 How many? Yeah. Yeah. How many texts do you guys have currently out in the field?

CLAYTON

7:44 About 10.

BILLY

7:46 10, okay. Because I was just, I was, the reason why I ask is, you know, with a company that's your size, it has over 10 tax, you know, it's it takes a little time to implement it, you know? And I'm not saying it needs to look at the software, you know, in the next week or so. I would just keep this in mind on, you know, when you're looking at it and you want to implement it and things like say, you look at it again, you really like it, you want to change, right? You know, it's gonna take a while to get started. So, you know, I would look at it just to, and like I said, I wouldn't have to set it up today, but I would look at it just to kind of give you refresher, see if you want to go that route because it, it's not something we, it's going to be implemented overnight. You know what I'm saying? Josh?

CLAYTON

8:32 Yeah. Yeah. But we're not gonna look at anything until the spring. So it's not, I'm gonna forget that, but once that comes around and.

BILLY

8:34 Yeah.

BILLY

8:37 Okay. And then, yeah. And then...

BILLY

8:42 Yeah. So if we do it in the spring, you're looking, if you did like if you would look to switch maybe in the summer, is that what you're thinking?

--- *Wrap-up* ---

CLAYTON

8:52 Yeah, yep.

BILLY

8:53 Okay. Alright. Well, yeah. Well, let me make a note in here and we will reach back out with you guys here in about, I don't know six, eight months. Does that sound all right?

CLAYTON



9:05 I'm sure.

BILLY

9:09 Okay. You know, about eight months is right around the spring, right? Okay. Unless you want us to call you earlier... but yeah, I'll make a note in here and we'll get back with you, okay, Josh?

CLAYTON

9:13 Yeah, yep.

CLAYTON

9:22 Okay. Yep. That sounds good.

BILLY

9:24 Alright. Well, you have a great one. We'll talk to you later. Thanks bye.

CLAYTON

9:27 Thank you too.

*The End*