



# Call with Eckardt Electrical - Diana Johnson

Abdul Sesay with Eckardt Electrical  
Recorded on 10/13/22 via SalesLoft, 6 min.

## Participants

### **SERVICETRADE**

Abdul Sesay  
*SDR*

### **ECKARDT ELECTRICAL**

Diana Johnson  
*Director of Safety, Health and Env*

# Topics

<i>Call Setup</i> .....	1:45
-------------------------	------

# Transcript

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

DIANA

0:00 Sorry, I didn't find anyone with this name. Thank you for calling the Eckardt group for accounts payable, press two. For accounts receivable, press three. For electrical service requests. Press four. If you know the name of the party you are trying to reach, you may say it at any time to speak to the attendant, press zero.

DIANA

0:37 If you have finished, press the pound key.

DIANA

0:47 If you have finished, press the pound key.

DIANA

0:57 Sorry, I found too many people with similar names.

DIANA

1:07 Sorry, I could not find a similar name or menu option.

DIANA

1:13 Thank you for calling the Eckardt group for accounts payable. Press two. For accounts receivable, press three. For electrical service requests. Press four, if you know, than.

ABDUL

1:17 Okay.

--- Call Setup ---

ABDUL

1:45 Hey, how you doing? Sir. I was calling to speak with a service manager.

DIANA

1:54 I'm not necessarily the manager but I'm close enough.

ABDUL

1:58 I got you. Say, yes, sir. I'm calling with a company called service trade. Did I catch you at a good time? You got a minute?

DIANA

2:08 I got just demanded them by the walk into a meeting.

ABDUL

2:11 Okay, man. I'll be real brief. So, I was service trade. What we are, we're a field service management tool, like we handle things like work order management, scheduling and dispatching and quoting for peers, then I was calling just to see like how you guys currently like managing those things that you guys are running on a software? Are you guys right now? Pen and paper?

DIANA

2:30 Now, we run off a software.

ABDUL

2:32 Okay. Do you happen to know what software you guys are currently running on right now?

DIANA

2:37 Yep. We run on BuildOps.

ABDUL

2:39 On build apps? Okay, build out? So you guys doing more commercial work or are you guys more on the residential side?

DIANA

2:47 We're more commercial.

ABDUL

2:49 Okay. Would you say is like 100 percent commercial?

DIANA

2:53 Yep. We do not, we don't do residential it out.

ABDUL

2:56 Okay, perfect. And like what type of work are you guys doing out in the field? Is it more like service and repairs or are you guys doing more installs?

DIANA

3:07 We do both. Actually, I made fairly large, currently close to 500 employees. We kinda do a little bit every day.

ABDUL

3:15 Okay. Okay. Yeah. The reason why I ask, like with service trade, our platform is more catered to that commercial industrial side of things. We handle like a lot of services and a lot of service. I like repetitive work.

ABDUL

3:30 I was calling to see like how many also have only like service technicians? Do you guys have running on build ups right now?

DIANA

3:38 I wanna say 39.

ABDUL

3:40 39? Okay, perfect. Alright. So like just based off of everything that you've told me, man, highly recommend just taking a look at service trade. Like all we're doing is just like a 30 minute demo of our platform, just show you how we can integrate with your business?

DIANA

3:42 Yeah.

ABDUL

3:58 What days work best for use?

DIANA

4:02 For just looking at it?

ABDUL

4:03 Yes. Yeah. We're just doing like a 30 minute demonstration. There's no sales pressure or anything like that. The it team is gonna come in and pretty much just do a presentation to show you guys the platform. I don't know if there's anybody else that you'd want to be in a meeting and they saw prerecorded too as well. So you'd be able to send it out to like the boss man or wherever the decision maker is.

DIANA

4:31 Yeah. The head, big, Danny and I, I'd have to do with Danny on when he's available, just shoot me your information and how good Danny and hang lines that much.

ABDUL

4:43 Okay. And what was that? What's a good email for you?

DIANA

4:48 Hey, the letter K?

ABDUL

4:49 Yes.

DIANA

4:51 Dot ridge way without it.

ABDUL

4:57 RIDG.

DIANA

4:57 So that's our ad, the GW a Y.

DIANA

5:05 Yeah. And current group dotcom?

ABDUL

5:10 Or group dotcom? Alright, perfect, man. And who'd have a pleasure speaking with again?

DIANA

5:18 My name's cart rejoin? Yep...

ABDUL

5:21 Kurt ridge way, man. Hey, it was really nice speaking with you, Kurt. I'm gonna send you an email and just follow up with you.

DIANA

5:29 Man. Well, thanks.

ABDUL

5:30 Hey, thank you, man. You have a blessed day.

DIANA

5:33 You too.

ABDUL

5:34 Thank you.

*The End*