



Call with Nelson Electric - Bob Burnside

Sean Jenkins with Nelson Electric
Recorded on 7/19/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Sean Jenkins
SDR

NELSON ELECTRIC

Bob Burnside
Service Manager

Transcript

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BOB

0:00 This is Bob.

SEAN

0:01 Hey, Bob, Sean Jenkins giving you a call with service trade, get you had a good time.

BOB

0:06 Yeah, it's a good time.

SEAN

0:08 Cool. Appreciate it. Again. Calling with service trade, we're the software platform for commercial contractors. So we help increase profit by increasing improving your service and project operations, help your text, be more productive and help you sell more service agreements. So, on your website, it looks like you all are doing some service and maintenance work and mentioned preventative maintenance on your website, but is that a big part of your overall revenue or are you doing more like break fix work?

BOB

0:34 Well, you know, we looked at service trade a couple of years ago, and so you guys came down and we talked, I thought it looked like a good product.

BOB

0:47 Management of our company. They went ahead and signed up a deal with BuildOps. I don't know if you're familiar with BuildOps?

SEAN

0:53 Gotcha.

SEAN

0:55 Yeah, quite familiar.

BOB

0:57 Okay. And so we're kinda working with that. We've got that now and so that's the direction they went.

SEAN

1:06 Gotcha. Okay. How was implementation been going? I've heard from a few different companies trying to implement on BuildOps that they're or hiccups throughout the process. And I was just wondering if you've run into to anything like that or if things have been smooth for you?

BOB

1:22 Well, it seems like a pretty raw product and that, you know, it's got this framework to it and, you know, we bought into it and they're trying to.

SEAN

1:26 I see.

BOB

1:37 Adapt it to how we wanna use it. I guess I'd be a way to put it.

SEAN

1:41 Yeah.

BOB

1:42 Instead of coming to us with a structure they came to us with like a framework. And so, it feels like it's kinda custom. It's taken a long time. And so, yeah, a little bit clumsy.

SEAN

1:58 Gotcha.

BOB

2:00 Yeah. And we haven't fully implemented all the features. So I don't know it seems like just a bunch of.

BOB

2:09 You know?

BOB

2:12 There's a loose ends to it. It, it's not real smooth in my opinion and, you know, we jump on some of these platforms and our customers have them and everybody's got, some app or some program that's supposed to make things easier. And I'm not sure it always does.

SEAN

2:31 Yeah. I hear you. That's honestly not far off from what I've heard from other people trying to get up and running on BuildOps where, they have a really good sales

demo. And then when it comes to, you know, when the rubber needs to meet the road, things always seem to be just honestly over promised and under delivered. So, if you are doing a lot of like preventative maintenance work specifically, that's what we specialize in. And, you know, I understand it might not be, the perfect time to consider, you know, looking at something else but would love to, you know, have that conversation, if you think it's kinda getting to the point where you don't feel like BuildOps could be a good, you know, relationship moving forward for your company.

BOB

2:31 So...

BOB

3:12 Yeah, yeah.

SEAN

3:16 Yeah, because based on every...

BOB

3:19 Yeah, they're kinda looped into it now and, they change very slowly and... so.

BOB

3:28 Yeah, yeah. That's just where we're at. I mean, I like, your company's approach and your people and yeah... but it's not where we're at.

SEAN

3:39 Gotcha. Okay. Well, I'm sure. It sounds like you're fully aware service trade. So, sure if there's ever kind of any reason why, you know, you guys would need to look at another solution. We're obviously always going to be here for you. We'd be happy, to help with kind of any issues you're running into because we understand how frustrating that process can be and we have a big, you know, we make a big push to make everything as easy as possible on you for, the implementation process which I'm sure. BuildOps also told you, but I would love, to prove it to you. You know, if that time does come.

BOB

4:14 Okay. All right. Well, thanks for calling. All right. Okay. You too. Bye.

SEAN

4:18 Yep. You got it. Bob. Enjoy this of your day.

SEAN

4:22 Thanks bye.

The End