GONG

Call with Ventilation Solutions - Gary Mayfield

Ian Shearer with Ventilation Solutions
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Participants

SERVICETRADE

Ian Shearer
Territory Manager

VENTILATION SOLUTIONS

Gary Mayfield
IT Executive

Transcript

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GARY

0:00 Solutions, how may I help you?

IAN

0:01 Hey, this is Angie. You're calling for Gary.

GARY

0:05 Sure. Give me just one second. He's on the conference room. I have to give them a phone.

IAN

0:08 Okay. Thanks.

GARY

0:34 This is Gary.

IAN

0:35 Hey, Gary. This is he in here with service trade call and introduce myself, ask a couple questions. You got just a minute. Awesome man. So, y'all are more commercial side, right?

GARY

0:41 Yes, sure.

GARY

0:48 Yes.

IAN

0:49 Perfect. We're a field management tool. We help with things like work history quoting, dispatching tracking and all.

GARY

0:53 We just amboy it. We just implemented one about six months ago. So we're locked in.

IAN

0:59 Who I get you? Who would that be?

GARY

1:03 BuildOps is who we went with for hours.

IAN

1:06 Build ups and how are we like in BuildOps so far?

GARY

1:10 It's growing pains, but it's you know, I think that would be there with any new thing that everybody's having to learn. So, I'm so so far it's been all right.

IAN

1:17 Maybe, do you find that they, I get you and do you find that they help you with stuff like service calls and quoting? I understand that, but that's kind of the general idea of it. But is there any problem with the implementation time or any access? Any problem with customers having access to like a customer portal to like turn quotes around?

GARY

1:40 We don't use anything like that. It's not the type of business. We do. Everything we do is personable quotes and things like that. There is no automated quote to job type things. So like our service manager whenever he close something he quoted face to face with a person in. If they sign off on it, he comes back to the office and sets up a job and things like that. So, and... that's the personal choice. We don't want to do it any other way. It's a heat. It is strictly a corporate policy type deal that's we do person to person communications.

IAN

2:00 What did they could handle a job like that? You know, while they find that efficiency.

GARY

2:19 We, we looked into automating a bunch of stuff and the owners are very much against that. So.

IAN

2:25 Well, I mean, this wouldn't be automating it just be letting people be able to do stuff quicker, right? Like customer discovery and deficiency or excuse me, the tech discovers deficiency, make some notes, sends it back to the office. It's back there and play...

GARY

2:36 Now, we do have, we do that with our current thing where the technicians can send back information to let people know things needs to be done. But, yeah, we're pretty ingrained in this one right now because like I said, we're still in the process of rolling it out and training people. So.

IAN

2:52 Okay. Well, would it be okay to check back in a couple of months and just make sure that the, whatever implementation that was supposed to begin six months ago is wrapping up and getting where it needs to be?

GARY

3:02 Sure.

IAN

3:03 Alright, cool. I'll talk to you soon.

GARY

3:06 Alright. Bye.

The End