



Call with Control Service Center - Theresa Mejia

Brooke Caskey with Control Service Center
Recorded on 9/13/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

CONTROL SERVICE CENTER

Theresa Mejia
Office Manager

Kim Madrid

OTHER

Phone Caller #1

Topics

<i>Pricing</i>	2:05
<i>Wrap-up</i>	3:10

Transcript

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

BROOKE

0:00 Yeah.

PHONE CALLER #1

0:01 Hey, Brooke, Brandon control service center.

BROOKE

0:03 Hey, Brandon. How are you?

PHONE CALLER #1

0:05 I'm well, yourself?

BROOKE

0:07 I'm doing good. What's going on?

PHONE CALLER #1

0:09 Good, good. Hey, I wanted to read, wanted to reach out to you personally to let you know that we have decided to go with another company.

BROOKE

0:17 Okay. Could you give me some context around that?

PHONE CALLER #1

0:19 Definite...

PHONE CALLER #1

0:22 Yeah. The, the platform, it's BuildOps that we decided to go with their platform visually matches really closely to what we currently have, which I think will help us immensely just as a learning curve goes more importantly, their inventory tracks much will fit our business needs much better, we believe, and they were willing to work with us price wise to be very competitive and... just felt like that was a better fit if it was based on personality, you and Jack would have want it hands down. We just think that there's is gonna fit our business model a little bit better.

BROOKE

1:02 Okay. One thing that I heard was that BuildOps doesn't have inventory tracking. Did they physically show it to you?

PHONE CALLER #1

1:12 They did, yes. Yeah. And we actually had a demo from one of their clients to show us as well.

BROOKE

1:14 They do.

BROOKE

1:17 Okay. That's that's good to know. I just, I've recently heard that it was still in beta, but if they showed you, they showed you.

PHONE CALLER #1

1:23 I appreciate that. Yeah.

BROOKE

1:26 I guess aside from the inventory, what other aspects of BuildOps to you look like a better fit than service trade?

PHONE CALLER #1

1:34 Like I said, visually, just the way that their modules look is very close to how our current one looks. And that seemed attractive to us just because it didn't feel so foreign. The inventory was a, big factor though, I would say for sure.

BROOKE

1:45 Sure. And then you brought up that they were pretty competitive on price. And, I thought where we left things off was that we were going to have a conversation around what Jack and I could do in terms of price for you. Have you physically signed something with them yet?

--- Pricing ---

PHONE CALLER #1

2:05 We have not, we, they sent us over the proposal today, and I wanted to touch base with you guys right away... and I don't even have it in front of right now, but it was, you know, per user was, the initial fee was right there with you guys and per user was right there from what you had quoted as well.

BROOKE

2:10 Umhum...

BROOKE

2:13 Sure.

BROOKE

2:21 Sure. But functionality wise, you're at the point now where you think they're a better fit?

--- Pricing ends ---

PHONE CALLER #1

2:31 It just seems, yes, yes. I would say they definitely go in through all of their, you know, between you and them and we tried to be as apples to apples as possible. They just felt like it would be easier to use and fit our business model better.

BROOKE

2:46 Okay. Well, that's fair feedback. I can't say that's what I was hoping to hear, but I always appreciate the, yeah one. Were you involved in the conversation with Anderson mechanical?

PHONE CALLER #1

2:53 Of course, of course, understand.

PHONE CALLER #1

3:01 No, I was not. I think I was on vacation at that point. I think Theresa was.

BROOKE

3:04 Okay.

BROOKE

3:06 Did, did Theresa fill you in on that at all?

--- Wrap-up ---

PHONE CALLER #1

3:10 She did. She was real good about keeping notes and filling in and it was definitely pros from.

BROOKE

3:13 Okay.

PHONE CALLER #1

3:17 You know, pros and cons on both sides and it was not an easy to.

BROOKE

3:19 Yeah, absolutely. Well, I appreciate you letting me know. And, you know, as you look at their proposal, if it comes to the point where you want to hear what Jack and I have to say about pricing, we're still happy to have that call with you, but it sounds like you've made up your mind from here.

PHONE CALLER #1

3:38 Okay.

PHONE CALLER #1

3:41 I believe so. Yeah, like I said, if it was, if it was only based on personality, you and Jack were much easier, but much more fun to deal with. There's. Is just, I think it's going to fit our business better.

BROOKE

3:48 Yeah.

BROOKE

3:54 Sure. Okay. Well, on the last best.

PHONE CALLER #1

3:55 We're really appreciate all your time as well.

BROOKE

3:58 You guys too. Yeah, and especially you and Theresa, and Kyle, everyone that's been on each meeting, but nonetheless, I always wish the companies all the best in the world. And so, I hope that they end up being the right fit for you and that your implementation with them goes smoothly.

PHONE CALLER #1

4:14 If not, you'll definitely be hearing from us.

BROOKE

4:17 Okay. Awesome. Well, I'll save your number. Thanks for everything. Okay, you too. Bye.

PHONE CALLER #1

4:20 All right. Thank you. Broke. Take care, bye.

The End