



# Call with Mark III Construction - Andy Powne

Ben Bilhorn with Mark III Construction  
Recorded on 10/10/23 via SalesLoft, 3 min.

## Participants

### **SERVICETRADE**

Ben Bilhorn  
*SDR*

### **MARK III CONSTRUCTION**

Andy Powne  
*Division Manager, Service*

# Topics

*Call Setup* ..... 0:00

# Transcript

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--- Call Setup ---

BEN

0:00 Hey, Andy. This is Benjamin with service trade. How you doing?

ANDY

0:00 Hey, this is Andy.

ANDY

0:06 Good. How's it going?

BEN

0:07 Good. Did I catch you at a decent time in?

ANDY

0:10 Just finishing up some stuff here? What's...

BEN

0:12 Yeah. So, I don't believe that you and I have had the chance to chat, but I know that you've probably had the chance to chat with some of my colleagues a while back. Are you, do you remember service trade at all? Are you familiar with?

ANDY

0:24 Yeah, you guys bought out Northboundary. Yup.

BEN

0:27 Northboundary, that's exactly, right. Yeah. And we, so our core platform, right? Service trade is a field service management software, right? So we help out with things like making your technicians able to get some more jobs, helping you guys drive or prevent maintenance agreements, execute more on pull-through opportunities, that kind of that kind of stuff. So, I wanted to, I know you're the head of service over there. I wanted to see what you guys ended up landing on for your field service management and how that has been going.

ANDY

0:53 Sure.

ANDY

1:06 We went with BuildOps and we are going to be implementing that here the next month and a half. So, no feedback at this time.

BEN

1:16 Okay. Gotcha. No feedback at this time. Didn't you end up going with them? Because I know that they were in the conversation when we spoke with you guys at the beginning of the year. Why is it taking so long to get on?

ANDY

1:29 They had to build because we have that Sage 300 ancient accounting platform and they were building an integration to go with that they have integrated with other, you know, other platforms that Sage intact, you know, Quickbooks all the rest of that stuff. But just this was one that they had not built out yet. So they're taking too long in that, yes, yep.

BEN

1:40 Really?

BEN

1:53 Okay. I see. Interesting. So, okay, cool. Let's not it. I know that is something that, we do have... quite a bit of experience working with because Sage 300 is still a pretty, I mean, it's old, but it's a pretty common accounting system. So, I'm kinda surprised that they didn't have something available for that. Okay, cool. Well, let me know once I imagine you guys will, have you started like training on how to use BuildOps yet?

ANDY

2:11 Yeah.

ANDY

2:24 We've done some preliminary stuff, but, we're not there yet till... over the next couple of months, we'll start our training process, getting ready to go live.

BEN

2:31 Okay. Gotcha. So you're gonna start implementation next month and then go live, is one exactly like January December? Okay. Gotcha. Okay. Cool. Well, keep me in the loop. You know, obviously, I'm a by source here, but we've been in the business for a while compare to build ups. So, you know, if they don't end up meeting you guys needs, we've got the track record that says we probably will... not just my personal take on it. But, yeah, other than that, I appreciate you chatting with me today.

ANDY

2:38 Is in December?

ANDY

2:44 Yep.

ANDY

2:52 Sure.

ANDY

3:09 Cool.

ANDY

3:12 All right.

ANDY

3:14 We'll do, man. Thank you so much. Okay? Bye.

BEN

3:15 Yeah, thank you. Bye bye.

*The End*