



Call with Steele's Mechanical - Eric Dockery

Chris McCabe with Steele's Mechanical
Recorded on 8/8/22 via SalesLoft, 6 min.

Participants

SERVICETRADE

Chris McCabe
SDR

STEELE'S MECHANICAL

Eric Dockery
Service Manager

Topics

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Transcript

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

CHRIS

0:00 Hello?

ERIC

0:00 Hello? And thank you for contacting Steele's mechanical for service, please press one for estimating, press two for.

--- Type of work ---

ERIC

0:20 Delivery services is roughly.

CHRIS

0:22 Hey, roughly, do you guys do any commercial service?

ERIC

0:26 Yeah, that's always commercial.

CHRIS

0:29 Perfect. Gotcha. Yeah, I had some questions for a service manager about like the preventative maintenance side, if you guys do that, would that be you or is there someone else I should speak with? Okay?

ERIC

0:38 Yeah.

--- Type of work ends ---

ERIC

0:40 Yeah. Let me let you talk to Cody. Hold on one second.

CHRIS

0:43 Okay. Thanks.

ERIC

0:55 Hello? This is Cody.

CHRIS

0:57 Hey, Cody. This is Chris with service trade. Do you have a quick minute?

ERIC

1:01 Yes, sir.

CHRIS

1:02 Okay. Perfect. Yeah. So I was talking with... I heard of you guys do commercial services that all you guys do?

ERIC

1:11 Yes, sir.

CHRIS

1:12 Okay. Perfect. Yeah, that's why I'm calling.

--- *Type of work* ---

CHRIS

1:14 So, I'm with a company called service trade, we're a service management platform. So we do things like quoting dispatching service history, all that stuff. So, I was just calling to see if you guys use software for that or if you're on paper for your work order process.

ERIC

1:29 We have solar for.

CHRIS

1:31 Okay. Gotcha. And what does that do for you?

ERIC

1:36 We have it's where we handle our quoting, our dispatching, our invoicing, pretty much all our stuff... on there.

CHRIS

1:44 Gotcha. Do you know the name of it?

ERIC

1:48 Right now? BuildOps?

CHRIS

1:50 Build ups. Okay. Gotcha. Yeah, I've heard or build on. Have you had any problems with it or how long have you guys had BuildOps for?

ERIC

2:00 Probably about six, seven months now.

CHRIS

2:02 Okay. Hello. How's it going forward like that?

ERIC

2:05 Yes, I'm pretty good. So far. I don't we're going to be using it might have or are we just got a new company bought us seven new parent company about us about our service and with one of their content or umbrella as a?

--- Type of work ends ---

ERIC

2:19 Tech bunny, there are a software company, so they're they instituted a software for us that they coded and created. So we're in the phasing out months of BuildOps. And then after we get done with this, I'm in the busy time, we're gonna, I'll have to go through the joys of luxurious privilege of sitting through training on how to learn with the new software.

--- Type of work ---

CHRIS

2:42 Yeah. Yeah. I completely understand that. Yeah. Well, I'm with a company we're designed for the commercial service industry, and, yeah, but it sounds like you guys are using a new software. Is that like an in house system that they made for that service department or is it a different, it's a different company?

ERIC

2:57 Yeah.

ERIC

3:00 It's a, it's a in house thing. I'm not sure of the name of it.

CHRIS

3:05 Okay.

ERIC

3:06 But they are the people who own our company. They're the ones that they're take.

CHRIS

3:13 Okay. Gotcha. Yeah. Well, the reason I'm calling is so we have like a 96 percent retention rate with our customers and we typically see a 24 percent increase in our customer service repair revenue when they hop on with us. So I was just calling to see if he might be interested in taking a look. We have this information sessions going on there about 20 to 30 minutes. So I love to show you and just see if it's something that you might be interested in. Because again, we're designed for the commercial service industry. So, and that's sounds like it's all you guys do. So, yeah. Would it be you to, that I should speak with or is it one of those owners?

ERIC

3:50 Well, it would be it, they may, or our operations manager, but I guess I like I say we're pretty much... they got us on a lot down on what software we can use at the moment. So.

CHRIS

3:55 Okay, perfect. Yeah.

--- Purchase decision ---

CHRIS

4:05 Really? Okay. Gotcha. And is it going to do the same thing is build up sort of like.

ERIC

4:10 Yeah, it's from what I've seen it looks like it'd be a little bit better than BuildOps?

CHRIS

4:15 Okay. Gotcha. Yeah. Well, that's good. Yeah. What we're doing these information sessions again. So, you know, I love to just show you it's the it's just the Zoom meeting for 20 minutes and it's record as well. So you could show those owners just to see if it's something that might be a better option, you know, so, but yeah, our customers really love our product. It's super user friendly as well. So, you know, do you have some time maybe, you know, later today just to take a look pulling like 20 30 minutes?

--- Purchase decision ends ---

ERIC

4:43 Probably probably not Mondays and Mondays are usually pretty busy days trying to catch up.

CHRIS

4:50 Yeah. Gotcha. How does tomorrow look like mornings or afternoons typically better for you?

ERIC

4:57 To be honest with you, I'm not really sure. I was just kinda, it goes day to day.

--- *Purchase decision* ---

ERIC

5:02 So... I appreciate you calling but, and there's not a whole lot I can do as far as changing softwares and things like that at the moment. And the best I can tell you is, you know, you try your call again and the next couple of months or so and see how things are going with the new one.

CHRIS

4:59 Okay.

CHRIS

5:06 Yeah.

CHRIS

5:12 Yeah, I completely understand that. I got ya.

CHRIS

5:22 Okay. Yeah. Sounds like it's a difficult time right now because you're switching to that one too.

--- *Purchase decision ends* ---

CHRIS

5:27 So, yeah, I'll follow up in a couple of months just to, you know, see how it goes and, but yeah, thanks for your time, Cody. I appreciate it.

ERIC

5:35 Absolutely. And then you have a good one.

CHRIS

5:37 You too. Take care... bye.

The End