



Call with Rutt's Heating and Air Conditioning, Inc. - Leroy Bell

McCauley Ray
Recorded on 11/2/22 via SalesLoft, 2 min.

Participants

SERVICETRADE

McCauley Ray
SDR

RUTT'S HEATING AND AIR CONDITIONING, INC.

Leroy Bell
Project Manager

Transcript

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

LEROY

0:00 Rotating this Brian?

MCCAULEY

0:02 Hey, Brian, I'm I was hoping to speak with Leroy.

LEROY

0:06 Leroy is no longer with us.

MCCAULEY

0:09 Okay. Okay. That's... yeah, or the current service manager for commercial H back?

LEROY

0:11 Can I take a message?

LEROY

0:18 That's me, I guess, right?

MCCAULEY

0:21 Perfect. Yeah. So, why is that? Money's Macaulay? Ray, I'm reaching out from service trade, Berg field management tool. I saw that y'all did some commercial H back on your website and wanted to see how you're currently managing that. Are, you know, running on like a platform or a pen and paper. How does that kind of work?

LEROY

0:38 When you, what do you mean by that platform?

MCCAULEY

0:42 Like a software?

LEROY

0:45 As far as for estimating or as far as knowing what we've estimated what we want, what we haven't won.

MCCAULEY

0:51 Yeah. As far as managing work quarters, reporting deficiencies quoting in the field, dispatching, scheduling, all kinds of functions.

LEROY

1:00 I got you more service oriented as far as doing service tickets and stuff like that. Yeah, we just, actually, we've bought in, let's say, or signed the contract with BuildOps just recently. So that's who we're going with that at this point in time?

MCCAULEY

1:14 Hello?

MCCAULEY

1:19 Okay. Is that mainly are y'all, doing more commercial work or residential work?

LEROY

1:25 We do both. We have a, we have a residential service crew and we have a commercial service crew.

MCCAULEY

1:28 You do?

MCCAULEY

1:33 Okay. Okay. How big is that commercial crew?

LEROY

1:37 Pretty decent size?

MCCAULEY

1:40 Like 30 to 40.

LEROY

1:42 No, not quite that bad, but decent amount of, I guess.

LEROY

1:49 Where, where are we going with that?

MCCAULEY

1:51 Yeah. Yeah. Like I said, it's just my job to reach out to folks and see if you would possibly be a good fit for service trade. We're doing like free demonstrations of the functionality of the software to see if it would be a good fit for your current business

operations? And it could just kinda sounded like you were leading to the fact that you all had a decent commercial service department. So.

LEROY

2:05 Okay.

LEROY

2:13 Right. And we just signed it, we just signed a contract with the service type software BuildOps.

MCCAULEY

2:21 Right. Right. Well, how about I'll just check back in a couple of months and see how that's going for you.

LEROY

2:26 Okay. Sounds good. Thank you.

MCCAULEY

2:28 Yeah. Bye bye.

The End