



Call with Remco Inc. - Matt Schooly

Lucas Meinken with Remco Inc.
Recorded on 12/20/23 via SalesLoft, 6 min.

Participants

SERVICETRADE

Lucas Meinken
SDR

OTHER

Matt Schooly

Topics

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Transcript

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

MATT

0:00 Thank you for calling remco. This call may be monitored or recorded for quality assurance purposes. If you know your party's extension, you may enter it at any time. For commercial service, press one. For Construction, press two. For the company directory, press nine. For the operator, press zero.

LUCAS

0:03 The... same owner and...

--- Type of work ---

MATT

0:27 You are currently caller number two, waiting to speak with a representative. Thank you for your patience.

LUCAS

0:36 I always have ready in like 10 minutes later.

MATT

0:38 Are incorporated. Our highly trained technicians offer a wide variety of refrigeration H a food service, equipment, plumbing, building services, and electrical service. Thank you for calling from service. How may I help you?

LUCAS

0:50 Hey, good afternoon.

--- Type of work ends ---

LUCAS

0:55 Can I speak to Matt school please?

MATT

1:00 Okay. Give me one second. Can, I ask he's calling?

LUCAS

1:03 Thank you.

LUCAS

1:06 Yeah, this is Lucas mine. Can I'm calling with service trade?

LUCAS

1:10 I spoke to someone there a couple of weeks ago. They mentioned Matt being the best guy to look for. I believe it was Gary Rogers who I spoke to.

--- Type of work ---

MATT

1:22 All right. And you said you're calling from Lincoln. True? I hear that quick?

LUCAS

1:26 Service trade. Sorry about that.

MATT

1:33 Right. Give me one second. This in the commercial and industrial arena or employee resources, true, design, build capabilities and a fleet of service bands available 24 hours a day, 365 days a year. I make Reo, the company to choose for your refrigeration H a food service, equipment, plumbing, building services and electrical service needs. Thank you for briefly holding.

LUCAS

1:35 Thank you.

MATT

2:06 In operation since 1977, we're here, meet all of your facilities, Construction and service needs at eco. Our commitment to excellence is more than just word. It's our operating philosophy. We look forward to providing a solution for your company. Thank you for holding.

--- Type of work ends ---

MATT

2:28 Thank you for calling Reo. We're the company you've been looking for employee owned and operated, we're committed to getting the job done, right? You can count on the professionals at Reo, for unsurpassed quality timeliness and depend ability. We'll be right with you?

MATT

2:49 Are our team of Installation and see?

MATT

2:54 Hello? This is Matt.

LUCAS

2:56 Hey, Matt, Lucas, Lincoln here with service trade. How are you today, man?

MATT

3:00 Good. How are you?

LUCAS

3:02 I'm doing well. Just about ready for, the holiday.

MATT

3:06 Okay.

LUCAS

3:07 Wanna to give you a quick shout though. I actually spoke with, I wanna say with Gary Rogers over summer.

--- Type of work ---

LUCAS

3:13 We, we kinda talked a little bit about service trade where the software platform for commercial service contractors. We work with a few companies up in your area like boise mechanical, and Mongo Van sounds, but, you know, I was checking out your website, seeing the kind of work you guys do and, you know, where your focus is with maintenance repair work and wanted to reach out and see, you know, what you guys are utilizing out in the field for those technicians.

MATT

3:13 Huh.

MATT

3:20 Okay.

MATT

3:32 All right.

--- Type of work ends ---

MATT

3:37 We, we currently have a platform called BuildOps.

LUCAS

3:41 Okay. Yep. Very familiar with them. Are you guys been with them for a long time now or is that something you just implemented recently?

MATT

3:44 Yep.

MATT

3:48 Just recently implemented here. And there, it's, pretty solid solution. I was looking for the past two and a half years and I was working closely with their developers and engineers on some, you know, pretty custom features for the field service software for like enterprise type solutions. And they, they've been absolutely knocking out of the park.

--- Purchase decision ---

LUCAS

4:12 Gotcha. Okay. And how long have you guys been live with them now?

MATT

4:15 So, it's been over the past year?

LUCAS

4:19 Gotcha. Okay. Very good. Well, that's good to hear. You guys kinda have a solution that's working specifically for you. My reason asking how long you've been live before. I've heard from a few different people, you know, their onboarding process and stuff was a lot of promising and not a lot of delivering.

--- Purchase decision ends ---

LUCAS

4:34 So, I'm glad to hear that was not an issue at all. It sounds like you worked pretty closely with some of those internal team members over there.

MATT

4:34 Yeah.

MATT

4:41 Yeah. No, it's pretty good. I've you know, been at the company here and installing different ERP systems and launching a lot of programs that really kinda go down to your project team and you know, how your lead them and getting things done. But yeah, they, I don't know. We, we definitely had some, I don't know. I would say it was more white glove type treatment with us in our account too because we got, I mean, probably over 400 plus service technicians alone.

LUCAS

5:04 Very good.

LUCAS

5:09 Okay. Yeah, that's a, very large team.

--- *Paper process* ---

LUCAS

5:12 I talked to a lot of people that struggle to even keep text out in the field. I know it's not the best time to be looking for tech and hiring them.

MATT

5:18 Yeah, it's definitely tough. Yeah. So, okay. Cool. Well, best of luck to you. I mean, you said you were with, what was the name of the software again?

--- *Purchase decision* ---

LUCAS

5:28 Yeah, it was service trade and Matt, what's a good e-mail for you? Man? I could shoot you over just some generic, you know, brief stuff just to kinda keep you in the loop. And what I'll do is I'll kinda take note and maybe reach back out in a way later date, check in and make sure things are still going smooth as planned as you guys expect it over there.

MATT

5:30 Service treat? Okay?

--- *Purchase decision ends* ---

MATT

5:43 Sure. Not a problem. My e-mail is Matt dot school SEHOOLEY.

MATT

5:51 At remopa dot?

LUCAS

5:54 Perfect. Man. I'll shoot you over a little bit of information, man. Like I said, I'll take note of that too, and we'll reach back out in a way later time and maybe rekindle a little conversation and see if it would make sense then.

MATT

6:05 Yeah, not a problem. Take care. Enjoy the holidays sir.

LUCAS

6:06 All right, Matt. You do the same and enjoy your holiday. Bye now.

MATT

6:09 All right, you too. Bye bye.

The End