



Call with Arctic Air - Sherri Flesher

Chris Resta with Arctic Air
Recorded on 10/3/23 via SalesLoft, 3 min.

Participants

SERVICETRADE

Chris Resta

Associate NorthBoundary Account Executive

ARCTIC AIR

Sherri Flesher

President

Mike Flesher

President

OTHER

Phone Caller #1

Topics

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| <i>Pricing</i> | 0:46 |
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Transcript

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

CHRIS

0:00 Hello? Yeah, yeah.

PHONE CALLER #1

0:03 Hello? Chris.

PHONE CALLER #1

0:05 Hi, this is Mike fleshe, calling from arctic here in Michigan returning your call.

CHRIS

0:11 Yeah. Hey, Mike. How are you doing today?

PHONE CALLER #1

0:13 Good. How are you?

CHRIS

0:15 I'm good man. The reason why I was reaching out to you is because I'm with a company called service trade. We're like a service software platform for commercial and mechanical contractors name. I, okay.

PHONE CALLER #1

0:24 Yup. I'm familiar.

PHONE CALLER #1

0:30 Yeah, I'm familiar.

CHRIS

0:32 So, I was hoping to set up like a demonstration for you just to kinda show, you know, how our platform works. I know we haven't spoken with you guys in a while, but just kinda wanted to get like a breakdown between, you know, residential commercial work that you guys are doing currently.

--- Pricing ---

PHONE CALLER #1

0:46 Well, we had a demo with you guys last year or early this year.

CHRIS

0:50 Okay.

PHONE CALLER #1

0:53 And we're 100 percent commercial and yep. And, and, we have already purchased a software system from BuildOps. So we, we've been on it less than six months.

CHRIS

0:57 100 percent commercial.

CHRIS

1:06 Okay.

CHRIS

1:11 Okay. How's that going for you guys?

PHONE CALLER #1

1:11 So, we're so far so good. We, we love it. Yeah. So so far we love it. I'm sorry?

CHRIS

1:15 Yeah, implementation, everything getting up and running is good.

CHRIS

1:19 Nice. And are you guys using that strictly for the server side? I was just saying like if you guys are using that strictly for the server side or what exactly you guys are using that, you know, build up a one four?

PHONE CALLER #1

1:30 Well, we're a service contractor. We don't do new Construction. We don't do residential.

CHRIS

1:37 Okay.

PHONE CALLER #1

1:37 So, we use it for all of our service, work, maintenance and projects.

CHRIS

1:43 Okay. Makes sense. And towards the project side, is that, you guys are using that for the project side of things?

PHONE CALLER #1

1:50 We are.

CHRIS

1:51 Okay. All right. Well, appreciate getting back to me and, you know, if things change later down the road, you know, definitely feel free to reach out. I know, like you said we did a demo with, you know, a little over a year ago, so obviously made some changes on our end and, you know, we'd love to kinda show you what we've updated since and see if it would be, you know, a better fit for you guys.

PHONE CALLER #1

2:10 Well, I'm not gonna do anything until a year has passed with BuildOps because it doesn't make sense to, you know, make a switch after only six months. So.

CHRIS

2:17 A year. Okay?

CHRIS

2:23 Yeah, yeah.

--- *Pricing ends* ---

CHRIS

2:24 And, and just so you have like kind of clear kind of expectations from my end, I wasn't really, you know, hoping you guys will make that switch but just give you like a better idea as what we've added since we last met with you. And, you know, obviously when the time is right for you guys, you can make that decision but, you know, just wanted to make sure it was something, you know, you guys were still kind of keeping on, your plate if you know what I mean?

PHONE CALLER #1

2:45 Yup. Okay. All right. Thanks for calling. All right. Bye bye.

CHRIS

2:47 Awesome man. Yep. Have a good one.

The End