



Call with Rutt's Heating and Air Conditioning, Inc. - Kaylinn Nienhueser

Quentin Cain with Rutt's Heating and Air Conditioning, Inc.
Recorded on 11/10/22 via SalesLoft, 2 min.

Participants

SERVICETRADE

Quentin Cain
Territory Manager

RUTT'S HEATING AND AIR CONDITIONING, INC.

Kaylinn Nienhueser
Manager, Operations

Transcript

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KAYLINN

0:00 Heating and air.

QUENTIN

0:01 Hey, good morning. I was going to speak with Josh please.

KAYLINN

0:04 Hi, may I ask who's calling?

QUENTIN

0:05 Yes, my name is Quentin Cain.

KAYLINN

0:07 Okay. Just one second.

QUENTIN

0:21 Okay.

KAYLINN

0:37 Hi, is a stretch.

QUENTIN

0:39 Hey, Josh. This is Quentin cane over service trade, dedicate chatting a good time.

KAYLINN

0:43 Wow.

QUENTIN

0:45 Fantastic. So, like I said, I'm with service trade, we're a field management software. So, what we do is we help commercial became a company like the MW mechanical at a read handle things like managing work orders, reporting repairs in the field, and increasing repair revenue, suggest the reason for my call today was just kind of see how you guys were currently managing those work orders. You guys run on like a paper ticket system are using the software?

KAYLINN

0:57 Yep.

KAYLINN

1:05 We're using a software that we're actually just in the process of making a switch. So we're probably not looking to do anything else right now.

QUENTIN

1:12 I got to have y'all, signed on the dotted line with that new software.

KAYLINN

1:15 Yes, we have.

QUENTIN

1:16 Fantastic. If you don't mind me asking what software do decide to go with?

KAYLINN

1:19 We're going with BuildOps?

QUENTIN

1:20 Botox, gotcha. Fantastic. And what if you don't mind me asking what kind of stood out to you that kinda wanna make you go with them?

KAYLINN

1:28 The service side met everything that we were needing from our service and the way that workflow works. But they also have a commercial module that was something that we were also looking for at the same time. So we just got a two in one solution with them.

QUENTIN

1:42 Right. And when you say commercial module, explain that a little more to me like that, like for Construction.

KAYLINN

1:45 So, we do a lot of, yeah, commercial, new Construction or remodels, where we're either one of the one of the trades, all the job or else we have says and stuff. And so we need a better, we're working for a better process on tracking that reports and getting information the guys in the field compared to what we currently use with just Quickbooks. So.

QUENTIN

2:06 Gotcha. Gotcha. Yeah, that makes a lotta sense. Makes a lotta sense. Well, Josh. I'm sorry, we didn't get a chance to show you around, but I appreciate you. Let me

know and taking time to speak with me.

KAYLINN

2:12 Nope.

KAYLINN

2:16 Yeah, no problem. Thank you.

QUENTIN

2:18 Yep. Have a good.

The End