



Call with LEHMANN PLUMBING SERVICES LTD - Rick Lehmann

Dan Waggoner with LEHMANN PLUMBING SERVICES LTD
Recorded on 4/29/21 via SalesLoft, 3 min.

Participants

SERVICETRADE

Dan Waggoner
Territory Manager

LEHMANN PLUMBING SERVICES LTD

Rick Lehmann
President

Transcript

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

RICK

0:05 Good afternoon, man. And plumbing services. How may I help you?

DAN

0:07 Hey, good afternoon. May speak with mark please?

RICK

0:10 Hi, he's actually out of the office. Can I transfer you to either Cory or give you his voicemail?

DAN

0:16 Is Cory also on the service side of things or?

RICK

0:20 It depends, is it for plumbing?

DAN

0:23 It could be H back or plumbing. You would just be commercial service, though not like I'm not construction.

RICK

0:29 Okay. Yeah, query, would, yeah, you definitely be able to talk to Cory and he'd probably be able to help you out as well.

DAN

0:36 Okay. Sure. Be great.

RICK

0:37 Okay. Can I get your name?

DAN

0:40 My name is Dan Wagner.

RICK

0:42 Dan Wagner. Okay. Just one moment. I'll just see, of course available.

DAN

0:46 Thanks.

RICK

0:48 You bet.

RICK

1:21 Of course.

DAN

1:22 Great. This is Dan Wagner over at service trade. How are you today?

RICK

1:26 Yourself?

DAN

1:27 I'm doing very well. Thanks, Cory. I know I'm calling you out of the blue. I service trade works with commercial service contractors, and I was wondering if you had a quick minute, wanted to find out if we'd be a good fit for you guys?

RICK

1:44 Maybe maybe tell me a little more about what you're offering here?

DAN

1:46 Got you. I'm sorry, I think my phone went out for a second. Yes. So, we work with companies like tasty kind of strong core refrigeration, and we help them with a work order management. So, digital work orders, scheduling, dispatch customer history in the field and link it up at the back end with your accounting to... to help with eliminate that double data entry, things like that. But our goal is to drive your repair revenue. And do you guys currently use any, you know, software in the service department right now or is it more so a paper process?

RICK

2:18 You know, we do, we don't do anything paper. Yeah, we actually... we actually, so you've probably heard of BuildOps. We actually just... just implemented or any actually in the process of implementing BuildOps right now. So it's... pretty... pretty... pretty awesome system. We're switching over from service box right now to... to BuildOps. So, if you were to call the six months ago, we could have had a more of a conversation but we're... we're definitely invested in BuildOps at this point? Yeah.

DAN

2:29 Okay. Gotcha.

DAN

2:33 Yeah.

DAN

2:45 Understood understood. Well, great. Is that, yeah, because I do know a little bit about BuildOps and so, did you guys do that for the construction side as well as the service side?

RICK

2:52 Yeah.

RICK

2:58 Mainly service manager, yep.

DAN

3:00 Mainly service. Okay? Because I thought that... that was more for like install that kinda stuff.

RICK

3:08 Yep. Yep. It's a pretty, it's a pretty awesome system platform that they have there, so.

DAN

3:14 Okay. Gotcha. Alright. Well, I do appreciate your time there.

RICK

3:16 Yep, perfect.

RICK

3:19 Okay. Thanks, Dan.

DAN

3:20 Yep. Bye bye.

The End