



Call with Mattie Wolfe Co - David Engle

Susan Warren with Mattie Wolfe Co
Recorded on 11/21/23 via SalesLoft, 6 min.

Participants

SERVICETRADE

Susan Warren
Territory Manager

MATTIE WOLFE CO

David Engle
Service Manager

Topics

<i>Type of work</i>	0:00
<i>Type of work</i>	1:32
<i>Pricing</i>	2:08
<i>Type of work</i>	2:44
<i>Purchase decision</i>	3:56
<i>Paper process</i>	4:32

Transcript

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

--- Type of work ---

SUSAN

0:00 Hi, I was just curious if you guys did plan maintenance for your, within your service division?

DAVID

0:00 Are work or?

DAVID

0:10 Do plan maintenance?

SUSAN

0:13 Yes, sir. So, you know, going out like quarterly just to kinda check on things, do that plan maintenance work instead of just reactive repairs on the service side?

DAVID

0:20 Right, right. Right. Yeah, we do.

SUSAN

0:24 So, well, the reason I ask about that, my name's Susan Warren. I'm calling from a company called service trade. We specialize in folks that do a significant amount of commercial industrial service, particularly those that want to grow and maintain the volume of plan maintenance work they do. I was just curious how you guys were handling things like work orders, quote tracking, keeping up with those PMS?

--- Type of work ends ---

DAVID

0:48 Let me let you talk to another guy. Hold on a minute, Susan.

SUSAN

0:51 Thank you so much.

SUSAN

1:12 Hey, good afternoon. This is Gary.

SUSAN

1:15 Hey, Gary. This is.

SUSAN

1:23 Calling with ServiceTrade.

--- *Type of work* ---

SUSAN

1:33 David. My name is Susan Warren. I'm calling from a company called ServiceTrade. I was just speaking with your colleagues. They mentioned that you guys do plan maintenance over there. I was just curious how you guys, we're handling things like, you know, keeping up with those plan maintenance agreements, getting pulled through revenue like work orders, quote tracking, scheduling, all of that for your guys?

DAVID

1:32 This is David.

DAVID

1:58 We, we purchased an expensive software called BuildOps every year... and it costs us about 15,000 dollars a year. So.

--- *Pricing* ---

SUSAN

2:08 15,000 dollars a year for how many, for how many technicians?

DAVID

2:10 Yeah.

DAVID

2:13 Right now, we have six, but we hope to be growing.

SUSAN

2:15 Well, not, so, I'm talking about the cart and the horse, David for six technicians, you say, expensive Ly, tell me what you really like about it, that's making you comfortable with that price point?

DAVID

2:31 It just does everything.

DAVID

2:34 Scheduling invoicing.

DAVID

2:42 Take pictures.

--- *Type of work* ---

DAVID

2:44 You know, do your work orders just, you know, just about everything you could possibly do?

SUSAN

2:49 Gotcha. Well, hypothetical. I mean, I'm very familiar with BuildOps. You know, we tend to recommend folks use them when they're especially in need of like managing long term Construction projects. Is that, a need that you guys have to use with BuildOps?

DAVID

3:08 It's one that we're gonna possibly look at in the future because we do Construction, part of our company does Construction and part of it does service?

SUSAN

3:16 Gotcha.

--- *Type of work ends* ---

SUSAN

3:18 Well, I will say, and again, I am putting the cart before the horse big time, but everything that you're describing that you like about it that you use it for, you know... we can frankly handle at a probably the significant cost savings. I'm certainly not trying to sell you anything over the phone, but I would love the opportunity sometimes to just show you around our workflows even if it's not actual right away just to compare what we have, you know, especially, the pieces around plan maintenance, keeping up with that, executing on it, getting more pull-through revenue from that.

--- *Purchase decision* ---

SUSAN

3:56 Those are some areas where we really stand out. So I'd love the opportunity to show you around just for comparison sake. I didn't know if you might have some time on your calendar to hop on the Zoom meeting, perhaps like next week?

DAVID

4:09 Yeah, I'm not sure if we're... really wanted to, you know, jump ship right now and try something new since we've just been on this year. You know what I'm saying? It would be like starting over and it's just taking us a good year to get comfortable with it, you know? So.

SUSAN

4:13 Gotcha.

SUSAN

4:19 Okay.

SUSAN

4:26 Gosh.

--- Paper process ---

DAVID

4:32 You know, it's just, you know what I'm saying? It's just alerting when you were working with technicians who, you know, it's just, it just takes a lot of time and effort to, you know, get to the spot that we're at. So I'm not sure that I'm ready to try something new right now. We've already invested so much time and money, it's just.

SUSAN

4:35 I understand the whole...

SUSAN

4:49 Okay.

SUSAN

4:54 To look at anything else? Yeah.

--- Paper process ends ---

DAVID

5:01 I just can't imagine trying to start over with something else, just being honest.

SUSAN

5:03 Yeah. Even if, you know, there's some potential issues in the marriage, you just got married and you want to try to make it work.

DAVID

5:11 Yeah, exactly. Exactly. You know what I'm saying? It's just... divorcing and getting remarried, it's just, it's too soon.

SUSAN

5:16 Get it. I get it.

SUSAN

5:20 Yeah. Even if you, I mean, even if you gotta keep seeing the counselor, I understand. Well.

DAVID

5:25 Yeah, I mean.

SUSAN

5:27 I'll tell you what I'll send you an e-mail with some information. Doesn't doesn't hurt, to look at that. And if you know, you see anything of interest, definitely, let me know. And I'll probably just make a note to check back with you and, you know, several months down the road, see where you're at all, right? Thanks so much. Have a good one bye.

DAVID

5:30 Okay.

DAVID

5:41 Okay. That'd be fine. Okay. Thank you. Alrighty. Bye bye.

The End