



Call with Bay City Boiler & Engineering Co. - Kevin South

Ben Bilhorn with Bay City Boiler & Engineering Co.
Recorded on 8/7/23 via SalesLoft, 5 min.

Participants

SERVICETRADE

Ben Bilhorn
SDR

BAY CITY BOILER & ENGINEERING CO.

Kevin South
Service Department GM

Topics

<i>Call Setup</i>	0:00
<i>Pricing</i>	2:23

Transcript

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

--- Call Setup ---

KEVIN

0:00 Good afternoon. Thank you for calling base boiler. How can I help you today?

BEN

0:04 Hey, this is Ben. I'm calling for Kevin south.

KEVIN

0:09 He's actually away on pto right now. Is there anyone else I can transfer you to by any chance?

BEN

0:15 No, I think he's the right person. I can just call back like next week or something like that.

KEVIN

0:23 Okay. You, may I ask what it's regarding?

BEN

0:26 Yeah, I'm with service trade.

KEVIN

0:29 Okay. I can go ahead and transfer you to someone else. I might be able to help. Is that? Okay. Give me one moment.

BEN

0:34 Yeah.

BEN

0:37 Perfect. Thank you.

KEVIN

0:52 Thank you for calling base. You, this is Lauren.

BEN

0:55 Hey, Lauren, this is Benjamin with service trade. How you doing?

KEVIN

0:59 Good. How are you?

BEN

1:01 I'm good. I'm not 100 percent sure if you're the right person for me to speak with... but service trade, we're a field service management software built for commercial contractors like you guys, are you familiar at all?

KEVIN

1:10 I'm familiar, but I wouldn't necessarily be the exact right person that I can answer for you because we actually just switched software this year. So we're not interested at the moment.

BEN

1:24 Okay.

BEN

1:27 Gotcha. I think I had heard that you guys were in the evaluation process, but I hadn't had any more contacts in since I did wanna check up on that. You end up going with BuildOps. Is that right? Okay. Gotcha. And how has that been working so far in terms of like getting everything?

KEVIN

1:41 We did, yeah.

KEVIN

1:47 Yeah, no, we like, yeah, no, we like it so far, so.

BEN

1:50 Okay. Gotcha. I also know that.

BEN

1:55 Gotcha. Was it, Pete Ellery had inquired about?

BEN

2:02 Northboundary, which is another one of our products. It's our like... service preventative maintenance like hvac estimating platform, basically that we, we've recently acquired, and have started.

KEVIN

2:12 Huh.

BEN

2:19 I guess working with companies like you guys would?

--- Pricing ---

BEN

2:23 So, I did wanna see if you guys have like a...

BEN

2:28 Product that you're using right now for like your service agreement, estimating, and that kind of stuff or who the best person would be to talk about that?

KEVIN

2:36 I mean, we use BuildOps for, because it has the quoting template or quoting program within BuildOps. So it's that's why we went with BuildOps because it's kinda like all in one.

BEN

2:41 Okay.

BEN

2:47 Gotcha. So, and for those templates, is it like, is it just kind of like you fill out a form? Does it have like how much like how much I guess additional information?

KEVIN

2:59 How much is it does? So... because it's within the program, we just enter how many hours and we can click on the parts that are in our inventory and add pictures and do everything it's kinda all in one. It is nice.

BEN

3:08 Okay.

BEN

3:15 Does it do anything in terms of like, you know, say your equipment is a certain amount of years old or something like that? It'll it'll adjust the pricing based on like, the condition of the equipment or like allow you to break out like different tiers of like maintenance proposals, that kind of stuff?

KEVIN

3:36 No, it doesn't do multi year proposals. You can only do it for one year. That was my feedback to them. So, it is something they said that they're working on, you know, but currently, they don't do it.

BEN

3:41 Okay.

BEN

3:44 Gotcha.

BEN

3:50 And do you guys have any, do any like different tiers of... like maintenance agreements? I know some companies will do like, you know, you have one that's just for if you're going out to check up on the equipment and you have one that is like all inclusive and it includes like, the cost of the repairs.

BEN

4:13 For the equipment, if you're going to go do like do maintenance.

KEVIN

4:14 I mean, we don't do a lot of that.

--- Pricing ends ---

KEVIN

4:17 I mean, I guess we do it, but we separate it out anyway because it's kinda two different departments within our company. But, if you wanna e-mail me, I can give you my e-mail if you wanna e-mail me. I can forward it to the right people to just pass it along that you called and let them know it's so, it's Lauren.

BEN

4:20 Okay.

BEN

4:24 Interesting.

BEN

4:29 Okay. Yeah.

BEN

4:47 Okay. Perfect. And you said, you can pass that along to, the right people?

KEVIN

4:40 At bay city boiler, dotcom?

KEVIN

4:51 Yeah, yeah, no, absolutely.

BEN

4:54 Okay, perfect. Cool. I'll definitely send you some more information. Appreciate you chatting with me today, you too.

KEVIN

4:58 All right. Perfect. Have a great day. No problem. Bye.

The End