



Call with Mac-Tower Inc - Tim Butler

Brooke Caskey with Mac-Tower Inc
Recorded on 11/13/23 via SalesLoft, 6 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

MAC-TOWER INC

Tim Butler
Sales Manager

Topics

<i>Purchase decision</i>	0:48
<i>Type of work</i>	2:05
<i>Type of work</i>	3:27
<i>Paper process</i>	4:37

Transcript

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TIM

0:00 Hello, Tim here.

BROOKE

0:01 Hey, Tim. This is Brook with service train. You have a quick minute.

TIM

0:06 Yes, with who?

BROOKE

0:09 With service trade, your company talked to us last fall. I'm not sure if you were involved in that. We're the commercial service platform.

TIM

0:15 Okay. Yeah.

BROOKE

0:18 Were you a bell at all?

TIM

0:22 Sorry?

BROOKE

0:23 Does that ring a bell at all the name service trade?

TIM

0:24 Yeah, I think it does. It's it's odd because it seems like everybody's...

BROOKE

0:31 And...

TIM

0:32 Contacting me regarding software today?

BROOKE

0:35 Have you had any good conversations?

TIM

0:39 I had BuildOps, contact me today regarding their platform and I'm sure that they're a competitor with you guys?

--- *Purchase decision* ---

BROOKE

0:48 I would say. So it... is software, something you guys are thinking about seeing is at the end of the year?

TIM

0:50 Yeah.

TIM

0:57 Yeah. Right now, I haven't looked into it. We haven't really like, we've been so busy with projects lately that I haven't had a lot of time to look into it.

--- *Purchase decision ends* ---

BROOKE

1:07 No.

TIM

1:10 But because we are getting into projects, you know, sometimes it's that's the time to look into it. But at the moment, I think.

TIM

1:22 I'm gonna have to hold off.

TIM

1:27 I know we were talking service trade for the service side of the company... but I think that just in the end, logistically it wasn't working for us at the moment.

BROOKE

1:32 Okay.

BROOKE

1:38 He...

TIM

1:41 So, I can mention to Michelle because she was kind of a, Debbie was the one that was looking after it, but Debbie is no longer here. So I'll mention it to... the power is above me and just ask if there's been any more thought put into it, but I know last time I spoke to them that they weren't ready to pull the pin on anything yet.

BROOKE

1:51 Sorry?

--- *Type of work* ---

BROOKE

2:05 Gotcha. Can you remind me what you guys are using today?

TIM

2:11 Right now, excel, blue beam.

BROOKE

2:14 Okay.

BROOKE

2:18 Gotcha.

TIM

2:18 Yeah, not much. I've got Microsoft projects for some of the project side of things, but that's more for scheduling.

BROOKE

2:26 Gotcha. Are you, are your projects? Would you say they're like shorter in terms of like physical length, shorter term, longer term?

TIM

2:32 It depends on the project. Sometimes they're few months. Sometimes there, we've got one that's over a year... kind of thing?

BROOKE

2:44 Gotcha. So, do you guys do like a lot of general contractor work? Or do you own most of your projects?

TIM

2:50 We general the ones that we can because you always do better when you're managing your own dollars. But...

BROOKE

2:58 Okay.

TIM

3:00 We also have where we're like right now, we're PCL on a fairly large project right now.

BROOKE

3:07 Gotcha. Cool.

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

BROOKE

3:09 Well, I totally get looking at service reads. It's not the best timing right now. I was specifically calling you because, I saw that you're in sales. Is that right?

TIM

3:17 Yes, I'm the sales manager here.

BROOKE

3:20 Gotcha. So I think it was after we talked last year, but service read actually acquired a company called Northboundary, and so we've absorbed them and their sole purpose is to help commercial contractors generate and win more service agreements.

--- *Type of work* ---

BROOKE

3:36 And so I was curious is for you winning more like preventive preventative maintenance style or project work was something top of mind right now?

TIM

3:27 Okay.

TIM

3:35 I...

TIM

3:44 Right now, at this very moment, I can't take on any more than we've... I'm maxed out and I can't get the manpower right now, to try and address that.

BROOKE

3:51 That's okay.

BROOKE

3:58 Okay. So you're not actively, so you're not actively work right now, just trying to get your head above what you?

TIM

3:58 It just not available. No.

TIM

4:04 Yeah. Right right now, we're managing what we have, and I mean, if a customer calls us, you know, we're going to entertain looking at their situation, but we're not actively trying to.

TIM

4:18 You know, cold call and pick up more work right now.

BROOKE

4:20 Gotcha. Well, that being the case, I guess if you are kind of like head under the water with the current work that you have. Wouldn't that be more reason for you to look at service software to help you get caught up there.

--- Paper process ---

TIM

4:37 No, because the service software doesn't actually get the work done on site.

TIM

4:44 Right right now, that's where I'm at, I don't have the manpower to get everything done. So it's not a it's not a matter of managing the manpower. It's just a matter of having the actual guys to get out and do extra stuff.

BROOKE

4:44 That was the staff?

--- Paper process ends ---

BROOKE

4:58 So, you physically don't have enough technicians to do worth the time that you want to. I got you.

TIM

5:00 Yeah.

TIM

5:04 Yeah.

BROOKE

5:05 Okay.

TIM

5:06 So...

BROOKE

5:07 How, where are you building your sales proposal today? Is that also in excel?

TIM

5:12 Yep. Well, the proposals themselves are through word and then obviously done in PDF, but we've got templates that we have set up.

BROOKE

5:23 OSHA. Well, what I'll do here is I'll send over a few updates from like the past year since we've last talked. If you wanted to share them with who, I know it's not Debbie. She's not here, but who is the other Gal you mentioned?

TIM

5:23 Already?

TIM

5:38 Michelle?

BROOKE

5:40 Michelle? Okay. I remember her. Yeah, if you wanted to.

TIM

5:41 Yeah, yeah. Yeah, not too many people. Forget her.

BROOKE

5:47 If you wanted to share with Michelle, I'll include some things about service trade on Northboundary, and again, I get if the timing's not right. But if there is an opportunity to start looking, I know a lot of people are doing so towards this time of the year.

TIM

5:59 Sounds good.

BROOKE

6:01 Okay, cool. Tim. We'll keep an eye out for my e-mail and then I'll follow up probably next week just to see what you and Michelle think.

TIM

6:08 Awesome.

BROOKE

6:09 Okay. All right. Talk to you soon. Okay?

TIM

6:10 Okay. Thanks for the call. Yep, bye now.

The End