



# **Call with DICKS REFRIGERATION - Todd Fenneman**

Susan Warren with DICKS REFRIGERATION  
Recorded on 5/24/23 via SalesLoft, 4 min.

## **Participants**

### **SERVICETRADE**

Susan Warren  
*Territory Manager*

### **DICKS REFRIGERATION**

Todd Fenneman  
*Office Manager*

# Topics

<i>Next Steps</i> .....	3:01
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# Transcript

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TODD

0:00 Good afternoon, DICKS. REFRIGERATION.

SUSAN

0:01 Hi, can I speak to Todd please? Hey, Todd. It's Susan Warren from service trade. How are you?

TODD

0:04 Hi.

TODD

0:07 Susan. How are you?

TODD

0:11 No.

SUSAN

0:11 Have a change in your voice?

TODD

0:13 No, well, I just put it as a change, but we were being, mark was just talking about that and we might just have to push this back to a little bit further, but, we had.

TODD

0:23 Somebody is in here, just kinda do an auditing thing for us. So they're gonna kinda go through it and go through some shoes with, you know, how we maybe efficiency wise, do things not so much from our network side, but we brought that back up again about how we got to get a little more efficient with our service tickets in that. I, so I think at some point we'd like to sit down and then just do like you, and another company just do a side by side comparison and then get off the fence here and make a decision.

SUSAN

0:26 Huh.

SUSAN

0:39 Okay. That's the.

SUSAN

0:51 Yeah, no, I think basically what I was calling to kind of recommend is like, you know, because you've taken a look at it and I know, you know, we kinda left it with like you seeing a lot of value and, you know, wanting to certainly push it up the chain. So, I'm thinking probably the best next step would be, you know, considering like let's let that consultant come in and, you know, yeah, like do your due diligence, you know, check out a couple of other options. I mean, you can certainly drown in all the options are out there, but, you know, with their help, you know, pick up, you know, one or two other places to check out, go check them out, do that initial demo.

TODD

1:17 Yeah, no.

SUSAN

1:25 And, you know, contact me and say, like, hey, you know, we check out X, we check that, why? Like let's do a comparison and kinda see where we're at.

TODD

1:32 Right... right. And, and then I'd like to just do it like I said, with those guys, just do a demo, sit down next, you know, in here in a day, go through with like we do with myself with mark and one of the service guys maybe, and even maybe Betty, and then look into, I know they're I know they're very similar because I've done one with BuildOps before. I haven't done anything with the service tight and, you know, I told you service tighten is getting pushed pretty hard from service trade point of view, and I don't know what their connection is, but I know you're very, you know?

SUSAN

1:44 Huh.

SUSAN

1:49 Yeah.

TODD

2:09 Similar products for the most part mix and crazy to come down to price and just, you know, initial uploading and service and, you know, stuff like that.

SUSAN

2:14 Yeah.

SUSAN

2:18 Yeah. I mean, it's all of that like, you like take your time demo with them, you know?

SUSAN

2:24 Go over your priorities and... I think that's absolutely a smart move.

TODD

2:29 Yeah. I just, and I just didn't want to keep getting in here and keep cancelling on appointments or key, setting them up and just keeping you bringing you along. I know, you know, we're still interested. It's just a matter of.

SUSAN

2:36 All good.

SUSAN

2:41 Yeah, yeah.

TODD

2:41 You know, what we're doing and I know it's just getting busy season for us. So, you know, our intentions are there. They're just not, we're just not getting to the end.

SUSAN

2:49 No, and it's all good, you know, because what's important? You know, I can tell that this is a priority and, you know, obviously, you have to just mix that in with all the other business priorities.

--- Next Steps ---

SUSAN

3:01 So why don't I go ahead. I'm gonna go ahead and take this off the calendar for the eighth and why don't you reach out sort of whenever you're at that place where you're ready for me to kinda get back involved again and we'll throw that on the calendar then, you know, if I don't hear from you, I'll just make a note to check back in a month if I haven't heard anything at all, but otherwise, yeah, I'm here for you when you're ready.

TODD

3:19 Okay.

TODD

3:24 You got it. I appreciate it.

SUSAN

3:26 Definitely, you have a fantastic however long. It is certainly a fantastic memorial day weekend and we'll be talking soon.

TODD

3:33 Okay. Sounds good. Thanks you.

SUSAN

3:34 That.

*The End*