Call with Rts Mechanical LLC - Brad Carlson

Jordan Pearsall with Rts Mechanical LLC
Recorded on 1/5/24 via SalesLoft, 6 min.

Participants

SERVICETRADE

Jordan Pearsall
SDR

RTS MECHANICAL LLC

Brad Carlson
Service Sales Manager

Topics

Transcript

BRAD

0:00 Hello, you've reached or TS mechanical. If you know your party's extension, you may.

BRAD

0:14 Thank you for calling our, this mechanical. This is Hannah. How can I help you?

JORDAN

0:19 Hey, Hannah, is Brad available?

BRAD

0:22 He is not in here today. Is there something I can do for you?

JORDAN

0:27 That's all right. I have left a message. I just haven't heard back from him. Could you leave him another one for me?

BRAD

0:34 Yeah, one moment here.

BRAD

0:42 Sorry, how to grab a piece of paper?

BRAD

1:26 Sorry, I've got Travis here, Ashley and he'll chat with you for a moment.

JORDAN

1:31 Okay.

BRAD

1:33 Okay. Here we go.

JORDAN

1:34 Thank you.

BRAD

1:36 Hi, this is Travis. How's it going?

JORDAN

1:38 Hey, Travis. I am calling with my company server strait if you have a quick minute.

BRAD

1:45 I do have a quick minute yep.

--- Type of work ---

JORDAN

1:47 Awesome. Thank you. I'll be brief. So, we are a software specifically designed to help commercial service contractors simplify their workflows for scheduling, managing work orders, and just overall driving sales. So, I was calling to see how you all currently manage your work orders. Do you all run on pin and paper? Do you have a software in place?

BRAD

1:59 Okay.

BRAD

2:04 MMHMM.

BRAD

2:12 Okay. Yeah. So we currently have a software for dispatching scheduling?

BRAD

2:19 You know, all of the service agreements are stored in there. Pricing, everything is in there, you customer management.

JORDAN

2:25 Awesome. What software are you all on?

BRAD

2:29 We aren't BuildOps.

JORDAN

2:31 Okay.

JORDAN

2:34 Yeah. How long have you all been on BuildOps?

--- Accounting integrations ---

BRAD

2:39 Almost two years.

JORDAN

2:41 Gotcha. And it's hey, going well for you all. Is there anything, you know, you all are looking for on your side or the customers might be looking for?

BRAD

2:50 I would say overall, it's going well, obviously, we've had, you know, some hiccups along the way... you know, Quickbooks integration stuff, whatever, you know, that was kind of under underwhelming. But.

--- Accounting integrations ends ---

BRAD

3:04 Yeah, I would say overall, it's good. You know, I, do, you know, I'm not, I don't know why it's the first one we've well, it's not the first one we use, but it's the first significant one we've ever used so.

JORDAN

3:16 First, like software you use going from pen and paper.

BRAD

3:17 Primarily.

BRAD

3:20 Yeah, we had one priority but it wasn't nearly as sophisticated.

--- Paper process ---

BRAD

3:25 It was more, you know, just basic dispatching stuff. So, but yeah, I mean, we've been using them. It was a huge process, a long drawn out process. Obviously, you know, getting everybody trained, figuring out how it works, going through that process of just, you know, understanding and being proficient and I mean, it's a big it's you know, it's a hell of a lot worse and more of an issue, more of a process than anybody ever describes.

JORDAN

3:25 Yeah.

BRAD

3:52 So, but yeah, I mean, you know, I guess if, you know, if you could send a message or something like that, you know, detailing out the differences. I mean, we're definitely not looking to make a switch at any, you know, immediately or anything like that. You know, we definitely, we don't have the capacity to go through a whole new revamp of that at this time.

JORDAN

4:18 Yeah, I got you.

BRAD

4:19 You know, yeah, I mean.

JORDAN

4:23 So...

JORDAN

4:25 Was, was the BuildOps?

JORDAN

4:28 You know, getting online, that was very difficult is what you're saying?

BRAD

4:33 Was a huge process. Yeah.

JORDAN

4:33 Getting up and running. Yeah, you know, with service trade, we get everybody on board within 60 to 90 days. How many texts do you have out in the field?

BRAD

4:36 MM. HMM.

BRAD

4:43 Yeah.

BRAD

JORDAN

4:47 Okay. Yeah, I would definitely love to like set a time to talk more. I don't know if...

JORDAN

4:54 You and Brad would want to be a part of the conversation?

BRAD

5:01 I don't know, I guess I don't really know if I want to set time to talk about it just because like I said, we're definitely not in a place where we have like the capacity to, you know, switch right now, but if there's you know, some information that you have, I guess that, you think that would stand out and would be something that, you know, service trade does significantly better than BuildOps, then, I guess I'd love to, you know, read about that.

--- Purchase decision ends ---

BRAD

5:29 But other than that, I mean, I'm just right now, we're just running with BuildOps, the way it is, we're running and gunning, and growing like crazy. So we don't you know... yeah, yeah, if I brought that to the team, I brought that to the team right now, they'd probably shoot me.

JORDAN

5:40 Of course, what I'll do I'll take your e-mail...

JORDAN

5:48 Yeah. Let me get your e-mail I would love to send you over some stuff.

BRAD

5:51 Yeah.

BRAD

5:53 Sure.

JORDAN

5:54 And, what is your role with RTS?

BRAD

5:57 Partner...

JORDAN

5:59 Gotcha. Yeah, and let me get your e-mail from you because I'd love to share some more information.

BRAD

6:04 Yeah.

BRAD

6:06 Yeah, it's Travis.

BRAD

6:08 At... RTS mechanical dot com.

JORDAN

6:14 Easy enough. All right. Well, thank you for taking the time. Speak with me. I'll send you over some info and you have a lovely weekend.

BRAD

6:16 Easy enough.

BRAD

6:19 Yeah. Okay. Hey, you as well. Thanks.

JORDAN

6:23 Take care.

The End