



# **Call with Greater Comfort Heating and Air Conditioning, Inc. - Harold Hignite**

Susan Warren with Greater Comfort Heating and Air Conditioning, Inc.  
Recorded on 7/5/22 via SalesLoft, 2 min.

## **Participants**

### **SERVICETRADE**

Susan Warren  
*Territory Manager*

### **GREATER COMFORT HEATING AND AIR CONDITIONING, INC.**

Harold Hignite  
*Manager, Residential Operations*

# Transcript

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

HAROLD

0:00 Conference, this is Dan. How may I help you?

SUSAN

0:03 Hi, do y'all do commercial service? I just have some process questions about that specifically around like preventative maintenance. I was hoping to speak to like a service manager or an office manager. Would that be you?

HAROLD

0:05 We do.

HAROLD

0:14 Yeah... yeah. I can help you. I'm our director of operations and I helped to run our service department.

SUSAN

0:20 Perfect. And going right to the right person. But my name is Susan Warren. I'm calling from a company called service trade. I was just trying to figure out if bad job, volume y'all did mostly single family residential, more or more commercial service.

HAROLD

0:23 Yeah.

HAROLD

0:38 So, our business is 90 percent commercial 10 percent residential.

HAROLD

0:46 So, we do both.

SUSAN

0:48 Gotcha. Well, the reason I ask them. So service trade, it's a field management software tool that work order scheduling quoting but specifically designed for folks that do primarily commercial slash industrial service.

HAROLD

1:03 Actually, we actually already signed up with BuildOps this year and we're going to be with them until at least 2025 yeah, yeah.

SUSAN

1:09 Wow. That is quite an agreement. Well, I've understood if you run into any snags with that or you just want to see an alternative, please do, give us a call. The company name is service trade.

HAROLD

1:20 Sure.

HAROLD

1:22 Sure, absolutely. Thank you.

SUSAN

1:24 Thank you. And tell me your name again, Jennifer. Thank you so much, Jennifer. Bye bye.

HAROLD

1:26 Jennifer.

HAROLD

1:28 Thank you bye.

*The End*