



# Call with Heco Ltd. - Tammy Vandenberg

Alec Ashby with Heco Ltd.  
Recorded on 1/12/23 via SalesLoft, 5 min.

## Participants

### **SERVICETRADE**

Alec Ashby  
*Territory Manager*

### **HECO LTD.**

Tammy Vandenberg  
*Benefits Owner*

# Topics

*Call Setup* ..... 0:00

# Transcript

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

--- Call Setup ---

TAMMY

0:00 Good morning. I come.

ALEC

0:03 Hey, this is Alec. Can I speak to Tammy please?

TAMMY

0:06 She's not in, she won't be in till Monday.

ALEC

0:09 Okay. Well, can I just speak with a service manager who has ever charge of overseeing service?

TAMMY

0:16 In which regards?

ALEC

0:19 Yeah, commercial service specifically, the refrigeration side of things, PM specifically.

TAMMY

0:28 Okay. Are you a customer? I'm just trying to direct your call to the right person?

ALEC

0:33 No. So I'm not a customer, but I spoke to Tammy about a couple of months back and she wanted me to follow up.

TAMMY

0:40 Okay. One moment.

TAMMY

0:54 Hello?

ALEC

0:56 Hey, this is Alec calling with service trade, how you been?

TAMMY

0:59 I'm good. How are you?

ALEC

1:01 Doing good, man. Doing good. The reason I was reaching out to you man is I was actually talking with Tammy a couple of months back, but I just wanted to reach out to make an introduction. My name is Alec. I'm calling with... service trade. What we are, we're like a commercial service platform. We're built specifically for commercial service contractors, and we essentially help you guys, you know, increase your service repair, revenue, streamline operations and really improve your customer experience. So, I just wanted to reach out to see if you guys were currently on a platform or on a pen and paper system out in the field.

TAMMY

1:33 With pen and paper, but we've looked at a few others filled up service tight and the type of thing. So we're undecided at the moment, but I'm interested to you guys. I.

ALEC

1:44 Okay. Yeah, I heard that you were on paper, but I don't know if it's me on my end or if it's you on your end, but it was just talking really quiet. I only heard about 10 percent of what you just said.

TAMMY

1:55 Can you hear me now?

ALEC

1:57 Let me, let me see if I turn up my volume real quick, my bad man. Yeah. Can you talk again? Okay. Yeah. Now, I can hear you. Yep. What's...

TAMMY

2:01 No worries. Yeah. Can you hear me?

TAMMY

2:05 All right. Yeah, no, we've looked at service in BuildOps, a few other ones. So we're looking at them. But if there's anything in particular that you guys have that maybe the others don't I'm sure you can send over some information. I'll have a look.

ALEC

2:19 Yeah, I could absolutely send you over some information, but honestly, man, a lot of times the information I'll send you, it doesn't really do the platform Justice

because it's more of like it's more generic, you know, corporate templates, so to speak, and whoever transfer me over, they didn't tell me your name, what was your name again? I'm sorry, John.

TAMMY

2:30 Okay. What do you wanna do with a demo?

TAMMY

2:37 Go on.

ALEC

2:40 Okay. Well, John, what we're doing right now is we're doing these 45 minute Zoom demonstrations. I could kinda walk you through.

TAMMY

2:47 Yeah, that's fine. We can do a demo that's fine. I'll give you my email. I do have to run. So I'll give you my email if you want to schedule me in for a demo. I'm generally available this afternoon, if not, you can probably book me in anything for early next week.

ALEC

3:00 Okay. You said either, what did you say you could do this week or did you say later next week? I'm sorry, you just a little.

TAMMY

3:09 No, this afternoon, you can book me in for or nothing this week. I can't do this week or you can book me in early next week, preferrably sometime in the morning, Eastern Time.

ALEC

3:20 Okay. Let me check my schedule really briefly here. I know you gotta go. Could you do three PM eastern today?

TAMMY

3:33 Yeah, that's fine.

ALEC

3:34 Okay. And all I need for you on that, John, is your email?

TAMMY

3:38 Yeah. So it's John, Jon.

ALEC

3:43 Okay.

TAMMY

3:44 At Heco, Henry, Edward Christopher Asher limited spelt out do?

ALEC

3:53 Okay. Cool. Fair enough. And I know you gotta go. Is there any way I could give you a call after lunch just to gather a little bit more information. So I'm prepared for the presentation.

TAMMY

4:01 Yeah, that's fine. I'll give you my cell though. You can call me on my cell.

ALEC

4:05 Okay. That's great.

TAMMY

4:07 All right. Nine five.

TAMMY

4:10 Seven zero three.

TAMMY

4:13 Zero four, one seven.

TAMMY

4:15 If you wanna call me in maybe 10 minutes, I'm about to drop a Van off at an auto repair shop, and I've got a lonely walk on the way back. So you can probably call me then.

ALEC

4:24 Okay. Yeah, I'll just call you back in 10 minutes, but in the meantime, I'll send you that calendar invite if you could click yes on that, just to make sure you got it that'll be great and I'll call you in 10 minutes. Just get some more information. All right, cool. Appreciate it, man.

TAMMY

4:31 Yeah.

TAMMY

4:33 Sounds good. All right. Yeah, give me a shout in time. All right. Okay. Thanks. Bye.

*The End*