



Call with Thermaserve Inc - David Royer

Tommy Polcari with Thermaserve Inc
Recorded on 1/18/24 via SalesLoft, 8 min.

Participants

SERVICETRADE

Tommy Polcari

Associate NorthBoundary Account Executive

THERMASERVE INC

David Royer

Vice President

Topics

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Transcript

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

DAVID

0:00 Thank you for calling term serve. How can I help you?

TOMMY

0:02 Calling for David, please?

DAVID

0:05 I'm sorry?

TOMMY

0:06 Calling for, David Ryder.

DAVID

0:09 David Roy. Okay. And I'm sorry, who may I ask? Who's calling?

TOMMY

0:14 Tommy pull carry.

DAVID

0:17 Tommy. Okay. Yes. You and I spoke the other day, I passed on you the message, but to be quite honest, he does not come into the office at all.

TOMMY

0:30 Okay. Gotcha. In that case though, is Marty available?

DAVID

0:36 I'll see if Marty's available, Tom pokery right? From what group?

TOMMY

0:40 Service trade is regarding, the HR conference?

DAVID

0:45 Okay. Hold on a second, please?

TOMMY

0:47 Thanks.

DAVID

1:34 This is Marty. Can I help you?

TOMMY

1:37 Hey, Marty, it's Tommy. Okay with ServiceTrade, do you have equipment?

DAVID

1:40 Yeah, go ahead, Tommy.

TOMMY

1:42 Yeah, thanks. I appreciate it. So, again, I'm calling a ServiceTrade. Not sure if that rings any bells at all, but where the software platform specifically designed for commercial service contractors and I was reaching out in regards to the, a HR conference in Chicago coming up next week. I was curious if you guys would be attending that.

DAVID

2:00 No, we typically don't travel north here from Florida during the winter.

TOMMY

2:05 Gotcha. Okay. So, you guys aren't attending?

DAVID

2:08 No, we won't be going to that one.

TOMMY

2:11 Okay. Gotcha. Well, I want to reach out to you guys and see if you'd be attending ServiceTrade is gonna be, you know, one of the vendors and also the sponsor of the event, but we are also offering quick conversations with our territory manager for those who aren't going to be able to attend, you know, just to give you a little bit more information on ServiceTrade kind of show you what we upgraded, and what we'd be showing at the conference.

--- Type of work ---

TOMMY

2:33 I was curious to learn, you know, what you guys are currently using, to document repair opportunities out in the field.

DAVID

2:39 Build ups?

TOMMY

2:42 Okay. Gotcha. And do you know about how long, sorry, how long ago you?

DAVID

2:48 We're probably about a year and a half, maybe close to two years into it now?

DAVID

2:53 It's getting to the point now where I can't remember when we didn't have it.

TOMMY

2:53 I got you. Okay. So, you guys been using it for a while now?

DAVID

3:00 Well, like I said, about a year and a half or so. That was just me trying to let you know. I don't have a, very long Amar.

TOMMY

3:07 Gotcha. Well, you know, I talked to a lot of companies that have used BuildOps and, you know, while those work pretty well, I have heard some people are run into issues, you know, with certain things like different things like projects, or what non. So I'm just kind of curious to hear your experience. You know, how that's been working for you guys?

DAVID

3:14 Huh.

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

DAVID

3:28 Well, at the time that we went with BuildOps, it was my decision to do so and I did so based on everything I was promised and what they sold to me, but they've yet to deliver on quite a bit of it. They over sold and, you know, under delivered heavily and since then, and since then... someone else in the organization has taken over that and it's not really my problem anymore, but it looks like we're stuck with it for a period of time.

TOMMY

3:48 Wow. Okay.

TOMMY

3:59 Gotcha. Okay. Yeah, no, that is definitely something I've heard that, you know, companies that gone over to BuildOps have sort of promised a lot of things but not

necessarily ready. Once they start up. I'm just curious, you know, what are some of the things that you guys were looking for that, you know, they weren't able to provide?

DAVID

4:20 Document?

DAVID

4:22 Replicas of our documents. We were told that our documents would all stay the same but, you know, it's like, okay, you've got a dog now, well, we can give you a dog too. And then, so that's great. And then we get the dog but it's only got three legs and the tails where the heads supposed to be in the head and the head wags, so it's not exactly the same thing I was looking for.

TOMMY

4:37 Gotcha. So.

TOMMY

4:44 Right. So, it's kinda like their versions of documents and you guys kind of have to adapt to that.

--- *Paper process* ---

DAVID

4:49 Correct.

TOMMY

4:51 Gotcha. Okay. Yeah. Well, I definitely understand that, and are there, any other areas that, you know, they haven't really fulfilled, their end of it?

DAVID

5:03 In indifference to printing documents, and whatnot, they assume that everyone on the planet wants to be digital and that's probably a good move. But there are some things that I need to be paper, and you know, just because you're looking at something in BuildOps, does it mean you can print it?

TOMMY

5:15 Right.

TOMMY

5:23 Gotcha. Okay. And are you guys printing stuff out to send over to certain customers or why is that important to you?

DAVID

5:29 I'm printing it because I'm old and I like to look at paper and make marks on it and, you know, bend the corners over and use a highlighter and stuff like that. It's how it works.

TOMMY

5:34 Gotcha.

TOMMY

5:36 Right.

TOMMY

5:40 Gotcha. Okay. Yeah. Well, you know, definitely understand where you're coming from there.

--- Purchase decision ---

TOMMY

5:44 And, you know, if you guys are experienced some of those things with BuildOps and they still haven't been able to fulfill, you know, what, they said they were going to, when you guys first went with them, I definitely think it'd be worth your time just to sit down for like I said, a quick conversation with the territory managers to give you a little bit more information on service trade, you know, background on what we've upgraded in the past, you know, year or so, but, you know, if you guys are, like I said, dealing with those issues, I definitely think it'd be worth your time.

--- Purchase decision ends ---

DAVID

6:13 Yeah, unfortunately, it's really not my area anymore. Like I said, someone else in the company is doing that now.

TOMMY

6:20 Gotcha. Okay. Do you know who the best person to reach out to be? Who, who is handling that?

DAVID

6:28 Four.

DAVID

6:43 Hold on a second. I'm trying to find the name?

TOMMY

6:45 Okay. Thanks.

DAVID

7:08 Area.

TOMMY

7:10 Okay. Is that his personal name?

DAVID

7:11 Yeah... Ar.

DAVID

7:16 Oscar area.

TOMMY

7:18 Oscar, a, okay. And then, do you have a good phone number to reach him out? Or just reach out to the main office?

DAVID

7:23 Yeah, I've gone as far as I'm prepared to go. He's one of those guys with three initials behind his name.

TOMMY

7:32 Gotcha. Okay. All right. No problem. Well, yeah, no, I hear you. Well.

DAVID

7:32 Yeah. So, if, you know what I'm seeing?

TOMMY

7:40 I will, you know, kind of see if I can get in touch with them, but, you know, I appreciate you pointing me in the right direction, kind of filling me in.

DAVID

7:48 Okay. You're welcome.

TOMMY

7:50 All right. Have a good one.

DAVID

7:52 All right. Thanks bye.

The End

