



Call with Bill Joplin's - Michael K. La Tour

Dustin Theobald with Bill Joplin's
Recorded on 4/12/22 via SalesLoft, 4 min.

Participants

SERVICETRADE

Dustin Theobald
Territory Manager

BILL JOPLIN'S

Michael K. La Tour
President

Topics

<i>Call Setup</i>	0:44
<i>Wrap-up</i>	3:05

Transcript

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

MICHAEL

0:00 May be monitored and recorded.

MICHAEL

0:05 This call maybe monitored or recorded.

MICHAEL

0:12 Thank you for calling bill Joplin's job ones, air conditioning and heating. If you know your party's extension, please dial it now for preventative maintenance, scheduling, inquiries or payments. Please press one for residential.

--- Call Setup ---

MICHAEL

0:44 Good morning, BuildOps instance, and show me. How can I help you?

DUSTIN

0:47 Hey, good morning, Shelby. How are you?

MICHAEL

0:49 Good. How are you?

DUSTIN

0:50 I'm doing well. Thanks for asking. I was wondering if I could speak to someone maybe over there, preventive maintenance or someone in operations please?

MICHAEL

1:00 Okay. The lady that is over our preventative maintenance. She is out of the office today. I can let you leave her a message and then she can call you back when she gets back in tomorrow.

DUSTIN

1:12 Okay. I'm actually not sure if that's exactly who you guys would want me to speak to if I elaborate a little bit more, maybe you could help me out.

--- Call Setup ends ---

DUSTIN

1:22 Okay? So, perfect. So, I'm Dustin, I'm with service trade and we're a field service management platform. We help with work orders and scheduling a jobs, dispatching those types of things. Really getting your technicians to be a little more, I'm not money driven. But what's the word I'm looking for a more efficient, which obviously drive drives revenue to the bottom line. But I usually speak to some people and most companies we deal with maybe operations managers, service managers, who might that be for your company? That would look at that?

--- Call Setup ---

MICHAEL

1:14 If that works?

--- Call Setup ends ---

MICHAEL

1:22 Okay.

MICHAEL

1:57 It's actually a couple of different people. They all coincide and work together with the same thing. But we just actually got a, we just recently upgraded to a new processing system that does the exact same thing service tightened. So they're gonna flat out tell you they're not interested at the moment?

DUSTIN

2:03 Okay.

DUSTIN

2:15 Okay, perfect. Are you guys more residential or more commercial? You're both? Okay. So, like if you had to guess, 50 50 25, 75, what would be your percentage on commercial versus residential?

MICHAEL

2:19 We're both.

MICHAEL

2:29 It's 50 50. It's shared. We do.

DUSTIN

2:30 50 50.

DUSTIN

2:33 And how many commercial service techs do you have or do they have? Are they hybrid text for they do both?

MICHAEL

2:33 Everything?

MICHAEL

2:39 I, we've got two separate departments. I, all I do is answer calls. So I don't know the exact number... for the commercial department.

DUSTIN

2:45 He doesn't answer calls. I get it. Okay. No problem.

DUSTIN

2:51 Okay. Not a we're in the world. So you guys are using service tightened for the commercial side as well? Huh?

MICHAEL

2:59 Yes.

DUSTIN

3:00 Okay. And that's tracking your recurring services for your PMS and all that type of stuff.

--- *Wrap-up* ---

DUSTIN

3:06 It is, okay. Yeah, yeah, we're very similar. We just, we're more geared towards the commercial side, and I know that product seems to have a price tag with it that a lot of companies are like. Wow. So I just wanted to double check. So, okay. So it sounds like you guys, I just searched over to ServiceTitan and our own interested at this time. Is that correct?

MICHAEL

3:05 Yes, it does everything.

MICHAEL

3:31 Correct.

DUSTIN

3:31 Okay. Would there be like a maybe six months or four months or three months that I could call back and just double check. Do you guys are happy with the way

that's working?

MICHAEL

3:41 Probably not. Like I said, this is fairly new and we're still integrating. So it's gonna be probably several years before we're looking at anything else.

DUSTIN

3:51 Okay. Alright. Well, I wish you guys the best of luck. If you have any questions, I would be more than welcome to answer anything you had, but understand what, you know, the process and what you guys are going through. So have a great day and we'll talk soon.

MICHAEL

4:06 Yes, thank you.

DUSTIN

4:07 Thank you. Bye bye.

The End