



Call with TPC MECHANICAL - Kris Wainscott

Jace Stephenson with TPC MECHANICAL
Recorded on 11/13/23 via SalesLoft, 8 min.

Participants

SERVICETRADE

Jace Stephenson
SDR

TPC MECHANICAL

Kris Wainscott
Service Manager

Topics

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Transcript

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

KRIS

0:00 See mechanical, this is New York?

JACE

0:02 Hey, Eric. I'm calling for Christine.

KRIS

0:05 One moment.

JACE

0:15 Hey, is this Chris?

JACE

0:17 Hey, Chris, it's Jace over at service trade. I wanted to just see if I could catch you in the office, and follow back on your e-mail and see about getting that demo set up for you.

KRIS

0:28 Yeah.

KRIS

0:31 Let's see. I'm trying to think of when the best time would be. This is... kind of a crazy week.

JACE

0:34 Yeah, no worries.

JACE

0:38 No, I'm sure it is. I wanted to make sure that I caught you before thanksgiving too.

KRIS

0:43 Yeah, right.

KRIS

0:47 Let me.

KRIS

0:49 Let me check on a few things. We're I'm in the process of selling my house among other things. So I'll be in and out a lot, right? I definitely want to get it set up but I'm not sure if we're supposed to close on Wednesday, but we may end up closing on Friday. So I just don't know when to schedule at this point, but, I could e-mail you back with any details as soon as I find out what my schedule realistically is looking like.

JACE

0:55 Makes it, I bet even easier.

JACE

1:03 Yeah, for sure.

JACE

1:12 Yeah.

JACE

1:18 Okay.

JACE

1:20 Okay, perfect. And just so that I can make sure that, you know, when that happens and I can even get you over, you know, some potential times as well. How many service technicians do you have? Because that's how we three? Okay, perfect. Yes, you said that, I'm sorry about that. Okay, awesome. Yeah, I will. If you prefer, then I could always, you know, send you over a link or some times so that you can have quick access to that for one of my territory managers. If that works for you. Okay, perfect. I'll get that sent over to you... and, you know, I don't know if by chance caught you with a minute of time right now just to grab some other quick information just so we can personalize that demo for you. If I didn't then I can always grab it later too.

KRIS

1:31 Three.

KRIS

1:46 Okay. Yeah, that sounds good.

KRIS

2:02 Sure.

KRIS

2:04 No, you're fine.

JACE

2:06 Okay, perfect. So, you know, as far as kind of, you know, what you guys are looking for in your next software, I know in the past, you guys were with BuildOps. Were there any things you know, in particular that you're looking for in a new software? Anything you didn't like about your, you know, previous kind of like current operations?

--- Pricing ---

KRIS

2:24 So, BuildOps itself is actually, it's really quite good. It's just, we're so small, the price, I just can't justify the price. So that's where because they kinda have like a minimum of 10 users or somewhere around there, and it's just... very high cost especially for what we utilize.

JACE

2:28 Huh.

JACE

2:33 Okay.

JACE

2:40 Okay.

JACE

2:44 Huh.

--- Paper process ---

JACE

2:47 Huh.

KRIS

2:48 We, we keep things pretty basic at this point. So, you know, obviously dispatching quoting and invoicing, I mean, and then, we do... I think everybody at this point, is getting better at providing documentation on service calls. So, pictures and then all of that, but yeah, nothing too crazy as far as, what we need?

JACE

2:51 I...

JACE

2:58 Huh.

JACE

3:14 Okay, perfect.

--- *Type of work* ---

JACE

3:17 And is the majority of your guys work is commercial then? Correct? Okay. Is it like 100 percent of your work? Do you guys do any residential or anything like that?

KRIS

3:21 Yes.

KRIS

3:27 If we do residential, it's it would usually be... you know, an offshoot of that commercial work. So.

JACE

3:33 Okay. Yeah.

KRIS

3:36 Owners of companies might have us to do their house on occasion.

JACE

3:38 Yeah, for sure. For sure. I hear that why often and I see that you guys have, you know, a pretty long list of services that you guys offer, you know, on your website, hvac, plumbing, refrigeration, different things like that. Is there one type of equipment you guys find yourself working on more than others or is it, you know, pretty spread out between those even?

KRIS

4:01 So, as far as service goes, we don't have a service plumber at this point. We, we need one, but we just haven't had one in a while, but I'd say it's evenly spread out, you know, conventional heating cooling is probably, our main thing, but we also do a lot of VRS equipment.

JACE

4:05 Okay.

JACE

4:07 Yeah.

JACE

4:09 Okay.

JACE

4:16 Okay.

KRIS

4:23 And we have some restaurant clients that, that's where a lot of our refrigeration work comes in as well with coolers and all of that.

JACE

4:32 Okay. All right. And then as far as the actual, you know, service work goes, is the majority of it gonna be like reoccurring work that you have contract set up for or is it going to be like that or?

KRIS

4:46 We do have a list of preventative maintenance?

KRIS

4:52 Customers, but it's not a huge list at this point. So, one strange thing about us is that we are, our main deal is new Construction as a company, so.

JACE

4:53 Huh.

JACE

4:58 Okay.

JACE

5:04 Yes, yeah, I noticed that.

KRIS

5:07 Right. So, so we help on those Construction jobs a lot, so that stuff does not technically yet build.

JACE

5:11 Okay.

JACE

5:13 Okay.

KRIS

5:14 So, right now, in BuildOps, I have our company set up as a customer. That way I can track guys time on Construction jobs.

KRIS

5:23 Which is, it's a little odd but it's almost like we're two separate companies, but we're not.

JACE

5:29 Yeah, yeah. You guys have like separated into like separate divisions then?

KRIS

5:34 Yes.

JACE

5:35 Okay. How many, well, I guess, how many Construction guys do you have? Just out of curiosity?

KRIS

5:41 That, I'm not completely sure.

JACE

5:45 That's okay. That is totally fine. It's just kind of more, one more piece of information to plug in on my side.

KRIS

5:54 I think, the guys on that side use busy to track their time and everything.

JACE

5:54 And...

JACE

5:58 Okay.

JACE

6:00 Okay. And outside of that lead and come to my next question to you outside of BuildOps, are you guys using anything else for your service side?

KRIS

6:13 No, no, not really. Our guys are using busy occasionally when they work, on Construction jobs.

JACE

6:15 No.

JACE

6:19 Okay.

JACE

6:22 Okay.

KRIS

6:23 And that's just for budgeting purposes to track their time for our estimators on that side.

JACE

6:27 Okay.

--- Type of work ends ---

JACE

6:31 Okay. And then my last question for you is just what accounting system you guys use?

KRIS

6:37 Sage 50, I believe.

JACE

6:38 Page 50? Wonderful. I'm gonna go ahead and get that plugged in. And then I don't know, you know, if it would be something that you could do?

JACE

6:48 You know, but, I do have, well, I shouldn't you know, put the cart before the horse here, but I should have some open times tomorrow if you're open to checking out a demo tomorrow. I don't know if that's you know, too soon or anything like that, but, you know, if you're available tomorrow, I do have some open times.

KRIS

7:05 I have...

KRIS

7:08 Tomorrow will be tough. I don't think I can do tomorrow.

JACE

7:09 Yeah, that's okay. Yeah, no, that's no worries at all. I just know you said, you know, Wednesday and Friday, we're going to be busy. So I wanted to check in and

see, do you maybe have some time on Thursday then in between or?

KRIS

7:21 That may work?

JACE

7:22 Okay. Yeah, I'll send you over then a link for one of my territory managers right now. I'm looking at his schedule on Thursday and it is, you know, pretty clear open. I don't know if you have a specific time. I could snag it for you right now where I could, you know, of course, send over the link to.

KRIS

7:39 Okay.

KRIS

7:42 If you could send me just maybe some different openings?

JACE

7:43 Yeah, for sure. Do you prefer mornings or afternoons?

KRIS

7:49 Probably afternoon.

JACE

7:51 Afternoon. Okay. Awesome. Yeah, I can get that sent over to you then.

KRIS

7:55 Okay. Sounds good.

JACE

7:56 Awesome. Well, I appreciate your time and that information there, and we'll get you set in rolling. So, thanks for your time Chris.

KRIS

8:03 Great. Thanks Jace.

JACE

8:04 Have a good one.

KRIS

8:05 You too.

The End