



Call with Certified Fire and Security - Scott Watson

Emily Whitehurst with Certified Fire and Security
Recorded on 7/7/23 via SalesLoft, 6 min.

Participants

SERVICETRADE

Emily Whitehurst
Territory Manager

CERTIFIED FIRE AND SECURITY

Scott Watson
Fire Alarm Department Manager

Topics

<i>Pricing</i>	2:34
<i>Recurring maintenance</i>	4:11

Transcript

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

SCOTT

0:00 Thank you for calling certified fire to place your system on test, please press one. Otherwise, wait on the line and we'll be right with you.

SCOTT

0:14 Certified fire. This is Abby. How can I help you?

EMILY

0:22 I was calling to speak with Scott if he's available.

SCOTT

0:25 Who is it?

EMILY

0:26 This is Emily white Hurst for service trade.

SCOTT

0:29 I'm sorry, who are you looking? Forgot? Give me just a second. I'm still new here and I think they might have switched over to somebody else. So, let me just ask really quick.

EMILY

0:31 I was looking to speak with Scott.

EMILY

0:40 Okay.

SCOTT

2:05 Is there any way you have another name? I asked my coworker and she says we'll have a Scott?

EMILY

2:11 Okay. Yeah. We've spoken with you guys a little bit in the past. I think Scott was one of the people we talked to also, Darren, if he was available.

SCOTT

2:20 Darren. Okay. Perfect. I can send you over to him. Okay. Yeah. And then actually, let me give you, I don't know if he's on lunch right now. I'm gonna give you a phone number. I'll also transfer you just in case he has an answer. I'll give it to you so you can call him back.

EMILY

2:23 Okay. Thank you.

--- Pricing ---

EMILY

2:34 Okay. Awesome. Thank you.

SCOTT

2:35 Yeah. Let me know whenever you're ready. Okay. Eight one.

EMILY

2:37 I'm ready.

SCOTT

2:41 Six eight two.

EMILY

2:43 Okay. Thank you.

SCOTT

2:44 Three, four, six, five. And I'll get you transferred right now.

SCOTT

2:48 Yeah.

--- Pricing ends ---

SCOTT

3:08 Hello. This is Aaron with certified flier.

EMILY

3:14 Hi, Darren. This is Emily white Hurst with service trade. Did I catch you at a good time?

SCOTT

3:20 Yeah.

EMILY

3:21 Awesome. Yeah. So, service trade, I'm not sure if it rings a bell on where that software platform for the fire and life safety industry. And so we help you go profit by improving your service operations and increasing your technician productivity. So, we've spoken with you guys a little bit in the past. I mean, I know it just wasn't the best time. So I just wanted to reach back out kind of reopen that conversation, see what you guys are doing now in regards to field management and then see if it was a better time you guys to take a look at service trade?

SCOTT

3:48 Yeah. So we actually just made the transition to BuildOps.

SCOTT

3:54 So, right now, we're kind of like in the middle of all that, but.

SCOTT

3:59 Have used service trade in the past with another company and guy has been great, but this one just kinda suited to our monitoring needs a little bit better. So.

--- *Recurring maintenance* ---

EMILY

4:11 Okay. I got you. And could I ask what were those like needs that? But meaning that, you know, you thought service trade is kinda not meeting those same needs?

SCOTT

4:23 So it automatically sends all the payments and everything for our monthly quarterly and semi annual and annual billing for inspections?

EMILY

4:34 Huh.

SCOTT

4:35 As well. And it just kind of.

SCOTT

4:39 They had to do a lot of changes on that and it's all self automated for our monitoring now. So it just made it a little bit easier.

EMILY

4:46 Yeah, definitely. And it kinda helps you track like, those like reoccurring services.

SCOTT

4:51 Yep. So.

EMILY

4:52 Yeah. So we're able to handle that as well.

--- Recurring maintenance ends ---

EMILY

4:55 I know you said you guys are still kind of in the process of onboarding. So I totally get, you know, maybe now not being the best time to take a look at something, but is there maybe a better time for me to reach back out in the future? I just the reason for my call, I set up like 30 minutes to an hour Zoom demonstrations, just kinda walk you through the platform, get you a look at some mock jobs.

SCOTT

5:16 Okay. Yeah. If you want to shoot us a call back, maybe in the next six months once we're able to get a good feel for how everything's going, that'd be great.

EMILY

5:21 Yeah. Okay. Perfect. Well, then I'll make a little note here and I'll reach back out to you then.

SCOTT

5:31 Okay. Sounds great. Thank you.

EMILY

5:31 All right. Thanks for your time, Dan. Have a good one.

SCOTT

5:35 You too. Thanks, Emma.

EMILY

5:36 Bye.

The End