



Call with Apex Refrigeration & Boiler Co. - Abel Medina

Ben Bilhorn with Apex Refrigeration & Boiler Co.
Recorded on 5/30/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Ben Bilhorn
SDR

APEX REFRIGERATION & BOILER CO.

Abel Medina
Industrial Service Manager - NLWC

Topics

<i>Call Setup</i>	0:00
<i>Call Setup</i>	1:08
<i>Pricing</i>	2:25

Transcript

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--- Call Setup ---

ABEL

0:00 Hello, this is able.

BEN

0:01 Hey, well, this is Benjamin with service trade. How are you doing?

ABEL

0:05 Good.

BEN

0:06 Good. Did I catch you at a decent time then?

ABEL

0:08 You didn't but I'll go ahead and answer you. We went ahead and signed with. So I don't actually handle that stuff then.

BEN

0:14 Right.

ABEL

0:15 Sean does. And that's the person I referred. I think Lauren, you work with Lauren, right? So, and I know we looked at your system, but I don't know what they went with, but, I don't honestly recall, but I know that they just signed for nobody else.

BEN

0:19 Yes, yes, a new work with exactly, right?

BEN

0:27 Okay.

--- Call Setup ends ---

BEN

0:31 Gotcha. Is that like a long term contract? Do you know kind of what the deal is there?

ABEL

0:37 Again, I don't I, they're doing testing starting like in a week or two, and then we're going to roll it out by the end of summer, but again, the person to talk to is Sean. I figured he would have let you guys know or let somebody know the decisions that we.

BEN

0:43 Okay. Gotcha.

BEN

0:51 Yeah. I kinda, I tried to get up with him for a while and I was never able to. He never even looked at a demonstration of our platform. So, I don't know what the deal was there, but, okay, cool. Well, I appreciate you at least.

ABEL

1:05 You're saying that they didn't look at a.

--- Call Setup ---

BEN

1:08 They didn't even look at us. We spoke briefly about scheduling a time and then I was never able to actually get to hear back from him to schedule a time to look at service trade, but yeah.

ABEL

1:19 Because I know when, they...

ABEL

1:23 I'm trying to remember, then, it was... for some reason, I could have sworn it was ServiceTrade but I guess it was another one.

BEN

1:29 Well, they told us that they were planning on looking at us, you know, like, you did drop by or more did drop by and I remember you forwarded...

BEN

1:44 You forwarded me, Sean, contact info, something like that, but for whatever reason, things just didn't work out. I wasn't able to get up with Stan at the time. It was convenient or whatever.

ABEL

1:52 Yeah.

--- Call Setup ends ---

ABEL

1:55 I know that the one that, the Eric and Sean decided to go with his thumb, it's actually the most expensive one.

BEN

2:03 It, is it BuildOps by chance? That sound right?

ABEL

2:08 I guess I'm the wrong person.

BEN

2:10 No, no worries. No worries. Okay. Cool. Well, either way, I appreciate you giving me the infinity and, you know, I'll keep in touch with you guys to.

ABEL

2:18 Yeah. Like I said, this one, I think the biggest thing was that compared to all the other ones, my understanding is this one, we can continue to revise the platform.

--- Pricing ---

ABEL

2:26 And, and so that was, the biggest determining factor because we pay per like per license. I guess it's sorry. Now, I do recall it's three years.

BEN

2:25 Okay.

BEN

2:40 Three year contract interesting.

ABEL

2:41 They did a three year contract.

BEN

2:44 Gotcha. Okay, cool.

ABEL

2:44 So, but it wasn't building ups.

BEN

2:48 Okay.

ABEL

2:49 Building ops was the, we were looking at, but again, you know, I can talk to Shawn and just tell him, hey, you know, out of a courtesy, just let you know.

--- Pricing ends ---

ABEL

2:56 So you guys aren't you know, wasting time calling on something that we're locked in, but apparently this one meets all our needs and, I had a tutorial on it and I wish I had more information, but again, I don't run the minute to minute service department. So I don't really focus on that stuff.

BEN

3:10 Yeah.

BEN

3:15 Right. No, no, I mean, basically, I'll probably get up with you guys end of the summer just to see how things have gone in implementation because a lot of times that's kind of the, you know, the real testing point once it's up and running, usually things will be all right, but not every software ends up getting there. Yeah, cool. Well, either way.

ABEL

3:27 Yeah.

ABEL

3:30 Yeah, yeah.

BEN

3:39 Yeah. Like I said, it your time and hope you have a great rest of your day.

ABEL

3:41 No problem.

ABEL

3:44 You too. Take care, Ben. All right. Bye.

BEN

3:45 You too. Bye bye.

The End