



Call with Techmasters - Sam Krause

Brooke Caskey with Techmasters
Recorded on 1/10/24 via SalesLoft, 5 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

TECHMASTERS

Sam Krause

OTHER

Phone Caller #1

Priya Dharmaratne

Topics

<i>Pricing</i>	1:04
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Transcript

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PHONE CALLER #1

0:00 Tech masters. This is Karen. Can I help you?

BROOKE

0:02 Hi, Karen. I was calling for Jesse.

PHONE CALLER #1

0:05 Yeah. Hang on one moment, please.

BROOKE

0:07 Thank you.

PHONE CALLER #1

0:12 Is Jesse with tech masters? Hey?

BROOKE

0:19 Hey, Jesse, this is Brook with service trade. How are you?

PHONE CALLER #1

0:22 You're doing good, thanks.

BROOKE

0:24 Perfect. I'll keep it quick here. I'm sure you remember ServiceTrade from peeking at us last year. Does that ring a bell at all? Gotcha. Yeah, you guys popped up on my radar this week. I wanted to call and see how things were going with BuildOps and, you know, seeing as it's the first month of the year to see what you guys are thinking about this year.

PHONE CALLER #1

0:30 Yes, yes.

PHONE CALLER #1

0:43 Sure. It's it's going good so far. So, I think we're pretty happy. You kind of never know. Sorry about that.

BROOKE

0:48 Okay.

BROOKE

0:55 It's okay.

PHONE CALLER #1

0:56 Caught my throat there. Anyway. I never know, you know, no guarantee on what we might want to do in the future, but I think we're pretty happy with them right now.

--- Pricing ---

PHONE CALLER #1

1:04 And then also, we did a software change, operation, software change like also like a year and a half before we switched to BuildOps. So we're also just like, you know, like even, I would you even if things were worth the BuildOps, we're probably we'll be too worn out to do anything for a year or two anyways, honestly. So, but I think regardless the combination of both, we're probably just not looking at making any change anytime soon, so.

BROOKE

1:17 Worn out?

BROOKE

1:28 Sure. Yeah. Okay. Are you guys, are you guys nicely project work? Is that kind of what led you over to BuildOps?

PHONE CALLER #1

1:35 No, we're not necessarily. We do a lot of commercial work but it's kind of like we're just kind of unique. It's what is it's? A lot of commercial service work? Is it's our primary thing, so.

BROOKE

1:41 MMHMM. Yes.

BROOKE

1:51 Right. Yeah. Well, the reason I ask is because typically, when looking at BuildOps versus ServiceTrade, it's it usually comes down to projects first service where ServiceTrade is or is essentially our roots are in service and preventative maintenance and their roots are in projects as maybe a smaller scale Construction. And so I was just curious sort of what led you to them. But how are they doing? Helping you manage your service and maintenance?

PHONE CALLER #1

2:19 So far? Good. So.

PHONE CALLER #1

2:23 And honestly, we can never find anyone that's like, I don't, know, you know, I'm not saying you guys would or wouldn't be the perfect Victor or whatever, but like it's like no matter what, we can't find a perfect fit. So, because we were on ServiceTitan before and it's like, you know, we just, you know, they had some things that were good and bad about them. And then BuildOps says is the same thing honestly though they're really good at customer service, BuildOps and they work with us a lot on stuff. So, which was a big step up from ServiceTitan. So... but yeah, you know, here... we're pretty happy with, so, I mean, I'll just be honest with you. The biggest thing we're probably the most upset with is actually some of the admin stuff with dispatching and stuff like that. And none of it, no, none of it's really how the jobs floor work. It's kind of the performance of the, of, their admin application for dispatching and stuff. So, I think it just, it's overloaded. It can be kind of slow, but, anyway, so, but otherwise, in general, we're pretty happy with them.

BROOKE

2:34 MMHMM.

BROOKE

2:37 Right.

BROOKE

2:43 MM.

BROOKE

2:49 No.

BROOKE

2:54 Yeah, that's great.

BROOKE

3:16 MM, HMM.

BROOKE

3:21 Yeah, sure.

BROOKE

3:25 Okay. Yeah, sure. Good to know. Yeah, I just wanted to check in. Are you contracted for the rest of, the year or, when would it make sense for me to... ping you again?

PHONE CALLER #1

3:34 We're we're contracted, I think here.

PHONE CALLER #1

3:41 Here in may. I don't have the exact date and honestly, we probably would be with them for at least another year. So honestly, it would probably be like a year from now might be a good time to reach out to us because that's kind of when we, I, if we all want to make a change, you know, that's and that's kind of the same thing we did last year too. We kind of in december and january, you know, kind because then, we know, our contract is up in like six months and it's like, you know, not something we can, you know, make a quick change on it, something you got a plan ahead of time. So honestly, so I'd say maybe reach out in december or january next year because we're probably for sure gonna be with them for another year, so.

BROOKE

3:47 Okay.

BROOKE

4:12 Totally. Yeah. Okay.

BROOKE

4:17 Yeah.

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BROOKE

4:20 Okay. Yeah, that makes perfect sense. Well, I'm glad your experience is going well and I'll keep you guys on my radar for the future. All right. Thanks, Jesse. Bye.

PHONE CALLER #1

4:26 Okay. Sounds good. Thanks Brooke. Okay. Yeah. Bye.

The End