



Call with Mid-Illinois Mechanical, Inc. - Chris Hardesty

Tommy Polcari with Mid-Illinois Mechanical, Inc.
Recorded on 11/7/23 via SalesLoft, 2 min.

Participants

SERVICETRADE

Tommy Polcari

Associate NorthBoundary Account Executive

MID-ILLINOIS MECHANICAL, INC.

Chris Hardesty

General Manager, HVAC Service

Transcript

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

CHRIS

0:00 Middle not Chris speaking.

TOMMY

0:02 Hey, Chris, this is Tommy pull carry with service trade. Do you have a quick minute?

CHRIS

0:07 I'm on the road right now. What's...

TOMMY

0:11 Yeah. So again, I'm calling the service trade. I'm not sure if that rings a bell at all.

CHRIS

0:15 I believe it's a service platform that you can use similar to service tighten, or BuildOps or something like that.

TOMMY

0:24 Yeah, exactly. Yes. So, we're the software specifically designed to help commercial service contractors simplify workflows for scheduling, matching, work orders and driving sales. And I know we've spoken to you guys a bit in the past and at the time you guys were onboarding.

TOMMY

0:41 BuildOps and, you know, in that process, I just wanted to follow up with you guys and, you know, kinda see how that's going if you guys have gone live yet or, you know, where that stands?

CHRIS

0:50 Supposed to go live first of the year. We've almost finished all the training, sorting out the merging with financials and that's where we're at.

TOMMY

1:00 Gotcha. Okay. So, you guys, are still on track for that to go live by the beginning of the year?

CHRIS

1:04 Yep.

CHRIS

1:06 Yep. Sure. So, that's we definitely were committed there. So that's where we're going to have to stay.

TOMMY

1:13 Gotcha. Okay. Yeah. I just wanted to follow up with you guys because I know, you know, I've heard from other companies that were looking at BuildOps, they, you know, had some issues with the implementation process there. So I just wanted to, you know, check in and see if, you guys know we're doing well with that, but would it be right if I followed up with you guys, you know, towards the beginning of the year? Once you guys are, you know, live on BuildOps, just check in, see how it's going?

CHRIS

1:35 I'd probably give us at least six to eight months so that we get a play with it. Anything new? It's gonna take a little while to sort out the bugs?

TOMMY

1:43 Gotcha. Okay. All right. No problem. I appreciate your time.

CHRIS

1:45 All right. Sounds good. Yep.

The End