GONG

Call with Mountain Valley Mechanical - Chris Neudeck

Amelia Smith
Recorded on 9/13/22 via SalesLoft, 3 min.

Participants

SERVICETRADE

Amelia Smith
SDR

MOUNTAIN VALLEY MECHANICAL

Chris Neudeck
Administrator

Transcript

CHRIS

0:00 Thank you for calling Mountain Valley Mechanical...

AMELIA

0:13 Hey, do you guys do commercial AC?

CHRIS

0:16 Yeah, we only do commercial.

AMELIA

0:18 Okay. But for air, conditioning do you get do like maintenance work or just new installed?

CHRIS

0:22 Yeah, PM agreements to do those, make sure like quarterly agreements or depending on the customer, what they have.

AMELIA

0:31 Okay. Perfect. Well, I was wondering if you'd be able to connect me with the service department or like the service manager for AC?

CHRIS

0:40 We're pretty small. So you're kind of talking to us like if you call in here, we can of help us a little bit of everything.

AMELIA

0:48 Okay. Gotcha. Yeah. Well, let me tell you why I'm calling you might be the right person to speak to or there might be someone else I'm calling from service trade, the field management tool. So I had questions around like you said, like PM agreements, work quarters, kind of how you guys are handling those. Right now? There's someone else I need to speak to her. Would that be you?

CHRIS

1:10 We actually just signed with the company that we're actually going to be going through. So I know right now we're using something, but we're going to something different.

AMELIA

1:18 Just recently, like how recent was that?

CHRIS

1:20 Yeah, like last month?

AMELIA

1:23 Okay. Gotcha. And have you started implementing it yet?

CHRIS

1:26 Yes, we have already started the process. So.

AMELIA

1:29 What do you, what do you guys decided to go with?

CHRIS

1:32 BuildOps?

AMELIA

1:33 BuildOps. Okay. Gotcha. I'm surprised. Actually, you guys didn't demos service tried to all. I actually, I've talked to a lot of people who use BuildOps and we are commercially based. So I just be curious. Are you the one who makes decisions around that we're setting up? Just sorry go ahead.

CHRIS

1:57 No, we're just like I said, we're small. It's me and saving in here and that's we kind have been using a different system and we've kind of looked around. So that was kinda the one that we out of looking at that's what we kinda decide it would be the best for us, so.

AMELIA

2:11 Yeah, I hear you. I'm totally makes sense especially since you guys you said are solely commercial, correct? Okay. Yeah, gotcha. Well, definitely would recommend we get a lot of people who have recently started implementing a platform or something like that. And what I've heard is that sometimes not everything is delivered on or the implementation process is really difficult. We do actually record our demonstrations. So in the case that something does go ride or assign exactly what y'all expected, you always have that in your back pocket. So definitely would highly recommend doing that. Do you have your calendar pulled up?

CHRIS

2:49 What was the name of it? Again? Sorry?

AMELIA

2:51 You're good. It's called service trade.

CHRIS

2:54 Okay. I mean, like I said, I'll keep it in mind if something doesn't go as planned. But like I said, we're pretty deep into it right now and we're pretty happy so far, so.

AMELIA

3:04 Okay. Yeah, I hear you. So you wouldn't be interested in just like hearing at all or learning about service traded at all?

CHRIS

3:05 Okay.

CHRIS

3:10 No, we've already kinda gone through this for a month with a couple of other company. So I think right now we're pretty happy with what we chose. So, but thanks, thanks. Thanks bye.

AMELIA

3:16 Okay. I hear you alright. Well, thank you so much for your time, bye.

The End